

## **Frequently Asked Questions**

### **Q: I can't log in to my university gmail account?**

A: It's best if you use an incognito/private window on a laptop or desktop to log in to your university gmail account, especially if you have a personal gmail account. Go to your browser settings or tools (to the right of the address bar) and click on the new incognito/private window option. This will open a private browsing web page which you should be able to log in on. If you have any additional issues, please contact our **IT Help Desk** on **+44 (0)1752 203 449** or email [ithelpdesk@aup.ac.uk](mailto:ithelpdesk@aup.ac.uk).

### **Q: I've logged into my university gmail account, now what?**

A: Please check your university inbox for an email from AUP's registry team. This will contain a link to complete your enrolment. You will need a **profile photo for your student card** and national insurance number at the ready.

### **Q: I'm experiencing issues enrolling onto my course. E.g. uploading my profile photo**

A: Please contact [mis@aup.ac.uk](mailto:mis@aup.ac.uk) if you have any issues enrolling and they will be able to assist you.

### **Q: I need additional support to login to my university gmail account and/or enrolling.**

A: Please contact [studentsupport@aup.ac.uk](mailto:studentsupport@aup.ac.uk) if you'd like any 1-1 help completing the enrolment process.

### **Q: I'm having problems with my WIFI. What should I do?**

A: You need to be enrolled by **Thursday 15th September** to be able to access our systems on your first day, so you can keep trying on your WIFI. Or we recommend visiting your local library to access your university account and enrol. If you live locally in Plymouth, you can also drop into Arts University Plymouth and we will help in-person. The campus is open **Monday - Friday from 8.30am - 6pm over the summer**.