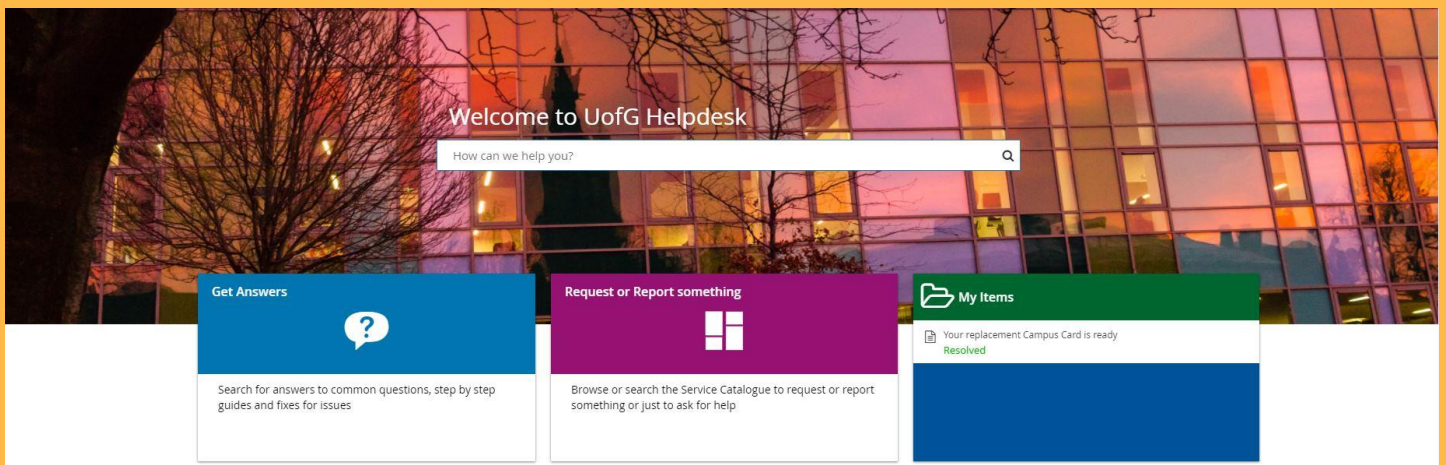


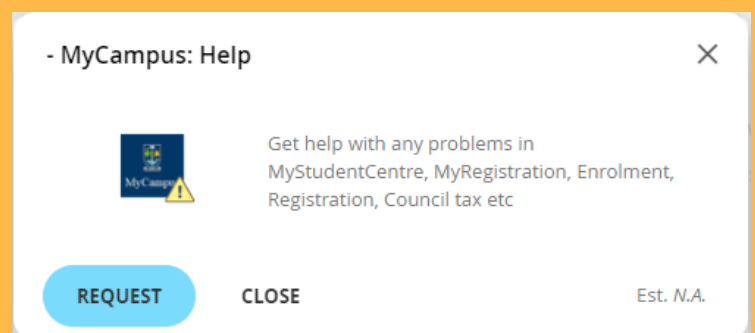
How to Submit an Online Help Request

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/help. 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.



Filter Options ←

Most Popular Request Offer ▾

Favourites

Most popular

Report something

Request something

MyCampus

IT ▾

Library

Student Support ▾

Careers Service


ISS & Visas

Student Services & Enquiry Team

College/School specific ▾

Service Catalogue

Popular Items


♥

MyCampus

- MyCampus: Help

Get help with any problems in M...

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
- Global Opportunities
- Grades
- Graduation
- Other
- Personal Information
- Refunds
- Registration
- SAAS Funding
- Scholarships, Bursaries, Awards and Stipends
- SLC – Student Loans Company
- Sponsors
- Timetables