

# Online Support for Students

Don't know where to go for information or advice about learning online?

Use this guide to find support and get answers to your questions. The University offers a wealth of guidance, support and resources to help you make your studies a success.



UNIVERSITY OF LEEDS

## Getting started



### Student IT induction

Learn how to obtain your username, password, IT security and how to access the essential IT systems at Leeds.

[Visit site](#)

### Preparing to Learn Online at University

This course on FutureLearn provides study skills and techniques for learning online as part of your studies at Leeds.

[Visit site](#)

### Getting started on Minerva

Find out how to access and navigate the University's Portal and Virtual Learning Environment, Minerva.

[Visit site](#)

### For Students website

Access advice, information and guidance to prepare for studying at Leeds.

[Visit site](#)

## Comprehensive guidance



### Minerva: Student A-Z guides

Find out how to use different tools on Minerva from assessment to zip files.

[Visit site](#)

### IT Knowledge Base

Browse and search for articles, tips and information for tools used at Leeds, like Padlet, Top Hat and PebblePad.

[Visit site](#)

### Skills@Library: Online learning

Find out about becoming an online learner, gaining digital skills to succeed in your study and prepare for online open exams.

[Visit site](#)

### LinkedIn Learning

Access self-paced courses on IT and software including Office 365, MS Teams, managing your time and working with others.

[Visit site](#)

## Where to find help



### IT Service Desk

The IT Service Desk is the first point of contact for all problems and queries relating to the University's services and software.

[Visit site](#)

