## Help Desks

Help desk staff are available to assist with problems and queries that may arise when using the computer facilities and to provide advice on using equipment or software.

The emphasis of the service is to 'help users to help themselves', but not to do your assignments for you. Various self-help facilities are available (see below) but if you decide to seek advice at the Help desk, please take note of any error numbers or messages which might be on your screen.

When reporting a username or password problem, please have your campus card or enrolment slip available.

### Helping yourself

There are many resources that you can use to help yourself, for example:

▶  **Online help within programs**

This is the best source of help about specific problems with software. You will usually find Help on the right of the top menu.

▶  **Leaflets and handouts**

The Learning Resource Centres (LRCs) provide free leaflets on a variety of topics.

▶  **Computer Literature**

The University Library has an extensive stock of computer literature available to loan.

▶  **Internet Web Pages**

All Learning Resource Centres computers are connected to the Internet, which provides a wealth of information on almost any topic. The Learning Resource Centres pages can be accessed via the Portal, under the 'Services' tab.
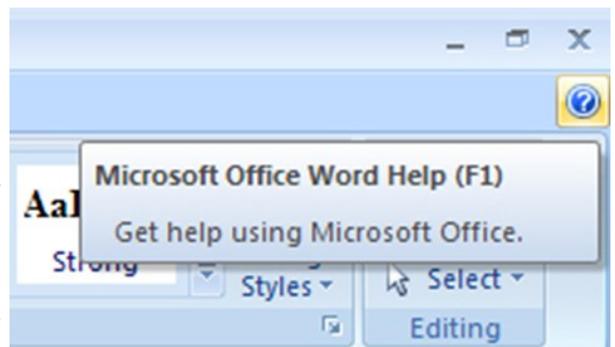
### One-to-one and group workshop sessions
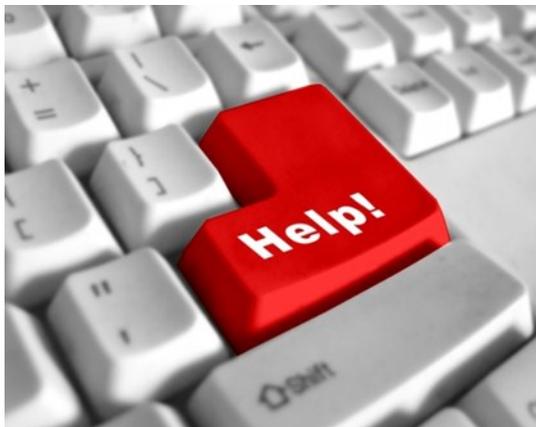
If you have a more in-depth query, you can book a one-to-one session with a member of the Help desk team. These usually run at quieter times of the day.

The Help desk teams are skilled in supporting the core Microsoft software packages and equipment available at the University and can provide introductory workshops for small groups on many topics.

If you feel a one-to-one session or group workshop on a particular topic would be beneficial, please contact the Help desk staff to discuss your requirements.

**Tel**: 023 8031 9340 (Andrews Learning Resource Centre)
**Tel:** 023 8031 9003 (Matthews Learning Resource Centre)
**Tel:** 023 8031 9695 (Mountbatten Library Learning Resource Centre)
Email: lrc.help@solent.ac.uk

Southampton SOLENT University

# Getting Help

## Provision for Disabled and Dyslexic students

► **Access**

The Andrews LRC is readily accessible from the main concourse. In the Sir James Matthews (SJM) building the Matthews LRC is situated in the basement which can be easily accessed via the lift. Facilities on Floor 2 of the Mountbatten Library can again be easily accessed by the lift.

► **Special Equipment**

All computers in the Learning Resource Centres are equipped with large screens, and there are a number of workstations available with electrically operated adjustable tables. Help desk staff will be pleased to advise you on location and use.

Inspiration Software which is a visual learning tool is available on PCs in Area 32 in Matthews LRC, Area 12 in the Andrews LRC, Room A013 in the Assistive Technology Centre and in room ML206 on the second floor of the Library.

## Assistive Technology Services and the Assistive Technology Centres

The University provides assistive technology services for students with disabilities and/or specific learning difficulties, such as dyslexia. Students who are registered with Study Assistance are entitled to use the Assistive Technology Centre (ATC) in the Andrews and Library LRCs.

The Assistive Technology Centre (A013) in the back of the Andrews LRC provides a quieter learning environment, computer workstations with specialist equipment and software, as well as support in using these resources.

► **Specialist software includes:**

► **Dragon NaturallySpeaking -** voice recognition software (**for demonstration and examination purposes only)**. Available on 2 PCs - one in Assistive Technology Centre and one in ML206 of the library)

► **Inspiration** - visual learning tool

► **TextHELP - reading, writing and study skills assistance software**

► **Lunar** - screen magnifying software (**Zoomtext** software also available on 1 PC in ML206 of the library)

The Assistive Technology Centres are located in the Andrews LRC and on Floor Two of the Library (ML206 and 2 PCs in the open area near the IT Help desk).  They are accessible during normal Library and Learning Resource Centre opening hours. For further information, please visit the Assistive Technology Centre.

A tutor is available each weekday from 10am – 1pm in the Assistive Technology Centre part of the Andrews Learning Resource Centre, alternatively ask at the
Study Assistance Help desk in RM023 or phone 023 8031 9201 (internal extension 3201)