

Changes so far this year

1. All students PC's have had the Windows version updated alongside updating software.
2. Teaching rooms have been kitted out with webcams and dual monitors to make Teams use during lectures easier.

Useful information and Reminders

1. The Service Delivery Team is currently short staffed, and we are receiving a very high volume of requests, so there may be a delay in responding to tickets.
2. 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. IT Service Desks are closed on campus and all support is being provided remotely.
3. Reminder to staff and students to report issues when they occur. 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. The link is:
<https://webhelp.uwtsd.ac.uk>
4. There are lots of IT guides on the University website along with information on what software is available for student use at home including Cysgliad. The link is: www.uwtsd.ac.uk/its
5. Reminder to staff and students about Statushub to view any updates ongoing issues and planned maintenance. The link is: <https://status.uwtsd.ac.uk>
6. Reminder to staff and students to be on guard about phishing / SPAM emails. For staff, there is a compulsory Information Security Awareness course available on Moodle, which can help spot suspicious emails and activity. Further information can be found on our webpage: <https://www.uwtsd.ac.uk/phishing/>