**Troubleshooting for OU Anywhere app users:**

Access to the content will not be available in the app until access is granted to the module. The date a student will be able to access material on OU Anywhere will be dependent on the module they study. They should receive an email as soon as the course is available in the VLE (Virtual Learning Environment) which will mean it is also access in the app. If it is already available in the VLE but not in the app, or if the course has started then please contact the computing helpdesk, details below:

**Computing helpdesk:**

Telephone: +44 (0) 1908 653972

Between 09:00 and 21:30 Monday – Friday

Between 09:00 and 17:00 on Saturdays and Sundays.

**Please make sure you have the following information to hand before calling as this will help speed up the enquiry:**

Your OUCU (for example, 'ab0123')

Module and presentation (for example, 'A100-13B')