

Appendix B Reset Your MISIS, OASISPlus, E-Mail And Athens Password Using Your Mobile Phone!

Send password queries to the Webhelpdesk by text message from your mobile phone

If you have problem with a forgotten password or password that no longer seems to be working, you can send details of this to us by text message. We will text the answer to your mobile, as password changes are short enough for us to do this. If the problem turns out to be more complex and we need to give you a longer, more detailed response then we will advise you to log the query using the web helpdesk interface.

To use this service,

SMS YOUR QUERY TO:

+44 762 480 4635

You must also use a keyword to make sure your query is directed to the helpdesk (as the same number is used for other text communications). Please start your message with the keyword:

HELP

This must be the first 4 characters of the message. After that let us know your query, being specific about which password you require, and you also need to include your name and student number.

SMS Examples:

Help Mdxlive email password John Smith M00123456

Help MISIS password John Smith M00123456

Help Oasis password John Smith M00123456

Help Athens password John Smith M00123456

We will use these details for verification checks, including checking that your phone number is the same as you have registered on MISIS. With these checks in place we (and you) can be confident that details are being sent to the right person.

Important!

Middlesex University in London is open from Monday till Friday, from 12:00pm till 8:00pm Dubai time (from approximately the end of March to approximately the end of October) and from 1:00pm till 9:00pm Dubai time (from approximately the end of October to approximately the end of March). If you send a request on Saturday or Sunday you may not get a reply until Monday!