

IT booklet for University of Greenwich partner students (TNE)



How to access all the IT and Library support you
need for your studies

Scan the QR code to download our booklet

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Your username and password

Your university username and password are your keys to everything - from the Portal and Moodle to Microsoft Teams and your student record.

One login, many services

We use single sign-on (SSO), so you only need to remember one set of details to access our systems.

Changing your password

You can change your password anytime. Click the **'Change password'** link at the top of the Portal homepage.

Resetting your password

You're automatically registered for self-service password reset when you set up your security preferences.

Follow our **password** guide to get started.

Password expiry

Your password will expire every 18 months. Don't worry - we'll remind you before it happens.

Multi-Factor Authentication (MFA)

MFA adds an extra layer of security to your university account. All students must use MFA when logging on to our systems.

Set up MFA with the Microsoft Authenticator app

We recommend using the “receive notifications for verification” option - it’s the quickest and easiest way to approve logins.

How it works

When you log in, you’ll need to enter the number on screen into your app. This is number matching, and it helps keep your account safe.

Top tip: If you have more than one device, set up MFA on both. That way, you’ll still have access if one goes missing.



Getting IT support

Need help with IT?

Visit servicedesk.gre.ac.uk and sign in with your university username and password.

With IT self-service you have one place to manage your IT support that you can access at any time, from any device, anywhere.

Here's what you can do:

- Find answers to common questions
- Chat with our chatbot to get quick answers or log a ticket
- Use smart forms that guide you through what we need to help you
- Track your support tickets in real time

New to IT self-service?

Our [quick-start guide](#) will help you find your way. You can also contact us Monday to Friday, 9am–5pm GMT/BST (excluding bank holidays and university closures).

We'll try to resolve your issue straight away. Your request will be prioritised based on how urgent and impactful it is - and you can follow its progress online.

Having trouble with a specific service?

Check the [status of our digital services](#) before getting in touch.



Keeping your information secure

We all play a part in protecting university data.

Why it matters

Without strong security, years of research, personal data and sensitive documents could be at risk.

Your role

Be mindful of how you store, share and access information. Follow university **information security guidance** and report anything suspicious.



The Portal

Log in with your university account

Use your full username (e.g. ab1234c@gre.ac.uk) and password to sign in at portal.gre.ac.uk.

From the Portal, you can:

- Access Moodle (our virtual learning environment)
- View your courses and grades
- Check your library account
- Read university news and announcements
- Explore the full range of services available to overseas partner students

Connecting to the university

You can access most university IT services as an overseas partner student.

Stay connected, stay secure

A range of online resources is available to support you, and the IT Service Desk can provide assistance if you experience technical issues or need help accessing university systems.





Wi-Fi (eduroam)

The eduroam network is available at thousands of colleges and universities worldwide.

Stay connected wherever you are

To connect automatically wherever you have an eduroam signal, **set up your Wi-Fi profile**.

Use your full university login:
username@gre.ac.uk (e.g. ab1234c@gre.ac.uk) and your university password.

The **geteduroam app** is available for iOS, Android (version 8+), and Windows. It makes all the necessary changes to your device for a smooth connection.



Microsoft 365 on your own devices

As a partner student, you get free access to the full Microsoft 365 suite, including Word, Excel, PowerPoint, Teams and OneDrive.

Install on up to 10 devices

That's 5 PCs or Macs, and 5 tablets or phones.

To install:

1. Go to office.com on the device you want to use
2. Click on Apps, then 'Install apps'
3. Choose your version and download the installer
4. Once installed, sign in with your university username and password

Microsoft apps are also available in the iOS and Android app stores.



Your personal file storage

Every student gets 1TB of cloud storage with **OneDrive for Business.**

Why use OneDrive?

- Store and access your files from anywhere
- Share documents with staff and fellow students
- Keep your work safe and backed up

Library resources

You can search our collection of ebooks, journals and databases using your university username and password - log in via the Portal to get started.

To search for ebooks and electronic journals, use LibrarySearch. You'll also have access to a range of specialist databases - check our [eresources access rights summary](#) to see what's available to you.

Contact us:

Stockwell Street Library: library@gre.ac.uk

Avery Hill Library: library@gre.ac.uk

Drill Hall library: dhlhelp@medway.ac.uk



A photograph of a man and a woman sitting at a small, round, yellow metal table outdoors. The man, wearing a blue jacket and glasses, is looking at a laptop on the table. The woman, wearing a white headscarf, is looking towards him. They are in a garden-like setting with trees and a wooden bench in the background.

Academic and digital skills support

Boost your skills and confidence

Our Academic and Digital Skills Team is here to help you study more effectively.

We can support you with:

- Essay writing and referencing
- Research and critical thinking
- Dissertation preparation
- Presentation skills
- Digital capabilities

What's available?

- Integrity Matters: an e-learning module on academic integrity
- NextLevel: an online course covering library, study and digital skills
- Building Digital Skills: a workshop series to help you get confident using Microsoft 365 tools and other key platforms for your studies

Useful links

Here are some quick links to help you get started and stay connected:

- Academic & Digital Skills Support: portal.gre.ac.uk/academicskills
- Workshops & Events: libcal.gre.ac.uk
- Digital Student Centre: studentcentre.gre.ac.uk
- Geteduroam: geteduroam.app/
- IT & Library Services: portal.gre.ac.uk/it-and-library
- IT Policies & procedures: portal.gre.ac.uk/it-and-library/policies-and-procedures
- IT self-service: servicedesk.gre.ac.uk
- IT self-service guide: servicedesk.gre.ac.uk/article/using-self-service
- IT service status: servicedesk.gre.ac.uk
- LibGuides: libguides.gre.ac.uk/partners
- LibrarySearch: librarysearch.gre.ac.uk
- Microsoft 365 login: login.microsoftonline.com
- Password help: portal.gre.ac.uk/it-and-library/password
- Portal: portal.gre.ac.uk
- Wi-Fi access: gre.ac.uk/wifi