

## Handy Guide for Students (2006)

### Computer Accounts

1. **Network account:** For access to email, web-based e-services (StudentLink, GSLink), personal portal (myNTU), personal webpage storage and online personal storage (myWebstore).

**username:** For new students (except exchange and non-graduating students), it is the username you have chosen in the online acceptance of offer; For students admitted before acad year 2003-04, it is your NRIC or passport no.

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**Initial password:** matric no. with alphabets in UPPERCASE (except exchange and non-graduating students). It must be changed within 7 days after the issue of new account.

**Default Email address:** <username>@ntu.edu.sg

Email quota: 100MB

Web address: please refer to <http://www.ntu.edu.sg/CITS/Getting+Help/Web+Publishing/general/allusers.htm>

Web account quota: 10MB

myWebstore authenticated access address: <http://student.webstore.ntu.edu.sg/personal/<username>>

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myWebstore public access: <http://studentx.webstore.ntu.edu.sg/MySite/Public.aspx?accountname=student\<username>>  
myWebstore quota: 150MB

2. **StudentLink account (for undergraduate):**  
For undergraduate students, this is used only for access to telephone-based e-services. For web-based e-services, use your network account username and password as above.

**userid:** matriculation number

**Initial PIN:** date of birth in DDMMYYYY format

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### How To Change Password or PIN

Change **Network account password:**

From a browser, type <https://pwd.ntu.edu.sg> and follow the instructions given.

- Note:
- Password is case-sensitive,
  - Must be between 8 to 14 characters long,
  - *Must be changed every 180 days.*
  - Account will be locked after 6 wrong entries.
  - Can be reset personally at CITS general office (NS4-02-21) or at Library counters.

- May be reset through SMS if you have registered your mobile phone number with CITS, please refer to <http://www.ntu.edu.sg/CITS/Getting+Help/password+reset+thru+SMS.htm>

Change **StudentLink PIN:**

Step 1. From a browser, type <https://sso.wis.ntu.edu.sg/studentlink>

2. Choose the option "Change PIN" under "IT Services"

- Note:
- StudentLink PIN must be between 8 to 14 digits long.
  - *Must be changed every 180 days.*

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- Account will be locked after 6 wrong entries.
- *By providing 2 challenge phrases, you can reset your own PIN*

### Important Websites

NTU Website: <http://www.ntu.edu.sg>

Personal Portal: <http://myntu.ntu.edu.sg>

StudentLink (for undergrads):

<https://sso.wis.ntu.edu.sg/studentlink>

GSLink (for graduate students):

<https://sso.wis.ntu.edu.sg/gslink>

Email access: <https://webmail.ntu.edu.sg/exchange>

Change password: <https://pwd.ntu.edu.sg>

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SMS Services: <http://nexs.ntu.edu.sg>

Computing services: <http://www.ntu.edu.sg/cits>

CITS Helpdesk: <http://helpdesk.ntu.edu.sg>

Quick Links in NTU website provide you direct access to many useful sites.

### CITS Terminal Room

Location: South Academic Complex SS-01-03

Opening Hours:

Monday to Friday 8.30am to 12 midnight

Saturday 8.30am to 4pm

Sunday, Public Holiday closed

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### CITS Helpdesk (7am to 11pm daily)

Email: [helpdesk@ntu.edu.sg](mailto:helpdesk@ntu.edu.sg)

Website: <http://helpdesk.ntu.edu.sg>

Tel: 6790 5228 or 6790 4357(HELP)

Fax: 6792 7892 or 6791 0688

### CITS General Office

Location: North Academic Complex NS4-02-21

Opening Hours:

Monday to Thursday 8.30am to 5.45pm

Friday 8.30am to 5.15pm

Sat, Sun, Public Holiday closed

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