

IT Support



This support site and the LSU IT Helpdesk are for users of Student Union IT systems only - this includes contracted Union staff as well as a lot of volunteer positions.

If you are experiencing issues with your student email account, accessing Learn, computers in University labs, getting a connection to HallNet, connecting to eduroam Wi-Fi with a student account, etc. then you need to contact the [University IT Service Desk](#).

If you are having issues logging into the LSU website then please see the information at <https://www.lsu.co.uk/login/>. The most reported issue is "Account not matched", please see <https://www.lsu.co.uk/account/notmatched/> for details on this problem. For current students this is usually (but not always) because you opted out of LSU without realising this means you can't vote or join a club / society. You will need to opt back in using the Loughborough University pre-arrival system. If you're still having problems with the main website please email union@lsu.co.uk or phone 01509 635000 (during office hours) for further assistance.

Support for Student Union IT systems is provided via several channels:

- Email – itsupport@lsu.co.uk. Sending an email to this address will enter it into our ticket queue and you will be kept up to date with any progress on your case. This is the preferred method of contacting us. You can check the status of open tickets and search closed ones at any time by visiting the [Helpdesk](#). Please note that for login issues on the lsu website you need to check the relevant page <https://www.lsu.co.uk/account/notmatched/> as mentioned above or contact union@lsu.co.uk.
- Phone – 01509 635009. If you are unable to send email, or your issue requires urgent attention, then call our office number.
- In person. We are located upstairs in the Union Building opposite the Venue Office, in-between the Board Room and Council Chamber. Please note that mentioning an issue in passing or grabbing one of us in a corridor doesn't count as requesting support, as we are very likely to have forgotten your issue and everything about it by the time we get back to our computers.

In the latter two cases, a ticket will be created for you to enable you to track progress and for us to easily monitor issues that may recur over time. Support priority is assessed on merit – for example the entire building being unable to access Twitter or Facebook would be treated at a lower priority than a single department of four users being unable to access network resources such as shared files and printers.

The more information that can be provided with your initial support request, the easier (and therefore quicker) it will be for us to resolve your issue. For this reason there is a shortcut on every Desktop to the [Problem Steps Recorder](#) which captures screenshots as menu items are selected and applications are launched. This lets us play back your issue and identify where any failures are occurring. Where the issue doesn't merit a full recording of the incident, please provide as much information as possible, which should at the least include the application that is causing issues, and any error message text.

The collection of articles on this site should serve as your first port of call for "how do I" type questions. Use the navigation down the left of the page or the search box at the top right to see if your issue has occurred and been resolved on a previous occasion. This will often provide the fastest fix to your problem. If you wish to contribute an article then get in touch.