

STUDENT SERVICES ENQUIRY TEAM

Always connected



Always learning



Always here



www.glasgow.ac.uk/sset



www.glasgow.ac.uk/reachout

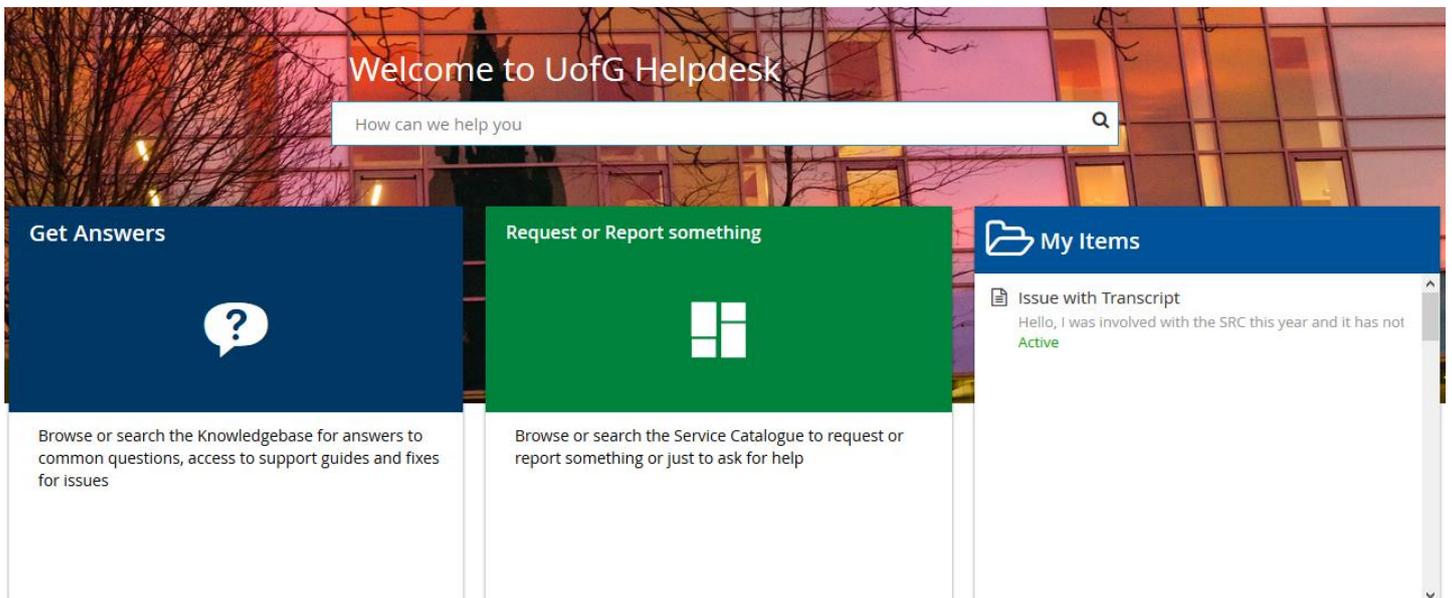


+44 (0) 141 330 7000

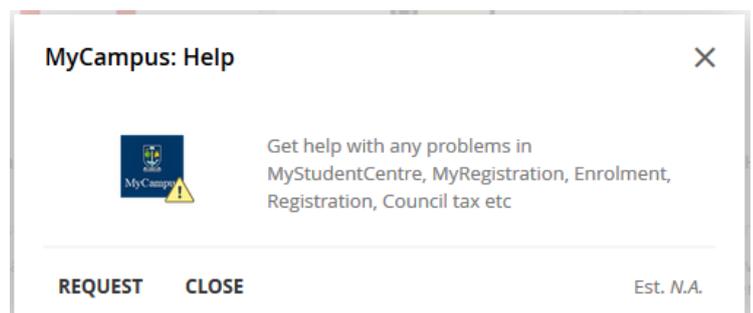
How to Submit an Online Help Request

The best way to access help and support is to use the UofG Helpdesk.

1. The easiest way to access the UofG Helpdesk is through the Help and Support section in MyGlasgow or go to www.glasgow.ac.uk/reachout. Once you have logged in using your standard GUID and password you will see the Helpdesk home page. There are three sections to this.
 - Get Answers: Use keywords to search for answers to common questions.
 - Request or Report something: Submit an online request for help or report an issue.
 - My Items: Track the status of your submitted requests.



2. Click on the 'Request or Report Something' tile, this will take you to the Service Catalogue. There are many tiles available, you can use the search bar at the top or the filters on the left to narrow down what you are looking for.
3. Use the 'MyCampus: Help' tile to request help for common MyCampus issues. A full list of topics covered in this tile is listed on the next page.



The Service Catalogue

The screenshot displays the 'The Service Catalogue' interface. On the left, there is a 'Filter Options' sidebar with a search bar containing 'My Saved Filters'. Below this, several categories are listed with checkboxes: 'Most popular', 'Report something', 'Request something', 'Finance', 'IT', 'Library', and 'Student Support'. Under 'Student Support', 'MyCampus' is selected and circled in red. The main content area shows search results for 'MyCampus' (also circled in red). Three service tiles are displayed: 'MyCampus Access and Permissions', 'MyCampus: Help' (circled in red), and 'MyCampus: Help (staff)'. Each tile includes a MyCampus logo, a description, and a 'Student Support' label. The 'MyCampus: Help' tile also features a yellow warning icon.

Topics Covered by 'MyCampus: Help' Tile

- Absence Reporting
- Academic Documents
- Account Access/Log-In
- Cannot Log In
- Charges – Accommodation / Fees (Tuition) / Library / Other
- Course Administration
- Deferral
- Direct Debit
- Enrolment
- Exam Timetable/Schedule
- Grades
- Graduation
- Other
- Personal Information
- Refunds
- Registration
- SAAS Funding
- Scholarships, Bursaries, Awards and Stipends
- SLC – Student Loans Company
- Sponsors
- Timetables