1. **Password/PIN**

   a. You are required to **keep your network account password and StudentLINK PIN confidential** at all times. At any point of time, should you suspect another person of using your account, you should change your password or PIN, using Network Account Password Changer ([https://pwd.ntu.edu.sg/pwd-ssl.htm](https://pwd.ntu.edu.sg/pwd-ssl.htm)) and report this to the Centre for IT Services immediately.

   b. For security reasons, you have to **change your password and PIN every 180 days**.

   c. The network account password must consist of alphabets (case-sensitive) and/or digits and it must be **between 8 to 14 characters long**. The StudentLINK PIN must consist of numbers only and it must be **between 8 to 14 digits long**.

   d. When selecting a new password or PIN, do not reuse your existing or previous passwords or PINs. Select a new password or PIN that you can remember, and yet is tough for others to guess. Do not use the name of a person or a place as your password. For security reasons, account will be locked after 6 wrong entries of password or PIN. Locked account will only be re-activated upon request by the account owner at the CITS General Office.

2. **Handling Emails**

   a. Do not accept the content of emails received blindly. If the content is very important to you or you have some doubts about its credibility, please use other means to verify the content before deciding on your next course of action.

   b. Do not forward emails to others blindly. Some emails could be sent as pranks to destroy the good name of others. If you unknowingly redistribute such emails, you may land yourself in libel suits.

3. **Getting Help**

   a. Please refer to the CITS' website [http://www.ntu.edu.sg/cits](http://www.ntu.edu.sg/cits) for more information on using the computing facilities, and rules and regulation governing the use of computing facilities.

   b. If you need help in using the computing facilities, please refer to CITS' website *Getting Help/FAQs*. You may call CITS Helpdesk (Hotline) at 6790-HELP (6790 4357) for assistance between 7am and 11pm daily. You can also submit your request for help through the Webpage: [http://helpdesk.ntu.edu.sg](http://helpdesk.ntu.edu.sg) or Email: helpdesk@ntu.edu.sg.

   c. Students may use the Learning Pod @ South Spine (previously known as South Spine Computer Room / Terminal Room) centrally located at SS-01-03, near to the Nanyang Auditorium. For more information, please visit [Learning Pod @ South Spine](http://www.ntu.edu.sg/cits).
The opening hours are:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>8.30am to 12 midnight</td>
</tr>
<tr>
<td>Saturday</td>
<td>8.30am to 4pm</td>
</tr>
<tr>
<td>Sundays, Public Holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>

4. **Computer Ownership Scheme**

   a. NTU has arranged with some vendors to allow students to purchase personal computers at preferential prices. Please refer to [Latest Deals/Loan](#) for the computers and configurations available for the current academic year. A new contract with new computer models and configurations will be finalized for purchased by the start of the new semester. Students are advised to check out the offering under the scheme before making their computer purchase.

   b. Full time undergraduates may purchase a computer via the interest-free "NTU Student Personal Computer Loan" scheme administered by the Office of Admissions & Financial Aid. Please check the loan details [here](#).