

Log-in Problems

If you have a problem logging into workflow with a UAL account which you also use to open webmail, Moodle, etc, the error is usually almost always to do with your UAL account rather than workflow. There are two main options for dealing with this:

1. Reset your password. Go to <https://pss.arts.ac.uk> and follow the instructions. You can also change your password using the Options section of your UAL webmail account.

Make sure you then update your password on your phone, tablet or any other device which tries to log into your account.

Then wait 15 minutes and try logging in to workflow again.

2. If the procedure above doesn't work, call the IT service desk on 0207 514 9898 for assistance.

Online short course accounts, and workflow-only accounts

If you are an online short course student, or your account is just for workflow (e.g. if you are not a UAL student or staff member) and you've forgotten your username or password, please contact your course administrator in the first instance. If they can't help, they will escalate the request to the Digital Learning support team.

Further Support

Additional support is on hand should you require help. Contact the Digital Learning Support team at dlsupport@arts.ac.uk