

# IT Services



Welcome!

This is the home page for Rose Bruford College's IT Services and helpdesk knowledge base







Navigation can be accessed using the **Menu** at the top, via the 'child pages' link at the bottom of each section page or using the navigation on the left hand side (if shown)

More details on how to view and use this website, from various devices, can be found [here](#) and a detailed site map [here](#)

## Contacting the IT helpdesk

- In person outside the Library, open usually Mon-Fri 9am to 4pm (term time only). If there is no one there, please leave your details and a message using the provided forms
- Via email - **helpdesk @ bruford.ac.uk** ONLY using your college email account
- Via telephone extension 1717 (0208 308 2600)
- external telephone - +44 (0) 117 456 2516
- Via **DM** on Twitter **@rbc1717**
- Via **chat** links on various college websites
- or click on the  link in the bottom right corner

## External Portal Page links

- [Main Website](#)
- [Outlook Web App email \(Staff\)](#) 
- [Office 365 OWA email \(Student\)](#) 
- [Password Reset Service \(PRS\)](#) 
- [Yammer@RBC](#) 
- [FTP Upload Area \(ShareFile\)](#)
- [Timetable](#)
- [WebPrint Service](#) 
- [Campus Weather Updates \(Twitter\)](#)
- [IT Service Status](#)
- [O365 Shared Areas](#) 

## Frequently asked questions

- [Setting PIN to print/copy](#)
- [wireless at college](#)

## Need more help?

- email your question to the helpdesk using your college email account
- come visit us at the IT helpdesk

## Other resources

- Have you checked your course pages on the [VLE](#)
- Documentation and Policies on [DoRIS](#)