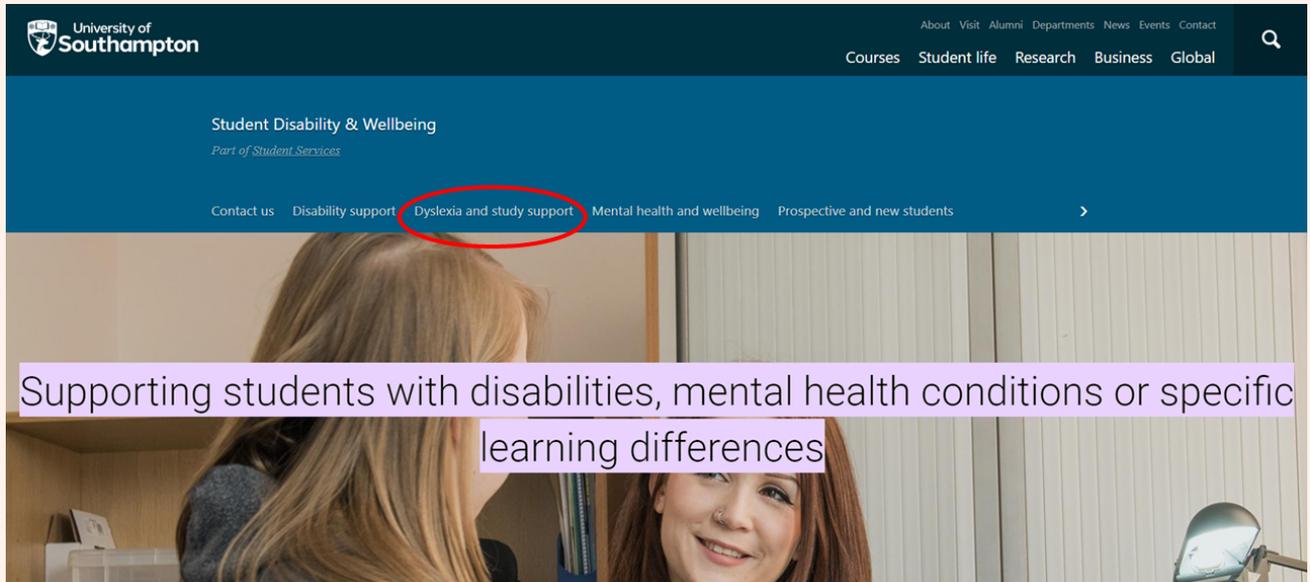


Requesting remote access to assistive technology software through ServiceLine

Step 1: Go to [Student Disability & Inclusion | University of Southampton](#) and click on 'Dyslexia and study support' tab.



Step 2: Click on 'Assistive Technology' tab.

The screenshot shows the 'Specialist Study Support' page. It features a photo of a student using a laptop on a bed. The text reads: 'Specialist Study Support' and 'Book a 1:1 study skills appointment with a specialist practitioner (designed for students who may have a specific learning difference)'. A green 'Book now!' button is present. Below this, a paragraph states: 'The Student Disability and Inclusion Team provide specialist support for students with specific learning differences (SpLDs) such as Dyslexia and Dyspraxia. Find out more below:'. A grid of six blue boxes provides further information:

How to access support The steps to take if you already have a diagnosis and what to do if you believe you may have a specific learning difference.	Types of support Find out more about the range of support available to students with specific learning differences.	Assistive technology Information on the software and equipment available and where to find it across the university sites.
Study resources A range of links and downloads that can help you to work more effectively.	Disabled Students Allowance (DSA) Find out more about the DSA and whether you may be eligible for additional funding.	Information for staff Guidance on how specific learning differences may impact students and what strategies staff can use to help.

Step 3: Click on the 'Remote access to assistive technology' tab.

How to access Ways we support you Study skills resources Information for staff

Assistive technology

Home > Enabling Services > Dyslexia and study support > Ways we support you > Assistive technology

Assistive technology

Find out more about the Assistive Technology (AT) available and how to access it.

Follow the link below to find out how to access assistive software from home.

→ Remote access to assistive technology

AT software
Find out more about the assistive software available

AT locations
Where to access the AT workstations across the University campuses

Mobile device options
Explore the accessibility options and online apps that can enhance your learning experience

Step 4: Find the assistive technology software you wish to access. You are able to remotely download some software directly from the University's [download site](#). However, if you need to request access through ServiceLine, click on the 'ServiceLine' hyperlink in the text.

Claro

Claro provide a suite of software for people with disabilities such as print and reading difficulties like Dyslexia.

Claro is currently offering a range of free apps. Please visit <https://www.clarosoftware.com/cloud-web-apps/> for more details.

Claro Read Plus

- Reads and annotates a variety of document types.
- Allows you to listen back to text that you have written.
- Provides word prediction and spell check.

For Windows and Mac computers, please request access to Claro via [ServiceLine](#).

Step 5: Click on 'Click here to open ServiceNow and log you query online'.

The phone lines are open from 08:30 - 18:00 Monday - Friday when the University is open. Further information about ServiceLine can be found here:

- [ServiceLine - the IT helpdesk](#)



Contact ServiceLine for urgent IT support

Get help online

- [Click here to open ServiceNow and log your query online.](#)

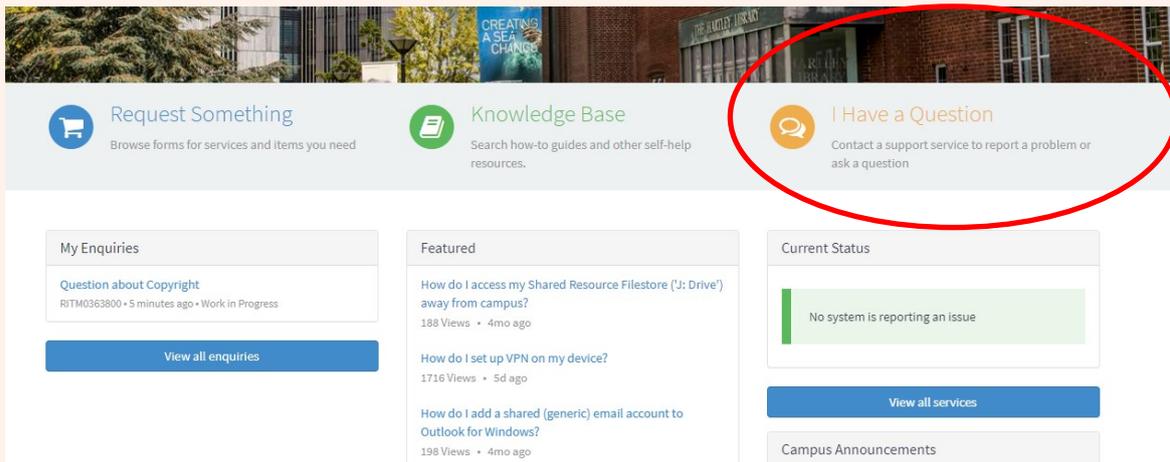
Please note that clicking on the above link will launch a new browser window, taking you to our Service Portal. The URL (web address) for that page is <https://sotonproduction.service-now.com/serviceportal> and is fully a part of our Self Service offering. Redirection for Self Service away from <https://www.southampton.ac.uk> is intentional, and is not a security concern.

You can also visit www.southampton.ac.uk/linkedinlearning and access IT tutorials delivered by experts.

Hartley Library IT helpdesk

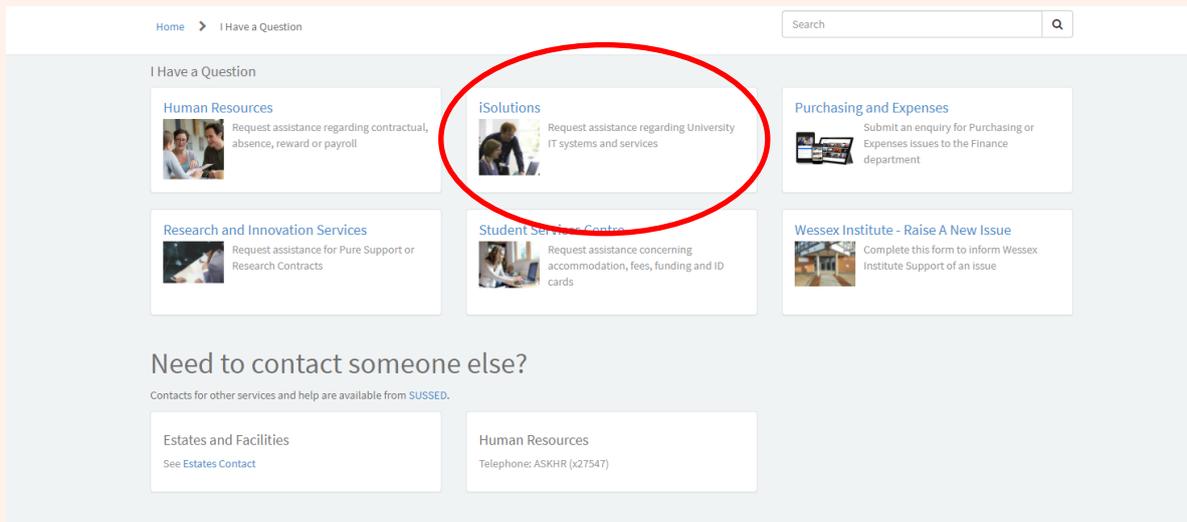
If you are on Highfield Campus you can pop into the Hartley Library where we have a help desk in the main entrance on the left hand side. The help desk is open Monday - Friday from 09:00 - 17:00 when the University is open.

Step 6: click on the 'I Have a Question' tab.



The screenshot shows the ServiceNow user interface. At the top, there are three main navigation tabs: 'Request Something' (with a shopping cart icon), 'Knowledge Base' (with a document icon), and 'I Have a Question' (with a speech bubble icon). The 'I Have a Question' tab is circled in red. Below the navigation tabs, there are three main sections: 'My Enquiries' (showing a 'Question about Copyright' with a 'View all enquiries' button), 'Featured' (showing two articles about filestore access and VPN setup), and 'Current Status' (showing 'No system is reporting an issue' with a 'View all services' button). At the bottom right, there is a 'Campus Announcements' section.

Step 7: Select the 'iSolutions' tab.



Step 7: Complete the 'Request' form. You must complete the following sections: 'Open on behalf of this user' (you name), 'Contact Number', 'Subject', and 'Please describe your issue below'.

-In the 'Subject', put 'Requesting access to assistive technology software'.

-In the 'Please describe your issue below' section, provide the name of the software you are requesting e.g. 'Please can I be granted remote access to ClaroRead Plus?'

A screenshot of a 'Request' form. At the top, there is a header with a photo of two people and text: 'If your enquiry is urgent and requires immediate assistance, please call ServiceLine on 023 8059 5656 (ext 25656). If you require an update on an existing enquiry please click on My Enquiries, open the enquiry and add a Public note to contact the person working on your enquiry.' The form contains several input fields: 'Open on behalf of this user' (a dropdown menu), 'Contact Number', 'Location', 'Room of Issue', 'Subject', and 'Please describe your issue below' (a large text area). A blue 'Submit' button is located at the bottom right of the form.