

3 Computing and computer services

In this section:

- find out more about the computing services can offer to you
- find out how to access the services
- find out how to access electronic information

Electronic access to computer services

We will email assignment feedback and other important information to your Loughborough University email account, so it is vital that you log-in to your Loughborough University email account on a weekly basis or arrange for emails sent to your account to be automatically forwarded to your preferred email address.

Please obtain your University account details from IT Services as soon as possible, after you are first registered for a programme. To obtain your account details, email the following to [IT Services](#).

- **Your name in full**
- **Your Student Registration Number**
- **The title of the programme you are studying**, stating you are a distance learner with WEDC
- **Your email address**

You will then obtain:

- A personal University email address
- Two identity codes and the associated passwords

One identity is your 'user identity' – that begins 'cv'. It, and the associated password, are needed to access restricted parts of the University website. You may change this password at any stage.

The other identity, your 'Athens identity' – that begins 'lbo'. It and the associated password are needed to access electronic services available through the University Library and from certain external databases.

If you have problems, please contact the [Distance Learning Administration Team](#).

Accessing your University email account

The University now uses Office 365 for managing student emails. You can access your email account in various ways, including through the student webmail link.

It is expected that all registered students comply with the University's Acceptable Use Policy when using the University's IT services.

Accessing electronic information

Whilst the ability to search the Internet for information is not normally essential for most modules (other than for *Research Dissertation*) you may wish to use the worldwide web during your studies. You can access the University Library from the Internet and various international electronic databases to carry out searches for information. For this you will usually need your use your Athens identity (see above).

On your USB memory stick for each module there is a folder containing information provided by the library. However, you may prefer to seek help from the [University Library's website](#).

Mediated searches, photocopying and postage

Note that there is a charge for mediated searches, photocopying and postage. Also, there are restrictions on the overseas loan of some items, and this may not be possible