



Please note: In the event of a service outage affecting multiple users, please report it to the service desk by telephone on **0161 295 2444**.

For all other enquiries please log a ticket via the portal.



Service Now

- If something is broken, please [click here](#)
- If you need to request something, please [click here](#)
- For knowledge-based articles, please [click here](#)
- [Best practice for logging a ticket](#)



Blackboard

If a student is having trouble logging in or needs support regarding assessment submissions i.e., need a submission removing, or alternatively, if you a member of staff having difficulties with Blackboard then please contact the Service Desk using Service Now > 'Something is broken' option. If you cannot login to the portal, then you can contact us via phone: 0161 295 2444 were we can assist you.

Please note: there may be instances when we need to assign your request to other team members for resolution.



Personal Mitigating Circumstances (PMC)

If a student is having difficulty logging into the PMC system, then they can raise a ticket with DIT directly and this would be treated as a standard logging in issue. However, once logged into the PMC system, any issues need to be referred to the school office. If they are unable to resolve, then the member of staff will need to raise a fault on behalf of the student. Information relating to PMC's can be found here: [pmc Knowledge Search - Digital IT Portal \(service-now.com\)](#)

Further information and advice on PMC's can be found [here](#).



Multi-Factor Authentication (MFA) set-up

- Guides for initial setup of MFA: [via the app](#), [via phone](#).
- Once registered for MFA you can [reset your own password](#).

Digital IT – helpful information



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- Make changes to your MFA (such as setting up on a new phone or changing your number) via [this page](#).
- We have increased the number of password attempts before your account is locked from 3 to 5.

If the issue cannot be resolved at either first or second-line response it may be necessary to pass it onto a specialist team that can deal with the nature of your request.



Wi-Fi / Networks

Need to connect your Android, click [here](#)

Need to connect your Apple device, click [here](#)

Having issues connecting your device, click [here](#)



Tech Bar Information

Location: Ground Floor Clifford Whitworth Library

Opening times: Mon – Fri: 09:00-16:00 (subject to demand)

**Excluding Bank Holidays & Christmas Closure Dates*

[How to book in at the tech bar](#)

This service is available for all staff and students, please be advised that it may not always be possible to resolve your issue, and, in some instances, you may be advised to seek additional support from an external source.



Additional Information

To reset your password, click [here](#)

To find out more information on our SLAs, click [here](#)

Our escalations process can be found [here](#)