

## Problems

No connection to the internet?

Contact YHMAN Desk **0113 343 5882**

or email [yhmandesk@yhman.ja.net](mailto:yhmandesk@yhman.ja.net)

YHMAN operations is manned Monday – Friday  
07:00 – 23:59 and Weekends and holidays 09:00 –  
23:59 (no cover on Christmas Day and answer phone  
service out-of-hours)

Email not working?

Contact the JISC RSC YH on **0113 343 1000** or email  
[support@rsc-yh.ac.uk](mailto:support@rsc-yh.ac.uk)

DNS not working?

Contact JISC RSC YH on **0113 343 1000** or email  
[support@rsc-yh.ac.uk](mailto:support@rsc-yh.ac.uk)

Other connection-related issues? (Examples include  
remote sites, web-filtering, anti-spam)

Contact JISC RSC YH on **0113 343 1000** or email  
[support@rsc-yh.ac.uk](mailto:support@rsc-yh.ac.uk)

## Security

If you think you may have a security breach or have  
been 'hacked', contact JANET-CSIRT: [irt@csirt.ja.net](mailto:irt@csirt.ja.net)

## Upgrades

New links to your organisation:

Contact JANET Customer Services on **0300 300 2212**

or email [service@ja.net](mailto:service@ja.net)

Upgrades to your existing link:

Contact JANET Customer Services on **0300 300 2212**

or email [service@ja.net](mailto:service@ja.net)

## General Advice on Technical Matters

Contact [support@rsc-yh.ac.uk](mailto:support@rsc-yh.ac.uk) or phone **0113 343 1000** to access these and other services:

- Advice on all matters related to your JANET connection
- Advice and help on getting the most from e-learning by the use of technology
- Brokering of regional technical training
- Assistance with technical aspects of new building projects
- Wired and wireless analysis including FLUKE and AirMagnet equipment
- Advice on Information Security Management systems to ISO27001:2005
- Help with queries on web development
- Assistance with Virtual Learning Environments – in particular Open Source and Moodle
- Technical Forums and mailing lists

## Contact Details



JISC Regional  
Support Centre for  
Yorkshire & Humber  
(JISC RSC YH)

T: **0113 343 1000**  
M: **07966 754040**  
E: [support@rsc-yh.ac.uk](mailto:support@rsc-yh.ac.uk)  
W: [www.rsc-yh.ac.uk](http://www.rsc-yh.ac.uk)



JANET  
Customer  
Services

T: **0300 300 2212**  
E: [service@ja.net](mailto:service@ja.net)  
W: [www.ja.net](http://www.ja.net)



YHMAN  
HelpDesk

T: **0113 343 5882**  
E: [yhmandesk@yhman.ja.net](mailto:yhmandesk@yhman.ja.net)  
W: [www.yhman.ja.net](http://www.yhman.ja.net)

