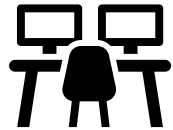# Welcome Week – Student Support for IT Issues

The University's Digital IT service offers different ways to help students with their IT needs during Welcome week and beyond. All of these support routes are also detailed in WRI documents sent to Students.

On Campus

Please visit us at the Tech Bar

Location: First Floor Clifford Whitworth Library

Opening times: Mon – Fri: 09:00-16:00
*Excluding Bank Holidays

Via Self Service

Raise a ticket with our Service Desk via our Self Service Portal

Access:
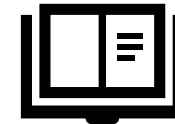
https://salfordprod.service-now.com/dit_sp

Via the Phone

Call us on 0161 295 2444

The IT Service Desk are available to take your call Monday – Friday 8am – 5pm

Via Self Help

For MFA setup support specifically

Access:

Digital IT - Public - Initial Set Up for MFA (service-now.com)

Please help us to best support our students by using Self service only during Registration and ensuring that they have registered for Multi Factor Authentication and Self Serve Password reset as per their welcome information.