

WHERE TO GO FOR IT SUPPORT

A High-level guide for Colleagues



LEEDS
BECKETT
UNIVERSITY

We understand it is sometimes difficult for colleagues to know where to go for IT help and support for the different tools available for online teaching. A number of professional services areas work together to support you and this infographic aims to help sign-post colleagues to the right team.

DIGITAL LEARNING

The Digital Learning Team supports colleagues with choosing and utilising digital tools for teaching and learning.

If you have questions or need support about specific learning tools or would like advice on which tool would be best for use with teaching you should contact Digital Learning.

Services Supported*

- MyBeckett & Blackboard Collaborate
- Turnitin & digital assessment / exam tools
- PebblePad
- G Suite (Google Apps)
- Mobile Apps for the above
- Questions & advice about digital teaching tools

CONTACT

☎ 0113 812 5410
(09:00-17:00, Mon-Fri)
Voicemail available

🌐 Digital Learning Page
[teachlearn.leedsbeckett.ac.uk/
digital-learning-service/](https://teachlearn.leedsbeckett.ac.uk/digital-learning-service/)

✉ digitallearning@leedsbeckett.ac.uk

IT SERVICE DESK

The IT Service Desk provides IT help and support for university core systems and services such as your Network, Wi-Fi, Remote connections, and Skype for Business.

You can request additional system support for Microsoft Teams, Stream, Panopto and other Microsoft Office products for remote teaching and working.

Services Supported*

- Microsoft Teams, Stream, Sway & Onedrive
- Panopto Lecture Capture (Replay)
- Classroom Support (In-Person & Online)
- Skype for Business
- Accounts, Passwords & MFA
- Purchasing IT Equipment & Software
- Shared & Personal Drives
- Network & Remote Connections
- University Business Systems (eg. Banner)

CONTACT

☎ 0113 812 2222
(08:30-18:00, Mon-Fri)
Lines close at 17:00 outside of term

🌐 Online Self-Service Portal
selfservice.leedsbeckett.ac.uk
(24/7)

💬 Live Chat - On the portal
(09:00-17:00, Mon-Fri)

👤 In-Person - By Appointment
(09:00-17:00, Mon-Fri)

LIBRARY & STUDENT IT ADVICE

All aspects of student IT support from online meeting guidance, buying a device, MS 365 help, MyBeckett – students should contact a member of the Student IT Support team.

(Please note that in the School of Arts and Built Environment Engineering and Computing, the School have access to IT technicians as part of the School.)

Services Supported*

All student IT support including:

- Passwords and PINS
- Connecting to eduroam Wi-Fi
- Using MyBeckett / Turnitin
- Online meetings and collaborative working
- Accessing email / Office 365 / OneDrive

CONTACT

☎ 0113 812 1000
(24/7)

✉ library@leedsbeckett.ac.uk

🌐 [libguides.leedsbeckett.ac.uk/
it_support](https://libguides.leedsbeckett.ac.uk/it_support)

👤 In-Person – Library Advice Points
(08:30-19:00, Mon-Fri
11:00-17:00 Sat & Sun)

"How do I know which approach to use when I am teaching in a blended or online way?"

Please contact the Centre for Learning and Teaching for support and advice on teaching delivery.

Email: clt@leedsbeckett.ac.uk

"I don't know which digital tool I should use."

If you **do not know** which digital tool you should use please speak with your Course Director/Head of Subject or Dean first to see if there is a local decision on the platform/tools to use and to support consistency for your students. After this you can check with the Digital Learning Team.

* This is a standard list and may include more services. If you are unsure who you should go to for advice or support you should contact the IT Service Desk. They will assist you or direct you to the correct support service.