Contacting Information Services (IS)

On this slide are lots of sources of help for library and other types of enquiries as well.

EdHelp is a new service for help to students on IT, Finance, Library and Student Administration so please do go to that if you have questions or problems in any of those areas.

For IT support, some Schools have their own Helpdesks and the URL given there, www.ed.ac.uk/is/helpline, has a link to the local school helpdesks. It may that is a more appropriate route for you.

For seeing people there are staffed Information Services Helpdesks in each of the centrally run libraries, including The Murray Library. So, when it’s open again properly, you will find Library staff willing and able to help you on level 1.

There are also desks with people able to help you with your own devices, your own computers, laptops and mobile devices. This is a service which will hopefully be recommencing fairly soon but the details about when they are open and how to approach them will be on their web pages on www.ed.ac.uk/is/it-support-desk

The final source of help on this slide is for copyright information. If you have got enquires or you have got some worries about any material you are using or any copyright implications for anything, then the copyright pages, www.ed.ac.uk/is/copyright, might be useful and there is also a copyright advisory service team which can be contacted at copyright@ed.ac.uk

Please use the EdHelp area, www.ed.ac.uk/is/edhelp, for any questions you’ve got about Library, Finance, IT and Student Administration related enquires but there will be staff around as well in the libraries to help you, so do please make use of us all.