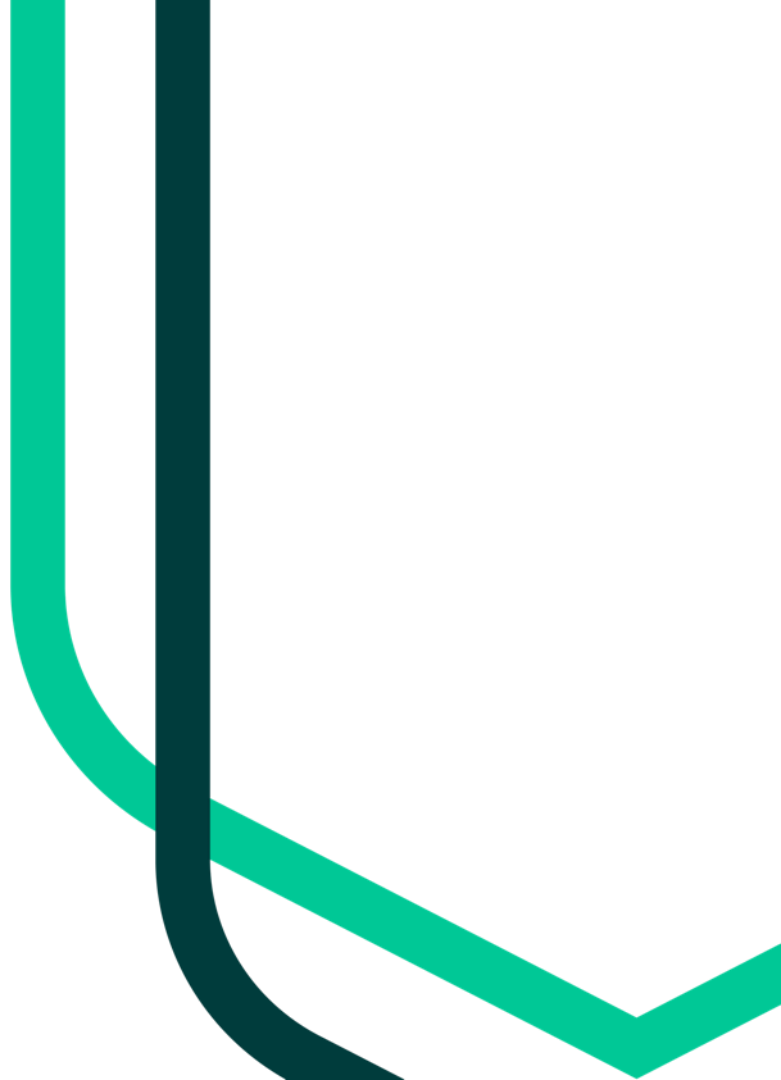




University
of Exeter

ZJUT
Student IT
Welcome Guide





Welcome

Welcome to your Student IT Welcome guide, this guide is designed to help you access all the digital resources you will need during your time as a student at the University of Exeter at ZJUT.

In this guide you will find:

1. How to set up your Student IT Account
2. How to complete Registration
3. Final Checklist

Where do I go if I need help?

If you need support completing any of the activities in this guide Service Desk by telephone on (+44)1392 725050, or by logging a ticket via the [IT Self Service Portal](#)



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How to set up your Student IT Account





Getting started: collecting your username, email address and password

- As a new student, you will be using your own computer to activate your University of Exeter IT account.
- You will need your date of birth and University of Exeter Student number – this is at the top of your welcome email.
- Your username is a unique identifier which allows you to access the University domain. It is comprised of letters and numbers (e.g. “XZ123”).
- Your username is **not** your student email address. Your student email address is **a combination** of your username and “@exeter.ac.uk” (e.g., [“XZ123@exeter.ac.uk”](mailto:XZ123@exeter.ac.uk)).
- Our systems require your **email address and password** to login. You have only one password for all our systems (see page 6 password advice).



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Multi-Factor Authentication (MFA)

- When you first activate your IT account, you will need to set up multi-factor authentication (MFA) on your mobile device.
- MFA adds a level of protection to your University of Exeter IT account. Using simple two-step identity verification, it will confirm that you are who you say you are. Setting up MFA is a mandatory security requirement.
- The hyperlink below provides instructions to help you set up MFA. You will need two devices to complete the setup (e.g. a laptop and a phone). You will also be logging in to Microsoft Office; for guidance, please see page 7.
- [MFA guide](#)
- Once you have set up your MFA, you will have to change the password given to you when you activated your IT account.

Now please click below to activate your IT Account and configure MFA

- <https://app.exeter.ac.uk/itreg/>



Changing your password

You will be asked to change the password you are given when you activate your IT account.

Minimum password criteria

Your password must be at least ten characters long, preferably longer, using at least three of the following:

- Upper case letters
- Lower case letters
- Numbers
- One or more of these special characters:

& , . ; ? / { } ~ - \ () _ + \$ % ^ #

How to change your password

Please use the following steps to change your password:

- Go to <https://myaccount.microsoft.com/> and sign in
- On the Password tile click 'Change password'
- Use this tool to change your password

If you forget your password, you can always reset it using the [Self Service Password Reset Tool](#) or from www.office.com



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Microsoft Office

Accessing your student emails



- We use Microsoft 365 (Office) to manage your IT account. This gives you an easy way to access apps like Word, Outlook, and Excel.
- You can use either the Microsoft Outlook application or [Outlook Web Access](#) to access and use your student email account.
- **You can also manage your password and MFA from www.office.com.**
 1. Sign in and click on your initials at the bottom left of the screen, select **View account**
 2. Use the **Change Password** option to set a new password
- If you already use Microsoft 365 – such as through a work or personal account – you might want to use a second web browser (like Microsoft Edge or Mozilla Firefox) to sign into your University account, as this would make it easier to manage your different accounts.
- Alternatively, use private browsing to access all your different accounts:
 - On macOS, open Safari and use the **File** menu to create a **New Private Window**
 - On Windows, use the browser menu (often three dots or lines) at the top-right to create a new **Private, InPrivate, or Incognito Window**.
- If you have more than one Microsoft 365 account, you can check which account is signed-in by clicking on your initials at the bottom left of the screen to reveal the email address you're currently signed-in to.
- Clicking on your initials in the bottom left of the screen will also reveal the link to **Sign in with a different account**.
- **When you open a link, it will open using the account that is already signed-in. If it is the wrong account, you will be denied access.**

Windows Virtual Desktop

We provide UoE Students based at ZJUT access to a Microsoft Windows Virtual Desktop environment. Here you can log in to a virtual Microsoft Windows PC and get access to applications and web resources you need to complete your course.

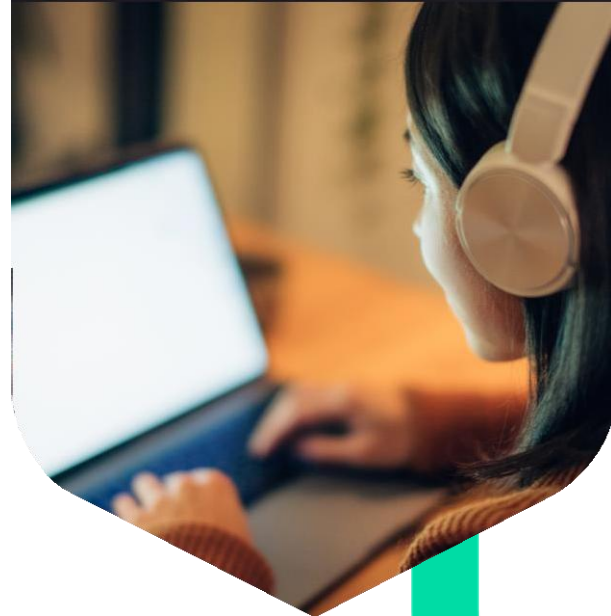
Please see this page for further guidance:

- <https://www.exeter.ac.uk/departments/it/help/howdoi/virtualdesktops/>

You can connect to the Virtual Desktop here:

- [University of Exeter Virtual Desktops](#)

Please note: Usage of the Windows Virtual Desktop requires a University of Exeter account and a stable internet connection. If you have not completed the MFA process for signing in you will be prompted to do so.





Where can I go for help?

IT Service Desk

- You can contact the IT Service Desk by telephone on (+44)1392 725050, or by logging a ticket via the [IT Self Service Portal](#). The IT Service Desk is open 24/7 - 365 Days a year.
- If you need to reset your password, go to this site to reset before calling the IT Service Desk for more support: [Microsoft Online Password Reset](#)

How to complete registration



Annual University Registration



Registration is the process that officially enrolls you as a student at the University. To continue your programme of study, you must register with both Universities. You must also register with the University of Exeter at the start of every academic year while you are studying.

How do I register?

- In the [Student Record System](#), if you have been cleared to register you will see a red box "Welcome to online registration". Click on the **"REGISTER NOW"** link to enter the online registration pages.
- If you are a new student and you haven't already done so, you will need to **activate your IT account** using your University of Exeter Student number (this is at the top of the welcome email you've received), and date of birth. If you see a message saying your account is not ready, please wait 24 hours and try again.
- Make sure to make a note of your username and password - they will not be emailed to you.
- Log into the Student Record System with your University student username and password.
- Click on the Register Now link
- Complete all sections including the 100% screen which confirms registration is complete

Dates of Registration are 1 September to 2 October.

- If you are not able to register by **02/10/26** please contact your Fudaoyuan for advice.
- If you are having difficulties registering online or have any questions about the process, please contact your Fudaoyuan for advice.



Final Checklist:

Have you completed these actions?

- ☐ Collected IT Account email and password reset
- ☐ Completed MFA setup
- ☐ Completed Online Registration