

## Handy Guide for Students (2009)

### COMPUTER ACCOUNTS

#### 1. Network Account

For access to NTU network, e-services (StudentLink, GSLink), e-learning (edveNTUre), personal portal(myNTU), personal webpage storage and online personal storage (mySite).

**Username:** For new students (except exchange and non-graduating students), it is the username you have chosen in the online acceptance of offer.

**Initial password:** Matriculation no. with alphabets in UPPERCASE (except exchange and non-graduating students). It must be changed within 7 days after the issue of new account.

**Web storage:** 10MB

Personal web address: please refer to <http://www.ntu.edu.sg/cits/gettinghelp/webpublishing/Pages/ALLUsers.aspx>

**mySite online storage:** 200MB  
<http://mysites.ntu.edu.sg/mysite>

#### 2. StudentLink Account (for undergraduate)

This is used only for access to certain e-services, e.g. checking of exam results. Access to most web-based e-services requires only your Network Account above.

**Userid:** Matriculation number

**Initial PIN:** Date of birth in DDMMYY format

#### 3. Windows LIVE Account (wef 15 August 2009)

This is used only for access to email services and suite of Windows LIVE e-services. The username and initial password is the same as the Network Account.

**Default email address:** <username>@e.ntu.edu.sg

**Email quota:** 10GB

### IMPORTANT WEBSITES

NTU Website: <http://www.ntu.edu.sg>

**Quick Links** in NTU website provide you direct access to many useful sites.

StudentLink (undergrads): <http://www.ntu.edu.sg/studentlink>

GSLink (postgrads): <https://sso.wis.ntu.edu.sg/gslink>

Personal Portal: <http://myntu.ntu.edu.sg>

Change network account password: <https://pwd.ntu.edu.sg>

SMS Services: <http://nexs.ntu.edu.sg>

Computing services: <http://www.ntu.edu.sg/cits>

Email access: <https://webmail.ntu.edu.sg/>

Windows LIVE access (wef 15 Aug 09): <http://home.live.com/>

### HOW TO CHANGE PASSWORD OR PIN

#### 1. Change Network Account password

From a browser, type <https://pwd.ntu.edu.sg> and follow the instructions given.

Note: - Password is case-sensitive

- Must be between 8 to 14 characters long

- Must be changed every 180 days

- Account will be locked after 6 wrong entries

- Forgotten password can be **self-reset** thru **SMS (9863 5582)** if you have registered your mobile number with CITS:

<http://www.ntu.edu.sg/cits/gettinghelp/Pages/passwordresetthrusms.aspx>

#### 2. Change StudentLink PIN

Step 1: From a browser, type

<http://www.ntu.edu.sg/studentlink>

2: Under **"IT Services"**, choose **"Change PIN"**

Note:

- Must be between 8 to 14 **digits** long

- Must be changed every 180 days

- Account will be locked after 6 wrong entries

- Can be self-reset if you have provided 2 challenge phrases under "IT Services" in StudentLink

Forgotten password or PIN can also be reset personally at CITS service counters below.

### CITS COMPUTER ROOM

Location: South Academic Complex SS-01-03

Opening Hours:

Monday to Friday - 8.30am to 12 midnight

Saturday - 8.30am to 4pm

Sunday, Public Holiday - closed

### IT SERVICE COUNTERS

Locations: (1) CITS Office at block N2.1 level B1

(2) CITS Computer Room (above)

(3) Lee Wee Nam Library

Opening Hours and Location Map: Please refer to

<http://www.ntu.edu.sg/cits/gettinghelp/Pages/helpdesk.aspx>

### IT HELPDESK

7am to 11pm daily

Email: [helpdesk@ntu.edu.sg](mailto:helpdesk@ntu.edu.sg)

Website: <http://helpdesk.ntu.edu.sg>

Tel: 6790 4357(HELP)

Fax: 6792 7892



Cut



Fold



Fold

