IT Services

Kingston University London

All the Tech help you want

How to **Check the Status** of your IT Account

The first thing to check if you're having IT issues!

As you progress through enrolment, the status of your account changes – as does your access to IT systems. If your status is anything other than in a C status you will not have full access and may encounter issues when trying to access some applications or services.
You can check your status via the "My Status" tile in the KU mobile app. Any questions regarding your status should be directed to the Information Centre.

Connecting to the University Wi-fi

How to connect to the University's free wi-fi

Eduroam is a network connection for students and staff providing fast access to secure online University resources and the internet. When connecting you will need to enter your K number followed by the Kingston domain (K1234567@kingston.ac.uk) and then your network password.

Setting up Multi Factor Authentication (MFA)

You won't get far without MFA

Multi-Factor Authentication (MFA) is an enhanced approach to securing access to digital services, requiring more than a simple username and password as proof of identity. You will need to set up an authentication method to access many of the University applications and services, to do this you need to go to:
https://mfa.kingston.ac.uk/

## IT Security

IT Security is all of our responsibility

The greatest risk to security on the University network is the behaviour of individuals, including the sharing of passwords, responding to 'phishing' emails or introducing viruses from unprotected devices. We are all individually responsible for behaving in a manner that minimises the risk of service disruption or reputational damage, and the following is just a short list of things you should consider when going about your daily routine:

1. Your University network user name and password are yours and must never be shared.
2. You should always keep your portable devices, such as laptops, tablets and smart phones updated with the latest anti-virus protection.
3. Always report suspicious behaviour to **it-security@kingston.ac.uk**

Password Support

In case you're having issues with your password
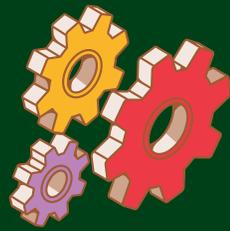
If you are unable to login to your account, maybe you have forgotten your password or your password needs changing. To do this, if you go to:

https://www.kingston.ac.uk/information-and-technology-services/password-support/

Here you will find instructions on how to reset your password if you remember it or instructions on how to change it if you don't remember it as well.
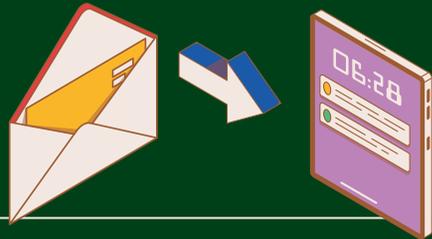
If turning it off and on again hasn't worked
IT Support

The IT Service Desk Portal (**https://portal.kingston.ac.uk/**) at Kingston University provides IT support online where you can:
- Report and track an enquiry, fault or request,
- See any upcoming IT service disruptions (to minimise any inconvenience)
- Give feedback on the support we've provided,
- Rate self-help articles (to help us improve our service)

Useful information

Where to find even more information

There is plenty of further information regarding IT and the support offered on My Kingston, here you'll find descriptions of the services offered, links to applications and we even have a section on free stuff!

All of this can be found at:
My Kingston > Support > IT Support

Recommended Apps

Everything you need on your phone

You don't need to install these apps but we recommend it as they may be useful! All of these can be downloaded from the Apple App Store or the Google Play.

These are:
Outlook mail, Microsoft Teams, Microsoft Authenticator, SEAtS, Canvas and Kingston University.

Any more questions?

Go to:
My Kingston >
Support >
IT Support