

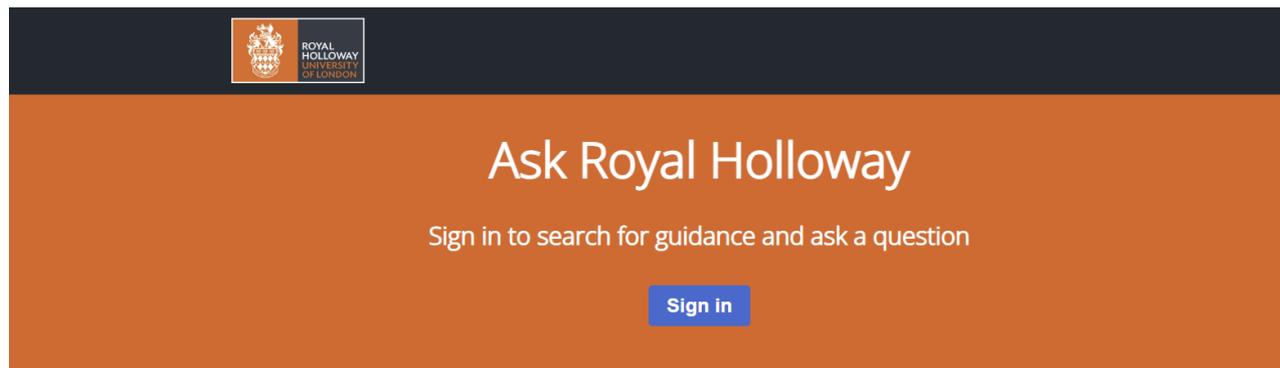
## Using Ask Royal Holloway

Ask Royal Holloway provides a place where you can easily search for the information you need – from assignment extensions to Hall Life queries.

It is designed to be intuitive, with everything you need in one place and easy to locate. Below, you'll find instructions on how to get started with Ask Royal Holloway, and what you can expect to see when you log in.

### The login page

The login page for Ask Royal Holloway looks like this:



### How to use Ask Royal Holloway

- Sign in using your University login – this is your University username followed by @live.rhul.ac.uk e.g. abcd123@live.rhul.ac.uk
- If you can't login, please contact [itservicedesk@royalholloway.ac.uk](mailto:itservicedesk@royalholloway.ac.uk)
- Once you have logged in, you can use the search bar to find answers to your questions or browse by subject
- If you are seeking wellbeing support, or if you wish to share a wellbeing concern about another student please email [wellbeing@royalholloway.ac.uk](mailto:wellbeing@royalholloway.ac.uk) or visit our wellbeing pages on the [student intranet](#). If there is an emergency or crisis please seek urgent support via one of the [services listed here](#).

You will need to use your normal University credentials (username and password) to log in.

## Logging in for the first time

When you first log in to Ask Royal Holloway, you will be taken to a 'terms and conditions' page. Here you will need to confirm that you will only use the system to ask questions for yourself (and not another student), and to read and accept our terms and conditions.

You will only be asked this the first time you login – you will never have to accept it again:



### Terms and conditions

Only use Ask Royal Holloway to ask a question for yourself, and not on behalf of someone else.

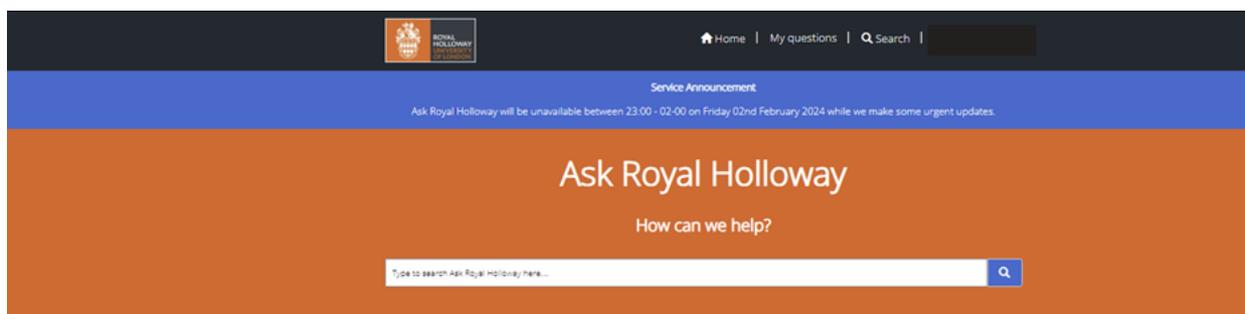
Please check the box below to confirm you have read and accepted our [terms and conditions](#).

I confirm I have read and accept the terms and conditions.

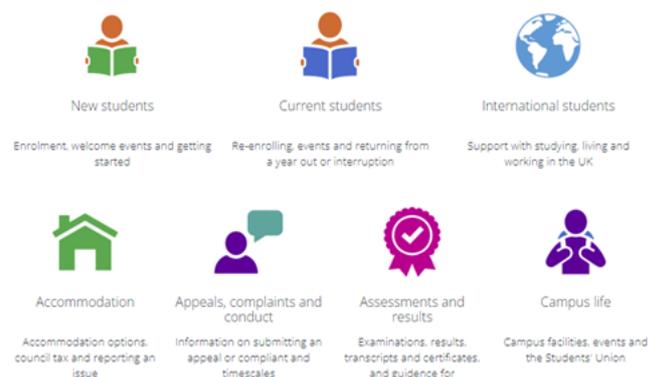
Continue

## The homepage

Once you've logged in, the homepage will look like this:



### Support and services

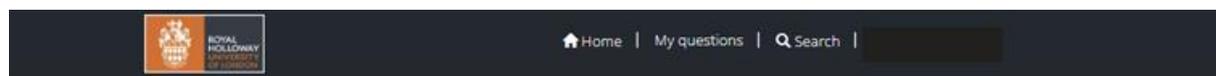


Here you'll see clickable icons with articles and more information on topics like accommodation, assessments and results, and campus life.

You'll also be able to 'Ask a question' from the homepage. You can also use the search bar in the orange banner to find you information you need.

## Using the icons

When you click on an icon on the homepage, such as 'campus life', you will be taken to a page with information about this category, including articles and popular FAQs.



## Campus life

<p>How can I contact the Students' Union? Students' Union Find out how to contact the Students' Union.</p> <p><a href="#">Read More</a></p>
<p>I would like information about the Students' Union Students' Union Find contact details and information about opening times for the Students' Union.</p> <p><a href="#">Read More</a></p>
<p>I would like information about IT support. IT Find useful links to IT services on campus as well as details on how to contact the team.</p> <p><a href="#">Read More</a></p>
<p>I would like information about accessing Wi-Fi on campus Campus Wi-Fi Find out how to connect to our Wi-Fi service on campus.</p> <p><a href="#">Read More</a></p>

## Campus facilities

Where can I find lost property?
Where can I find information on travelling to Egham?
Are there cash machines located on campus?
How do I get a refund from a university vending machine?
How and when can I access the library?
What are the Union Shop opening times?
Where can I buy food on campus?
How can I book a study space?

You can click on these to find more information. For example, clicking on an article such as 'I would like information about IT support' will take you to a page with support and the relevant links:



## I would like information about IT support



Views: 2

You can find handy information including IT guides, details of how to connect to Wi-Fi, access your email account and frequently asked questions on the links below.

- [Connecting to Wi-Fi](#)
- [Accessing your email account](#)
- [Downloading free Software](#)
- [IT Essentials](#)
- [Frequently Asked Questions](#)
- [Contact and live help details](#)

If you need support with IT issues, the IT Services team here to help and can be contacted using the details below.

- Email: [itservicesdesk@rhul.ac.uk](mailto:itservicesdesk@rhul.ac.uk)
- Telephone: 01784 41 4321
- Visit in person: [IT Support Office](#)

### Ask a question

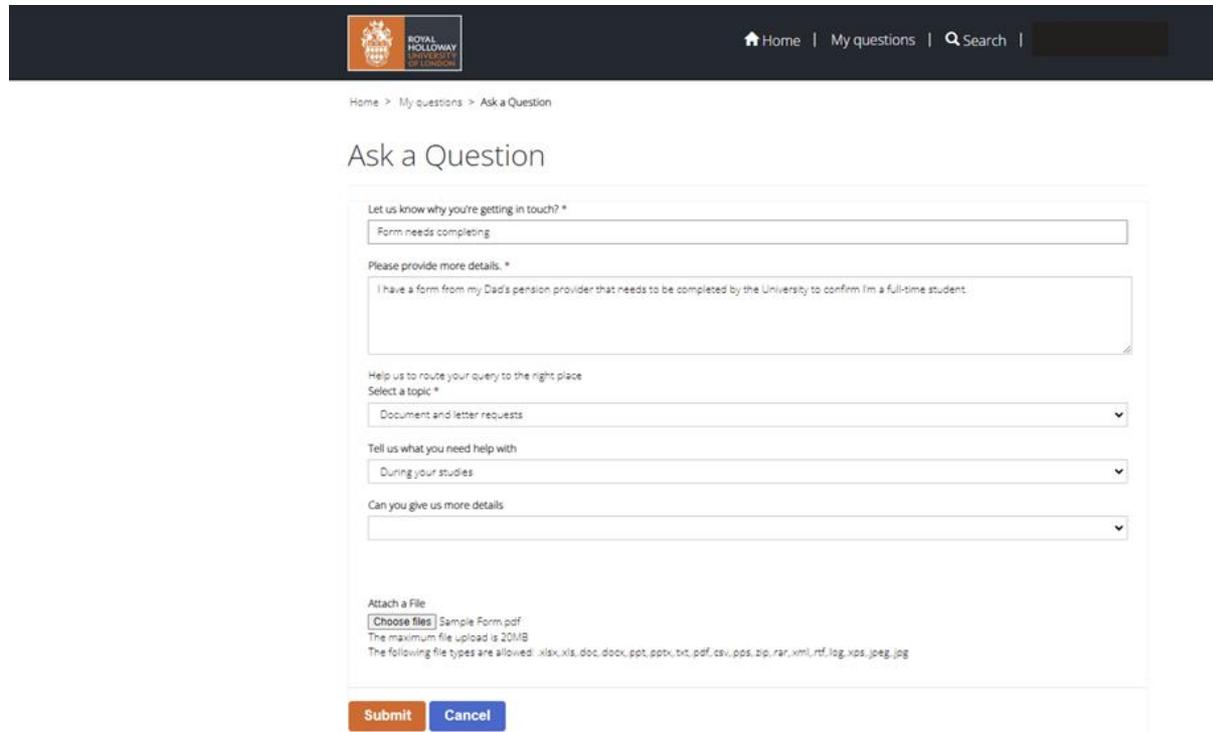
Through the homepage, you'll be able to submit a question – if there is something you can't find the answer to through articles on the site. You'll find the button to submit a question just after the icons, towards the bottom of the page:



Can't see what you're looking for?

[Ask a question](#)

The form to submit a question will look like this:



Home > My questions > Ask a Question

### Ask a Question

Let us know why you're getting in touch? \*

Form needs completing

Please provide more details. \*

I have a form from my Dad's pension provider that needs to be completed by the University to confirm I'm a full-time student.

Help us to route your query to the right place  
Select a topic \*

Document and letter requests

Tell us what you need help with

During your studies

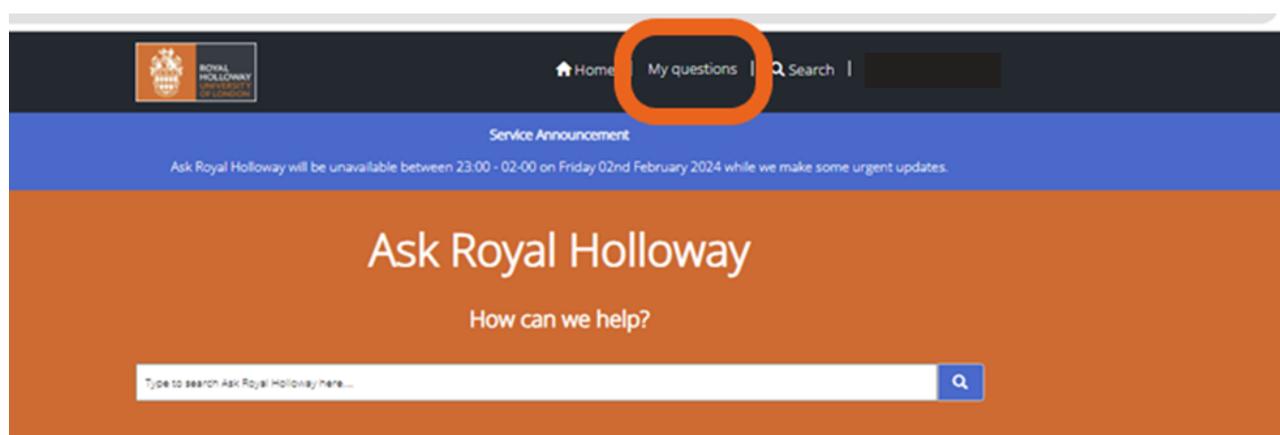
Can you give us more details

Attach a file

[Choose files](#) Sample Form.pdf  
The maximum file upload is 20MB  
The following file types are allowed: .xlsx, .xls, .doc, .docx, .ppt, .pptx, .bit, .pdf, .csv, .pps, .zip, .rar, .xml, .rtf, .log, .xps, .jpeg, .jpg

[Submit](#) [Cancel](#)

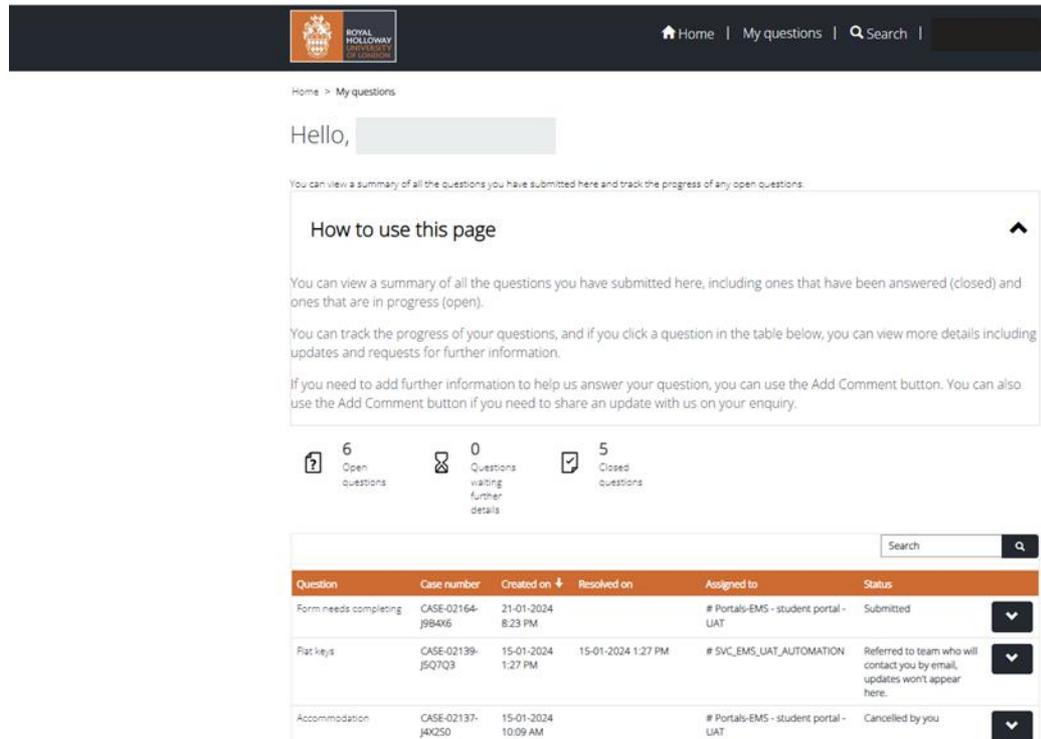
You'll also find a link to 'My Questions' on the homepage, where you'll be able to manage your own queries submitted through Ask Royal Holloway:



## Support and services



In 'My Questions' you'll find a list of the queries you've submitted, and be able to track the progress of any queries that are still open:



Home > My questions

Hello, [redacted]

You can view a summary of all the questions you have submitted here and track the progress of any open questions.

**How to use this page**

You can view a summary of all the questions you have submitted here, including ones that have been answered (closed) and ones that are in progress (open).

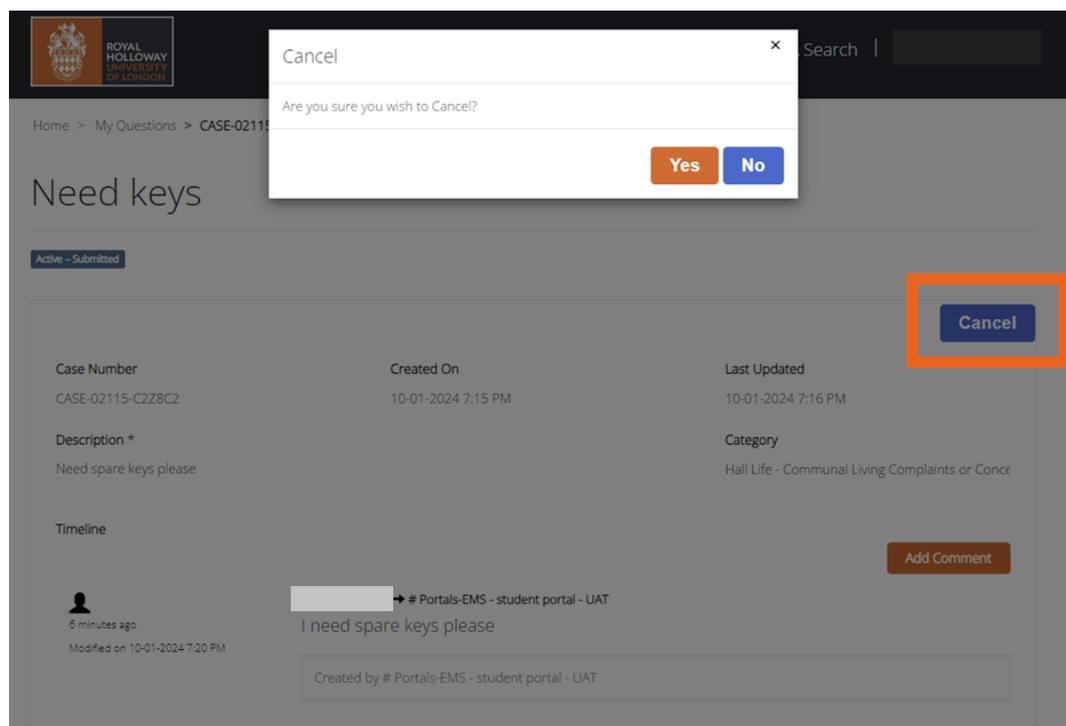
You can track the progress of your questions, and if you click a question in the table below, you can view more details including updates and requests for further information.

If you need to add further information to help us answer your question, you can use the Add Comment button. You can also use the Add Comment button if you need to share an update with us on your enquiry.

6 Open questions | 0 Questions waiting further details | 5 Closed questions

Question	Case number	Created on	Resolved on	Assigned to	Status
Form needs completing	CASE-02164-J9B4N6	21-01-2024 8:23 PM		# Portals-EMS - student portal - UAT	Submitted
Flat keys	CASE-02139-J5Q7Q3	15-01-2024 1:27 PM	15-01-2024 1:27 PM	# SVC_EMS_UAT_AUTOMATION	Referred to team who will contact you by email, updates won't appear here.
Accommodation	CASE-02137-J4X250	15-01-2024 10:09 AM		# Portals-EMS - student portal - UAT	Cancelled by you

If you find an answer to your query, you can cancel the one you've submitted. You will see a blue 'cancel' button when you click on the details for any particular query:



Home > My Questions > CASE-02115-C2Z8C2

**Need keys**

Active - Submitted

Case Number: CASE-02115-C2Z8C2 | Created On: 10-01-2024 7:15 PM | Last Updated: 10-01-2024 7:16 PM

Description \*: Need spare keys please | Category: Hall Life - Communal Living Complaints or Conce

Timeline

6 minutes ago | Modified on 10-01-2024 7:20 PM

# Portals-EMS - student portal - UAT

I need spare keys please

Created by # Portals-EMS - student portal - UAT

**Cancel** (highlighted in orange)