

Cases Logged By Students Requesting Access to F:\ Drive Whilst Not Registered.

When a student requests access to their account whilst not registered, Service Desk will normally extend the account to allow access for 1 week.

	August 2014	September 2014	October 2014	November 2014	January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	November 2015	December 2015
Accounts & Access - General Network Login	1	1	1	1	1	4	2	3	3	1	1	3	2

Ref	Summary	Description	Date Logged
23808	Extend Account	User on IN - Unable to access 365 365 has persoanl e-mails (plane/ train ticket) Phil James (Tutor) called requesting extention of account Extended until 22/08/2014	13/08/2014 11:40:26
26287	account extended	until 03/10/2014 on request of gsu - see attached	26/09/2014 14:28:51

Ref	Summary	Description	Date Logged
27797	Temporary extension of student account NTA836	<p>Temporary extension of student account NTA836</p> <p>User is currently marked as on an interruption but has work to submit on Blackboard today</p> <p>He informed me that the interruption has in fact ended but his school have not updated his record yet. I have done a temporary extension until Monday to give him chance to sort this out.</p>	17/10/2014 12:01:19
29348	Account Extension	Extended until 14/11/2014	11/11/2014 14:53:00
31576	Extension of student account	Phyllis contacted us to report that her account had expired and she was unable to work. Her tutor, Moira McLoughlin, requested that it be extended.	05/01/2015 08:59:22
34249	Extend account MME796 and email A.R.Bee1@edu.salford.ac.uk on 16/02/15 at 10 AM for 5	<p>Extend account MME796 and email A.R.Bee1@edu.salford.ac.uk on 16/02/15 at 10 AM for 5 days</p> <p>See attached email for details.</p> <p>Notify anthony-bee@ntlworld.com when done.</p>	13/02/2015 11:40:08

Ref	Summary	Description	Date Logged
34702	Account extension	User needs data from @edu account to re-register. Have provided access for 24 hours.	20/02/2015 10:37:04
35157	Request to extend account	The programme support team at SOBE requested that Tim's account be extended to allow file access.	26/02/2015 15:11:37
35163	Account extension request	Mohammed is on interruption of study and contacted us to request an extension of his account to access his email.	26/02/2015 15:49:42
36880	Enable Account	Hi There, Please could you reinstate the access for the student below who has now supplied all the information we required from him. @00378143 Yusuf Abba Lawal Thanks and regards, David David Sond	27/03/2015 10:59:59

Ref	Summary	Description	Date Logged
36954	Extension	<p>Extended the students account as the interruption has stopped access to user mail</p> <p>Advised she has mail from her tutor and would like to check and give a new address for tutor to contact her on</p> <p>Extended account until 02/04/2015</p>	30/03/2015 09:36:40
37368	Account Extension	<p>Account Extension - BTA228</p> <p>User is interrupting her studies however is still in contact with tutors</p> <p>I have extended the account until 11/04/2015 for the user to email and advise of an external address to contact her on.</p>	08/04/2015 11:42:06
37949	Enabled - @00317281	<p>Hi there,</p> <p>Please can you reinstate the access of the student below who has now provided the information we required.</p> <p>@00317281 Al-Majid Abdulaziz</p> <p>Thanks and regards,</p> <p>David</p> <p>David Sond Home Office Compliance Information Assistant Student Administration</p>	20/04/2015 09:40:40

Ref	Summary	Description	Date Logged
38449	Account Extension	Account Extension as user is on maternity leave and account has been disabled - She would just like to check results listed within BB Extended until 1/05/2015	28/04/2015 09:58:59
38776	Student Extension	Student Extension - User called advising if his account can be extended as he is transferring his PhD course to Hong Kong and will be with Salford Uni tutors until then downloading his thesis data. As he will have to do this when tutors are free requested to be extended until he is due to leave. Extended until 28th May 2015	06/05/2015 09:31:02
38807	Temp Extension	Megan is on interruption and required her account to be re-enabled temporarily in order to log in and remove her mail redirect.	06/05/2015 12:52:55
39714	Account Extension	Account Extension - User called advising her account is disabled and unable to log onto BB and email to check her exam results Checked AccMAN - Advised this is due to her interrupting studies Extended account for a week (as student does not have an exact date to when the results will be issues) Extended until: 03/06	26/05/2015 08:26:08

Ref	Summary	Description	Date Logged
40847	Extend Account	User called to extended account for him to extended his course interruption of study - Successfully extended until 22/06	19/06/2015 14:22:54
42300	account extension	24/07/2015	22/07/2015 13:11:39
48979	Extend associate AAA10646	Extend associate AAA10646 Hi, please see below. Can we extend this account please until 1 November 2016. Thanks Brodie The association of user AAA10646, Mr Steve Donohoe with the University Of Salford is due to end on 12/12/2015	12/11/2015 10:45:46
49267	Account extension	Account extended due to incorrect status pulled from Banner. Extended until 19/11/15	17/11/2015 08:17:34

Ref	Summary	Description	Date Logged
50015	Data Retrieval	would there be any chance to access it for a short period again? I would like to download some documents. I was able to access just few weeks ago. Please can you help me with this?	27/11/2015 15:16:40
50517	Account Extension	<p>Hi,</p> <p>I am a recent graduate (July 2015) from the school of the built environment. Following graduation up until September of this year I regularly logged into Blackboard to download the course material of previous years. I have now noticed that, I can no longer login.</p> <p>May I know if I could acquire temporary access to my account as I need to download some course material for my RICS APC. The user name is PXA 276 with the Salford ID being @00350010.</p> <p>Regards, Umar Ashroff.</p> <p>Concerns about content should be sent to abuse@salford.ac.uk</p>	08/12/2015 12:55:31

Ref	Summary	Description	Date Logged
50657	Account Extension	<p>Hi</p> <p>I graduated Salford last year and i'm trying to access my old university work on blackboard however my registration details aren't allowing me to log in. I would be grateful if you could forward me a link in order to access my old documents</p> <p>My old details were</p> <p>PMA143 @00282760</p> <p>Regards</p> <p>Steven Lindley</p>	10/12/2015 09:19:04