

## Help is at hand!

We have a range of information leaflets available on paper or online to guide you through the most frequent issues we find new users facing. Visit our website or come and meet our friendly team in person and find out how we can help.

### We are based at

**Penryn Campus** - Level 1 of the Exchange next to the IT suite

**Falmouth Campus** - Level 1 of the Alan Livingston building

### Contact us

**Telephone** - 01326 213822

**Email** - servicedesk@fxplus.ac.uk

### Visit our website

[www.fxplus.ac.uk/study/it-student-support](http://www.fxplus.ac.uk/study/it-student-support)



# Ready and connected?

IT Services



**FALMOUTH**  
UNIVERSITY

UNIVERSITY OF  
**EXETER**

# Welcome to IT Services!

**We are here to help you with all of your IT needs whether you are on or off campus, using our IT suites or your own computer.**

## We can help you with:

- Email accounts
- Passwords
- Device compatibility i.e. smart phones and tablets
- Laptop clinics to assess and repair problems
- Printing and photocopying
- Software requirements
- Wifi systems across the campuses
- Scanning & basic image manipulation

Whatever the issue is just come and ask our friendly team of professional IT technicians. You can visit us in person, call us or email us with your query.

## Loan Laptop Service

IT Services have a selection of Windows laptops and MacBook Pro's available for loan. Laptops can be booked out online.

## Laptop Clinic Service

We hold regular laptop clinics at Falmouth and Penryn campuses and will do our best to resolve software related issues on your personal equipment. Booking is essential! Please contact the Service Desk to make an appointment or for more information.



## Printing

You can print to any IT Suite printer from any of the Macs or PC's in the suites in colour or black and white. However, you'll need to buy print credits first! You can buy print credits online <http://paymentportal.falmouth.ac.uk>, or by using one of the print top up machines around campus.

With our FIND ME printing facility, you can print now and collect later from any of the Konica photocopier / printers in the suites. Select the FIND ME printer from the printer list and hit print. When you are ready to collect your print outs, swipe your ID card on a Konica printer.

It is also possible to print directly from your own computer using the WebPrint facility. To do this, go to: <http://webprint.fxplus.ac.uk>

For further information about printing and details of the Reprographics services, please visit our website or contact the Service Desk.

## Available software

To support you in your studies you will have access to a variety of software in the IT Suites across both campuses. Pop into the Service Desk to find out what's available.

