Forgotten your NUSNET password? Or just realised that you’ve been a victim of a phishing scam?

Whatever the reason, you can request for a password reset at:

https://myaces.nus.edu.sg/passwordreset

Learn more at http://qrs.ly/j646l38
NUS now offers a whopping 50GB of email storage space for all students for life! On top of that, you'll also get 25GB of online storage space for documents, photos, videos and anything else.*

Access your emails and files from anywhere and enjoy seamless experience across multiple devices. Try it today!

http://outlook.com/u.nus.edu

50GB email storage space

25GB OneDrive storage space *

* 25GB OneDrive online storage available only for current students
**PHISHING**

noun | phishing | /ˈfi-shiŋ/

A scam by which an e-mail user is tricked into revealing personal or confidential information which the scammer can use **ILLEGALLY**

**REMEMBER**

- NUS will **NEVER** ask for your UserID & password
- Keep your UserID & password a **SECRET**
- **DO NOT CLICK** on any links in suspicious emails

⚠️ If you have accidentally responded to a phishing email, change your password immediately and inform IT Care!

Learn more at http://qrs.ly/4l46l3h
Use a good antivirus app like “Avast Mobile Security” if you own an Android device.

GET ANTIVIRUS

Lock your device when not in use using a PIN, password, or pattern-sequence.

LOCK YOUR DEVICE

Don’t jailbreak your device as it often leaves it vulnerable to malware infections.

DON’T JAILBREAK

Use remote wipe apps like “Find My iPhone” and “Cerberus for Android” in case of theft or loss.

USE REMOTE WIPE

Stay updated by always updating your device as soon as you get an update notification.

STAY UPDATED

Get apps from official stores only to better protect yourself from malwares.

GET APPS FROM OFFICIAL STORES ONLY

Learn more at http://qrs.ly/yv4rw2y
ROGUE ROUTERS

A rogue router is a wired or wireless router connected to the University network when not explicitly authorized by NUS Computer Centre.

When a rogue router is connected to the network, it poses a significant risk to security. If you have poor wireless connectivity, do not attempt to remedy the situation by installing your own wireless router/access points; instead, contact IT Care to troubleshoot the issue.

Have NUS IT Co-op pre-configure your router before connecting to the network
Always connect your network point to your router’s WAN port
Contact NUS IT Co-op if you have a problem with router configuration
Always use a CAT 6 network cable to connect your devices

Don’t connect unauthorised router to the network point
Don’t connect your device to the network point if you suspect it’s infected by virus. Contact IT Care for assistance
Don’t forcibly remove your cable from the network point
Don’t share your router with multiple users

Learn more at http://qrs.ly/ca4s4az
T.I.L
(Today I Learnt)
...that setting up or fixing common IT stuff is easy.

Solving a common IT problem is so much easier now. The enhanced capability in Computer Centre’s website to perform search on IT related topics gives the user a better experience in searching for online resources such as eGuides and articles.

https://comcen.nus.edu.sg/eGuides

Campus WiFi  Setting up Email  Microsoft Office  Printing in Campus
AND IF YOU NEED HELP

Some things you just can’t do on your own. And there are moments when things just refuse to work no matter how diligently you follow the steps. That’s just the nature of IT and we understand more than most the frustrations it can bring.

For moments like that, keep calm and just let us know the problems you are facing through our dedicated online form and we’ll provide assistance as soon as possible.

https://comcen.nus.edu.sg/report-a-problem

or scan:

LINKS OF INTEREST

Student Portal
https://myportal.nus.edu.sg

WebMail
exchange.nus.edu.sg

Forget Matriculation Card PIN
https://myaces.nus.edu.sg/pinRetrieval/login.jsp

Student Service Centre
nus.edu.sg/osa/ssc

Academic Calendar
nus.edu.sg/registrar/calendar.html

Campus Map
map.nus.edu.sg

Registrar’s Office
nus.edu.sg/registrar

NUScast
nuscast.nus.edu.sg
IT Care is committed to providing the best possible IT support for our NUS community.

We offer various technical support services such as:

- IT-related enquiries
- Access and use of eServices such as ISIS
- Network configuration and email access
- Resolve desktop and applications issues

Operating Hours

<table>
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<th>Phone &amp; email assistance only</th>
<th>Counter walk-in services</th>
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<tbody>
<tr>
<td><strong>Weekdays</strong></td>
<td>8.30am - 8.00pm</td>
<td>8.30am - 6.00pm</td>
</tr>
<tr>
<td><strong>Saturdays</strong></td>
<td>8.30am - 6.00pm</td>
<td>8.30am - 1.00pm</td>
</tr>
<tr>
<td><strong>Sundays/ Public holidays</strong></td>
<td>8.30am - 6.00pm</td>
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</tr>
</tbody>
</table>

Contact points

**Email**: itcare@nus.edu.sg
**Phone**: 6516 2080
**Fax**: 6872 5231

Address

Level 1, Computer Centre
2 Engineering Drive 4
S (117584)

Learn more at [https://comcen.nus.edu.sg/itcare/](https://comcen.nus.edu.sg/itcare/)
**KENT RIDGE shuttle service**

**Weekdays Services Saturdays Sundays/Public holidays**

- **B**
  - Opp. Block EA
  - Opp. Yusof Ishak Hse.
  - Ventus (Opp. LT 13)
  - Raffles Hall
  - Computer Centre
  - Museum
  - Central Library
  - Yusof Ishak Hse.
  - LT 13
  - Eusoff Hall
  - Temasek Hall
  - AS 7
  - COM 2

The Japanese Primary School

<table>
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<tr>
<th>Services</th>
<th>Weekdays</th>
<th>Saturdays</th>
<th>Sundays/Public holidays</th>
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<td>7:15am - 11pm</td>
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<td>No service</td>
</tr>
</tbody>
</table>

**KENT RIDGE shuttle service**

**Weekdays Services Saturdays Sundays/Public holidays**

- **C**
  - Opp. Block EA
  - Opp. University Health Centre
  - Raffles Hall
  - University Hall
  - Museum
  - Opp. University Hall
  - University Health Centre
  - LT 29
  - Blk S17

The Japanese Primary School

<table>
<thead>
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<th>Saturdays</th>
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<tr>
<td><strong>C</strong></td>
<td>7:15am - 11pm</td>
<td>7:15am - 7pm</td>
<td>No service</td>
</tr>
</tbody>
</table>
**KENT RIDGE shuttle service**

**D1** (Loop Service)

- Opp. Hon Sui Sen Memorial Library
- Ventus (Opp. LT 13)
- Computer Centre
- Opp. Yusof Ishak House
- Museum
- University Town

**Services** | **Weekdays** | **Saturdays** | **Sundays/ Public holidays**
---|---|---|---
D1 | 7:15am - 11pm | 7:15am - 11pm | 9am - 11pm

**Car Park 11 (BIZ)**

**KENT RIDGE shuttle service**

**D2** (Loop Service)

- PGP Terminal
- Kent Ridge MRT St
- LT 29
- University Hall
- Opp. University Health Centre
- Museum

**Services** | **Weekdays** | **Saturdays** | **Sundays/ Public holidays**
---|---|---|---
D2 | 7:15am - 11pm | 7:15am - 11pm | 9am - 11pm
BUKIT TIMAH shuttle service

The Japanese Primary School

Opp. Block EA Botanic Gardens MRT Temporary Bus Stop PGP Terminal

Museum Yusof Ishak House LT 13 AS 7

Weekdays Saturdays Sundays/ Public holidays

BTC 7:20am - 11:30pm 8:30am - 12:30pm No service

To learn more about NUS’ internal shuttle buses, visit http://www.nus.edu.sg/oca/Transport-and-Parking/Getting-around-NUS.html or scan:

IMPORTANT CONTACTS

NUS IT Care
Tel: 6516 2080

NUS Registrar’s Office
Tel: 6516 2301

NUS Office of Student Affairs
Tel: 6516 1177

NUS Office of Campus Security
Tel: 6874 1616

NUS Office of Estate Development
Tel: 6516 1515