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Welcome Week FAQ

Q: What is my username?
A: Your username has two letters and six numbers, for example ab123456. The six numbers are the last six digits of your student number. You should receive your username as the last step of enrolment.

Q: What is my password?
A: You set your own password during the last step of enrolment. You use the same password for everything.

Q: What is my email address?
A: You will receive this during the last step of enrolment.

Q: How can I get the Office Suite (Word, Excel, etc) through the university?
A: Log into office.com. There will be a download link in the top-right. This is valid until you leave the university and your account is closed.

Q: How do I log in?
A:

Service	where to log in	Log in as:	Password
RISIS	risisweb.reading.ac.uk	Before enrolment: DoB & student number After enrolment: Username	Before enrolment: security question After enrolment: Security question & password you set
Blackboard	bb.reading.ac.uk	username@student.reading.ac.uk	Normal password
Email	office.com	username@student.reading.ac.uk	Normal password
me@reading	Student.reading.ac.uk	username@student.reading.ac.uk	Normal password
WiFi (eduroam)		username@reading.ac.uk	Normal password
IT Self-service portal	uor.topdesk.net	Username	Normal password

Q: What is me@reading?
A: This is a hub of links to other services, and information for students. You can access it at student.reading.ac.uk

Q: How do I get IT support?
A: Log into the self-service portal. You might be able to find the information you want there, otherwise you can log a ticket and we'll get back to you. If you can't log in, you can email it@reading.ac.uk instead.
For blackboard issues, there are links to contact the TEL support team on blackboard itself.

Q: How can I get software needed for my courses?
A: Most software can be requested from the self-service portal. Or you can run software without installing it from appsanywhere.reading.ac.uk, this is especially useful on university computers.

Q: How do I connect to Wi-Fi?
A: On Windows, macOS and iOS, connect to 'eduroam', enter your username as username@reading.ac.uk and your normal password.
On Android you may also need to enter a domain – use radius.auth.reading.ac.uk