## TAG Guide - Timetable Triage

This is to help ensure queries are referred to the most relevant support team.

Students should be taken through the questions, to identify their problem and refer them accordingly.

1. Have you managed to reach this page?

Brunel University London	Teaching Timetable
	Log In  Students: log in using your student number (eg 1201234) and network password  Staff: log in using network username (eg hlstikb) and network password  For more information, please visit the Timetabling website  User Name  Password
	Login

No

- Can you log in to University PCs?
   No Go to the Computer Centre Service Desk in the Library for help with your password
- 3. Can you locate the Timetabling pages? No Go to the links below:

www.brunel.ac.uk/about/administration/timetabling OR

https://teaching.brunel.ac.uk/SWS-1617/login.aspx and add this page to your favourites.

4. Have you successfully logged in?
Use your student number and network password;
See "Can you login to University PCs?" if you can't login

Yes

5. When you click "Module Timetable", can you see the correct modules on the selection list? If not, you need to check eVision, "My Course": have you selected your modules and do you have the correct modules registered?

No - in eVision, go to My Course and select your modules; Yes - email Timetabling@brunel.ac.uk

6. Use "Module Timetable"; when you click "View Timetable":

If the timetable is blank, or if modules or activities are missing:

Click "Go back" at the bottom of the page and ensure you have selected:

- \* Your modules (control click to select them all);
- \* This week, Next week or Term 1;

If nothing appears or changes on screen, see the *Timetable troubleshooting guide* 

- 7. Do you want to know about seminar, practical or workshop groups, or other details? Groups are currently being constructed, and your seminars, practicals etc should appear on "My Timetable" during the next week.
- 8. Do you need help understanding the timetable grid and the codes? Select the "List view" for the easiest timetable format and see Student Timetable Guide 2016/17
- 9. Any other teaching timetable query can be referred to the Timetabling Team email: Timetabling@brunel.ac.uk

## Viewing a Grid Timetable

If you are viewing your timetable based on your course, rather than your specifically selected and assigned modules, you will have only the option to use list or grid view. The information here is much the same as in the combined view, just visualised slightly differently.

## Games Design Level - 2-

