

IT Frequently Asked Questions

This is the home of the IT Frequently Asked Questions space.



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.

Recently Updated

[VPN Setup - Mac OS X - now works on Sierra](#)

Mar 18, 2020 • updated by Harry Jenkins • [view change](#)

[How do I connect to the VPN \(Windows 10\)?](#)

Mar 18, 2020 • updated by Harry Jenkins • [view change](#)

[User Account Creation](#)

Aug 09, 2019 • updated by Harry Jenkins • [view change](#)

[I'm moving desk, what should I tell IT?](#)

Jun 27, 2019 • updated by Harry Jenkins • [view change](#)

[How to reset an LSU Account password](#)

Jun 24, 2019 • updated by Andy Todd • [view change](#)

[Wi-Fi](#)

Jun 03, 2019 • updated by Andy Todd • [view change](#)

[iOS](#)

Apr 30, 2019 • updated by Harry Jenkins • [view change](#)

[iOs.png](#)

Apr 30, 2019 • attached by Harry Jenkins

[How to set up your work iPad?](#)

Apr 17, 2019 • updated by Harry Jenkins • [view change](#)

[How to add LSU email to my work iPad?](#)

Apr 17, 2019 • created by Harry Jenkins

[What is the Self Service app?](#)

Apr 17, 2019 • created by Harry Jenkins

[User-Initiated Enrollment \(AKA the old way\)](#)

Apr 16, 2019 • created by Harry Jenkins

[Access to a colleague's files or email](#)

Apr 16, 2019 • updated by Andy Todd • [view change](#)

[account creation.jpg](#)

Apr 04, 2019 • attached by Harry Jenkins

[Policies](#)

Mar 20, 2019 • updated by Andy Todd • [view change](#)

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