

## QUICK ANSWERS!

### Welcome to NUS IT Care!

We are NUS Computer Centre's call centre for IT services. We provide technical support on the use of IT resources in NUS.

### Your Quick Links

- Student Intranet - your one-stop portal for student matters:  
<http://www.nus.edu.sg/students>  
  
Forgot your matriculation card PIN? Click on "Retrieval of Smartcard PIN"
- Registrar's Office - taking care of your administration during your study in NUS: <http://www.nus.edu.sg/registrar>  
  
Update your personal particulars @  
<http://www.nus.edu.sg/registrar/adminpolicy/responsibility.html>  
  
Planning for your studies, examinations and holidays?  
Check out the Academic Calendar @  
<http://www.nus.edu.sg/registrar/calendar.html>
- WebMail - accessing your NUSMail from wherever you are:  
<http://exchange.nus.edu.sg>
- CORS - register and bid for your modules (only for undergraduates):  
<http://www.nus.edu.sg/cors>
- Student Service Centre - your convenient point to obtain information and services administered by Registrar's Office, Office of Financial Services and Office of Student Affairs:  
<http://www.nus.edu.sg/osa/ssc>
- Campus Map - navigating your way around the campus:  
<http://www.nus.edu.sg/campusmap>
- NUScast - NUS Webcast and Podcast Service:  
<http://nuscast.nus.edu.sg>

### IVLE (<https://ivle.nus.edu.sg>)

Integrated Virtual Learning Environment (IVLE) is a comprehensive learning environment that allows you to attend online tutorials and lecture presentations, submit topics for group discussions, track your learning progress, etc.

Get started with IVLE @

<http://cit.nus.edu.sg/docs/ivle-student-guide-2009.pdf>



### Prevent email identity theft *Be Safe, Stay Secure!*

- Strongly recommended to have a mix of upper- & lower-case letters, alphanumeric and special characters

Examples:

*MyPa55w0rd.Edu*

*H3ll0.W0rld!*

*iLOVEmypassword!*

- Change your password regularly (password will expire every 180 days)
- Password is like the key to your home; keep it secured
- Never reply to emails which ask you for your password

Advisory from Microsoft:

<http://www.microsoft.com/protect/yourself/password/create.aspx>

### IT Care Self-Help Guides



*Do It Yourself; it saves you time. Self-help guides available @*

<http://www.nus.edu.sg/comcen/gethelp/eguides.html>

### Tips & Tricks

<http://www.nus.edu.sg/comcen/gethelp/tips.html>



### Contact us @

Computer Centre Lobby  
(diagonally across Central Library)  
2 Engineering Drive 4, Level 1, Singapore 117584  
Hotline: (65) 6516 2080 Fax: (65) 6872 5231  
Email: [itcare@nus.edu.sg](mailto:itcare@nus.edu.sg)  
Website: <http://www.nus.edu.sg/comcen/gethelp/>