

Frequently Asked Questions

Why is my wireless connection so poor?

If you are experiencing issues with your network connection you can contact our helpdesk and we can investigate the problem, but in the mean time we suggest you use the wired connection in your bedroom to achieve a steady and reliable connection to the network.

What is my network authentication (eduroam) token?

Your network authentication token is a 16 character password that enables you to access the eduroam network. You can retrieve it via the [UCS Tokens Service](#) using your Raven password.

I've lost or forgotten my University password – what can I do?

You can visit the IT Helpdesk in College, or the [UCS Service Desk](#) at the New Museums Site where someone will be able to issue you with a new password. If you have a password reset token you can reset your password using the [UIS Password Management](#) site.