



WHAT DO I DO IF I HAVE A PROBLEM DURING SAME-TIME VIRTUAL TEACHING?

To minimise any disruption to live-but-virtual ('synchronous') teaching:

- Make sure you are connected to the university through a reliable internet connection before the session;
- Test your connection and access before the session is due to start – preferably a few minutes early to allow time for a re-start;
- Ensure you've installed MS365 fully on your devices, preferably with the Microsoft Teams client, and in plenty of time before your first synchronous session using MS Teams;
- If you have a problem with your username and password, try again – and if it's still a problem, check against another device (e.g. your mobile phone);
- Typical issues include a connection to the internet not being established; a login problem; or your connection to the university through the internet being erratic (possible if you are using a mobile phone or a poor wireless signal).

If none of these resolve the issue, call the IT Service Desk on **+44 (0)116 250 6050**.

To reduce the likelihood of problems, close down other programmes or apps on your device; make sure you're not loading videos or other processes.

If you have a problem with performance in synchronous teaching sessions, then try closing the Teams session and re-starting. You may need to switch off your video and check against the trouble-shooting suggestion above. If you can, get closer to the Wi-Fi router.

You may need to re-start your device and re-connect. This may take a few minutes. If you have access to another device such as a smartphone, use this in the intervening time. There are MS Teams clients for many phones and tablets, as well as for PC and Mac computers.

In the event that you have a problem that creates significant issues, contact your lecturer or module leader and let them know. Remember that many teaching sessions are recorded and may be available through DMU Replay – check with your lecturer.

Some teaching sessions are repeated for other groups of students, so it may be possible to attend an alternative session.

If you continue having difficulty connecting to the university or to teaching materials because of user login issues, or you can't access the systems, please contact the IT Service Desk. This can be via the MyDMU portal; with an email to itmsservicedesk@dmu.ac.uk; on **+44 (0)116 250 6050**, or in person through the IT support desk in the library.

You may be referred to other services in the university, and for some services you will have to make a formal application in order to understand what support the university can provide. This includes consideration of financial or IT access hardship.