

Welcome all!

We don't know about you, but we are definitely ready for some warmer weather. But since that still seems to be a little wait away, let's tell you all about what is going on with Mobility-Online at this moment.



Authorisation Check & Internal Audit

In the past couple of weeks we have been busy carrying out the yearly authorisation check for user access to Mobility-Online. While most of your supervisors have already provided feedback, some are still missing. Please be aware that a final reminder has been sent out and if we do not receive any feedback by **May 31st, 2023**, we will unfortunately have to temporarily deactivate the accounts lacking feedback. So should you experience any trouble logging in starting June 1st, 2023, please give us a shout and we will revisit the authorisation request with your supervisor. Thank you in advance for your understanding.

We would also like to share with you all, that Mobility-Online was recently audited by our IT department. The results we got have given us some pointers on how to improve the reporting and administering in Mobility-Online. In the upcoming months we will take a closer look at these points and identify, which suggestions to implement and how. As we move along, we will inform you of the changes of course.



LET'S TALK

Let's talk: Terminology

Key user: The key user (KU) is the first contact point for users, they represent the group and help with issues as far as their knowledge stretches. They are also able to make small textual changes and always partake in our regular user group meetings.

Business Information Manager: The Business Information Managers (BIM) – or system administrators – are the group of people working to keep Mobility-Online running smoothly, addressing any issues and implementing any changes. They also often take on an advisory role for both faculties and departments. Moreover, the BIMs organise recurring sessions with the KU and the contact persons at the faculties to discuss requests and issues regarding the different processes implemented in Mobility-Online. Here, any new developments of the system as well as new requirements based on legislation or UT policy are also shared.

Tips & Tricks

Since we realise that there are still a number of re-occurring topics sent to the Mobility-Online inbox. As always, we would like to highlight our Frequently Asked Questions (FAQs) on our website. [Here](#) you can find FAQs for teachers as well as students published here.