

Portal Help Material for Staff and Students

Getting Started

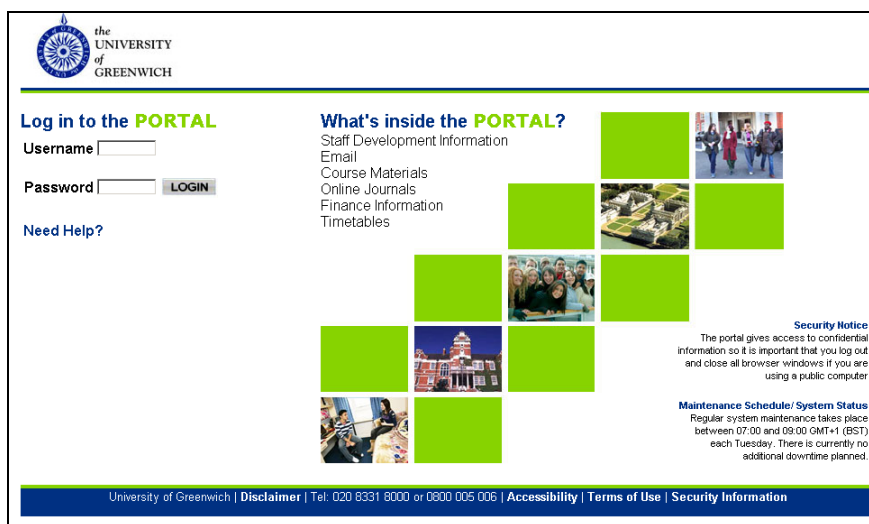
This section of the University of Greenwich Portal Help Material covers:

- [Overview](#)
- [Logging into the Portal](#)
- [What's Inside](#)
- [Computer Settings – Enabling Pop-ups](#)
- [Setting up your email](#)

Portal Help Material

Overview

The University of Greenwich Portal provides personalised access to web based information and services provided by the University.



Logging into the Portal

To log into Portal, please go to <https://portal.gre.ac.uk/> and type in your University of Greenwich User Name and Password which you use to log into the University of Greenwich computers on campus. Alternatively, you can go to the University's homepage at: <http://www.gre.ac.uk> and click on the staff and student portal link located at the bottom right of the homepage.

Students who have not changed their default password can locate this information on their registration form. Alternatively, please contact the portal helpdesk

Staff should contact the IT helpdesk at (0)20 8331 7555 or at helpdesk@gre.ac.uk.

If you have forgotten your password, please visit your campus site lab. Alternatively, if you are unable to visit a campus lab, please contact the help desk.

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What's Inside?

Once logged into the portal, you will have access to tools such as:

- Your Email
- Calendars
- Careers information
- Course information and Grades (BannerWeb)
- Library and computing information services
- Teaching Resources, such as WebCT, Teachmat and Engweb
- School internet and intranet web pages
- Tools to create and join groups
- University announcements

There will also be a personalised welcome message with your name. Underneath your name is a link to customise this page. You can modify the channels on the tabs, by adding, deleting or moving them around. Please refer to the "Portal Customisation" section of the help materials for more information.

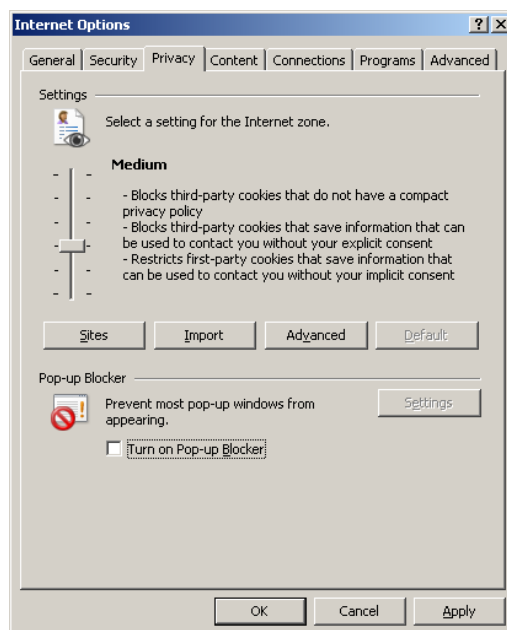
Computer Settings

Enabling Pop Ups in your web browser

In order to access most of the Portal's services and tools, it is highly recommended that you enable pop-ups for this site. You may also need to modify the settings within your browser. Failure to do so may lead to you not being able to access your email, chat, calendar, WebCT and other portal tools and services. For convenience, print this page so that you have it handy as you set your browser.

Enabling Pop-ups - Using Internet Explorer:

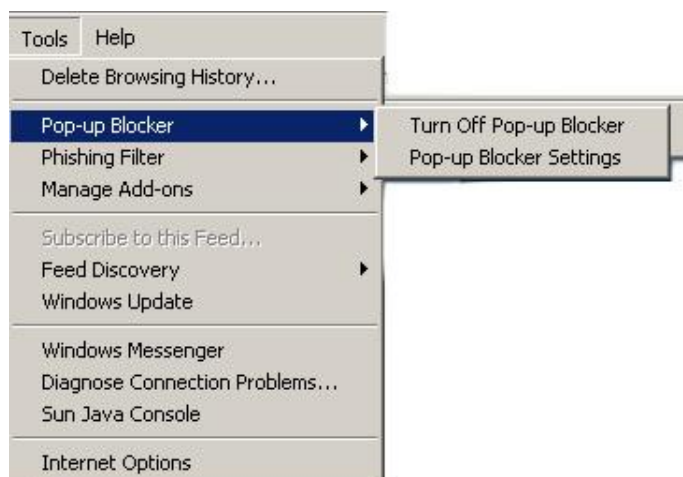
1. From the Internet Explorer browser menu bar (usually located at the top of the browser) go to **Tools**, then **Internet Options**, then the **Privacy** tab.
2. Please change your security settings to **Medium-Low**
3. Check that you do not have pop-up blockers enabled by ensuring that the box next to the 'Block pop-ups' option is **NOT** ticked.
4. Click the **Apply** button and then **OK**



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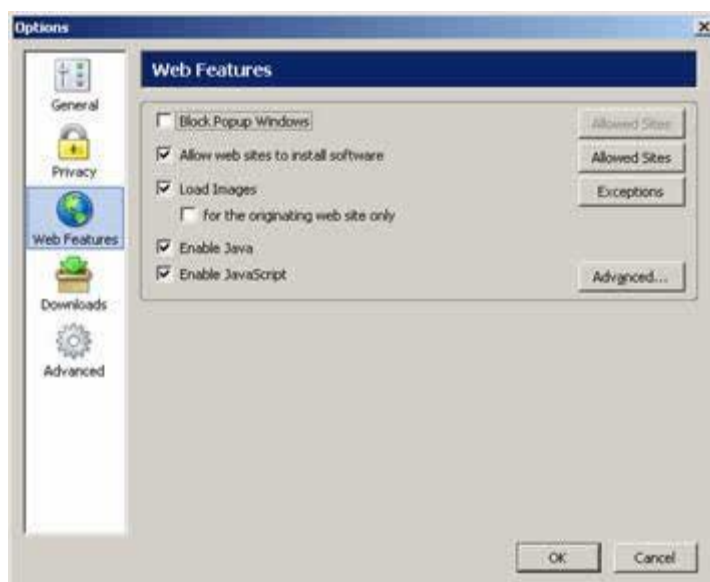
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Alternatively, in Internet Explorer, you can go to Tools from the menu, then **Pop-Up Blocker**, and **Turn Off Pop-Up Blocker**. From this option, you can also go to Pop-Up Blocker Settings, and add <http://portal.gre.ac.uk> and <http://www.webct.com> to your list of allowed sites.



Enabling Pop-ups - Using Firefox:

1. From the Firefox browser menu bar (usually located at the top of the browser) go to **Tools**, then **Options**, then the **Web Features**.
2. Check that the box next to the 'Block Popup Windows' option is **NOT** ticked.
3. Click the **OK** button.



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Other programs to look for pop-up blockers, and using WebCT:

- If you have anti-virus software installed, be sure that it is set to allow pop-ups also.
- Also, if you have any toolbars - such as yahoo or Google - ensure that they allow pop-ups
- You can also use the WebCT browser tuneup at <http://www.webct.com/tuneup/> to ascertain whether your PC browser is set up correctly for use with WebCT.
- If your computer uses a firewall, it may be set to deny access to unauthorised internet addresses. A firewall is a way to protect a computer network, and works by stopping all unauthorised communication between your computer and other computers on the internet. You may need to add the WebCT server address as an allowed site in your firewall software.

AOL and BT browser users

Due to changes that BT and AOL have made to their browser (e.g. Internet Explorer) settings, you may not be able to use the Portal using their authorised browsers. Please use Internet Explorer or Firefox instead to access the Portal.

For WebCT help please visit our online WebCT help material:

- [WebCT help for staff](#)
- [WebCT help for students](#)

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Setting up your Email in the Portal



1. Click on the email icon located in the top right menu (see image above)
2. You must provide your university user name and password (you will only need to do this once - the portal will remember your password in the future).
3. Once you have entered your password, you will be directed to your email inbox.

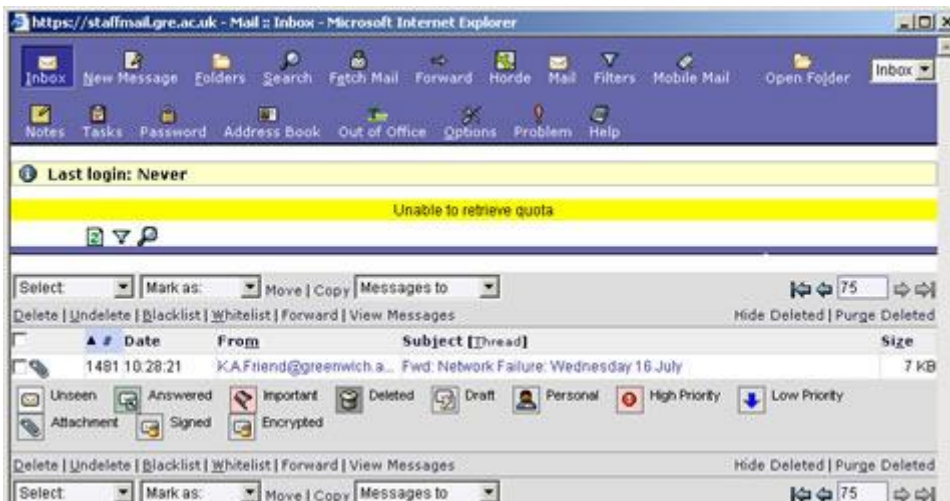
Please note: You will also need to [enable pop-ups](#) in your browser.

External Account Synchronization

Your external account password is not accessible. This could have resulted from a recent change of your Campus Pipeline password. Contact your [system administrator](#) to help you recover your **External Account Password**.

If you remember your **External Account Password**, you may enter it below.

Enter login information for: staffmail	User Name: <input type="text" value="jma29"/>
	Password: <input type="password" value="*****"/>
	<input type="button" value="Save Account Info"/>



For more assistance with using email, please review the webmail help page:

- [Webmail for staff](#)
- [Webmail for students](#)

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