IT Handy Guide for Students (2017-18)

COMPUTER ACCOUNTS

1. Network Account
   For access to NTU network, e-services (INTU, StudentLink, GSLink), e-learning (NTULearn), library databases and campus computers.
   **Username:** It is the username selected by you during the online acceptance of offer.
   (For exchange and non-graduating students, it is your matriculation number).

   **Password:** It is your matriculation number with alphabets in UPPERCASE (For exchange and non-graduating students, it is your date of birth in DDMMYYYY). It must be changed before you can start using any e-services.

2. Office 365 EDU Account
   (http://www.outlook.com/e.ntu.edu.sg)
   For access to e-mail, suite of Office 365 EDU services and Office 365 ProPlus subscription. The initial password is the same as the Network Account initial password.
   **Default email address:** username@e.ntu.edu.sg

HOW TO SELF-RESET NETWORK ACCOUNT PASSWORD

1. Send SMS to 93722830
   reset student your-network-account-username

2. Your new password will be reset to symbol @ followed by your matriculation number (Upper case, as shown on your matric card) appended with the 4-digit password code sent to your mobile phone

   Note: Change this password at https://pwd.ntu.edu.sg as soon as possible

LEARNING POD @ SOUTH SPINE

**Location:** South Academic Complex (SS1-01-03) near Nanyang Auditorium

**Opening Hours:**
- Monday to Friday: 8.30am to 12 midnight
- Saturday: 8.30am to 4pm
- Sunday, Public Holiday: closed

IT SERVICE COUNTERS

Locations:
- (1) One Stop @ SAC
- (2) Learning Pod @ South Spine (see above)
- (3) Lee Wee Nam Library IT Helpdesk

For Opening Hours and Location Maps, please refer to http://www.ntu.edu.sg/cits/gettinghelp/Pages/helpdesk.aspx

IT SERVICE DESK

7am to 11pm daily

**Email:** servicedesk@ntu.edu.sg
**Website:** http://servicedesk.ntu.edu.sg
**Tel:** 6790 4357(HELP)

The above info provided is correct as at 25 April 2017