



## Accessing the Portal from home

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You can access the College Portal from home. The easiest way to get to it is from the main College website, [www.snc.ac.uk](http://www.snc.ac.uk). You can find the link under the "Login" tab, then click "Portal".

Alternatively, you can access it directly by typing <https://sncportal.snc.ac.uk> into your browser's address bar. The Portal is regularly tested for compatibility with Internet Explorer, Safari, Firefox and Opera, but it should work with other browsers too.

You'll be asked to log in to the Portal. Use the username and password that you would normally use in College to access the main College network or email. Note that this may differ from the username and password that you use to log into the Apple Mac systems at Charnwood so you should remember to use your PC login and password. If you haven't changed it, your password will be your date of birth (ddmmyy).

A number of factors can alter the way you type your username – such as if you have Windows set-up for multiple users or user switching, if you have a small network of your own, if you use a Mac at home, if you use a version of Windows older than Windows 2000, etc. Because of this, there are three different username formats to try. See which one works for you and remember it.

- a) Try your username on its own first. eg. jane.doe or 30123456
- b) If this doesn't work, try your username followed by @snc.ac.uk. eg. [jane.doe@snc.ac.uk](mailto:jane.doe@snc.ac.uk) or [30123456@snc.ac.uk](mailto:30123456@snc.ac.uk)
- c) Finally, try snc\ (that's a backslash) followed by your username. eg. snc\jane.doe or snc\30123456

If you are using Windows Vista or Windows 7, you may need to click "Use another account" before attempting any of the above methods.

If none of these work, and if you don't normally have any problems connecting to the Portal from inside the College, please contact Andy Milne on 0115 914 6364. We're unable to help with configuration issues on individuals' home computers, but if you let us know the nature of your problem, it may help us identify trends or common problems that we may be able to offer a general fix for.

Please note that you may need to have logged on to a Windows Machine at College prior to accessing the Portal for the first time, but this is not always the case.

If your password has expired, you need to log onto a Windows Machine at College to reset it, or you can contact the Library Service on 0115 914 6418 to change Student Passwords. The IT Help Desk 0115 914 6421 is able to change Staff Passwords.