Using Ask Royal Holloway

Ask Royal Holloway provides a place where you can easily search for the information you need – from assignment extensions to Hall Life queries.

It is designed to be intuitive, with everything you need in one place and easy to locate. Below, you’ll find instructions on how to get started with Ask Royal Holloway, and what you can expect to see when you log in.

The login page

The login page for Ask Royal Holloway looks like this:

![Login page](image)

You will need to use your normal University credentials (username and password) to log in.
Logging in for the first time

When you first log in to Ask Royal Holloway, you will be taken to a ‘terms and conditions’ page. Here you will need to confirm that you will only use the system to ask questions for yourself (and not another student), and to read and accept our terms and conditions.

You will only be asked this the first time you login – you will never have to accept it again:

The homepage

Once you’ve logged in, the homepage will look like this:
Here you’ll see clickable icons with articles and more information on topics like accommodation, assessments and results, and campus life.

You’ll also be able to ‘Ask a question’ from the homepage. You can also use the search bar in the orange banner to find you information you need.

**Using the icons**

When you click on an icon on the homepage, such as ‘campus life’, you will be taken to a page with information about this category, including articles and popular FAQs.
You can click on these to find more information. For example, clicking on an article such as ‘I would like information about IT support’ will take you to a page with support and the relevant links:

**I would like information about IT support**

You can find handy information including IT guides, details of how to connect to Wi-Fi, access your email account and frequently asked questions on the links below.

- Access your email
- Connect to Wi-Fi
- IT support
- Ask a question
- Contact and contact details

If you need support with IT issues, the IT Services team are here to help and can be contacted using the details below:

- Email: helpdesk@rhul.ac.uk
- Telephone: 01784 414123
- Visit in person: IT Support Office

**Ask a question**

Through the homepage, you’ll be able to submit a question – if there is something you can’t find the answer to through articles on the site. You’ll find the button to submit a question just after the icons, towards the bottom of the page:
The form to submit a question will look like this:

You’ll also find a link to ‘My Questions’ on the homepage, where you’ll be able to manage your own queries submitted through Ask Royal Holloway:
In ‘My Questions’ you’ll find a list of the queries you’ve submitted, and be able to track the progress of any queries that are still open:

If you find an answer to your query, you can cancel the one you’ve submitted. You will see a blue ‘cancel’ button when you click on the details for any particular query: