

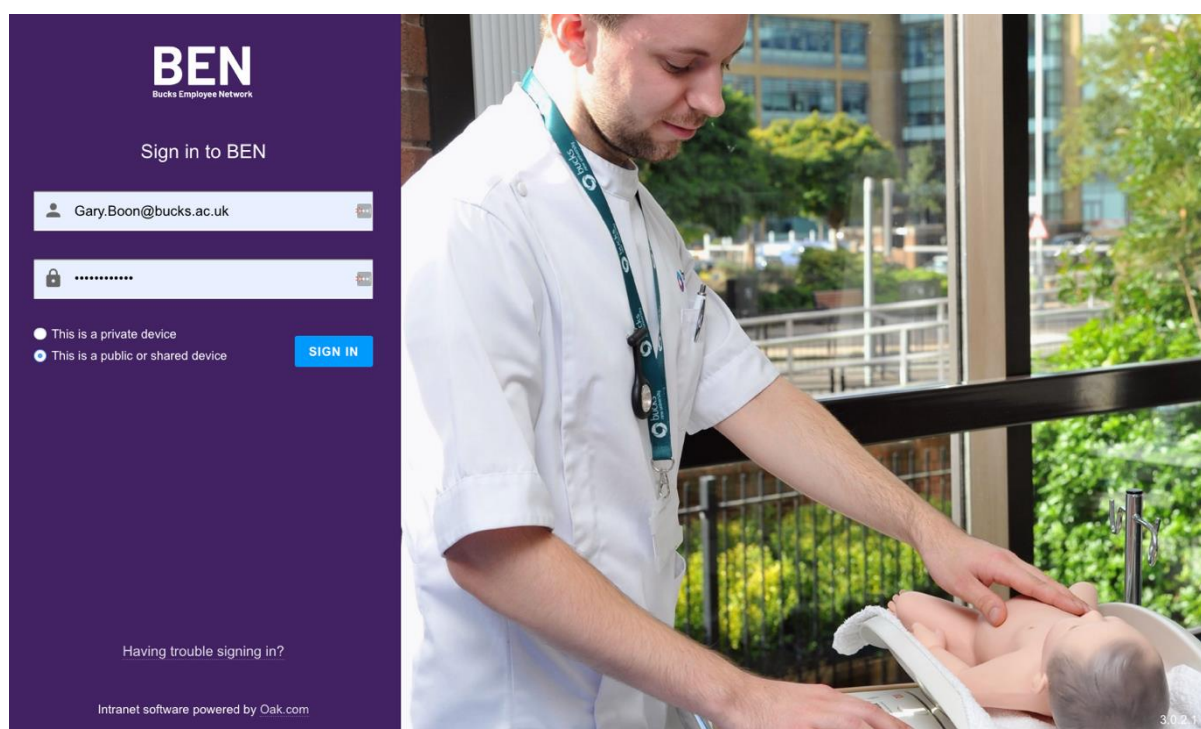
BEN - A basic user guide

BEN is Bucks New University's internal communications platform. It is home to the most up to date news and the latest versions of internal policies and procedures. BEN also has quick links to all the other University systems.

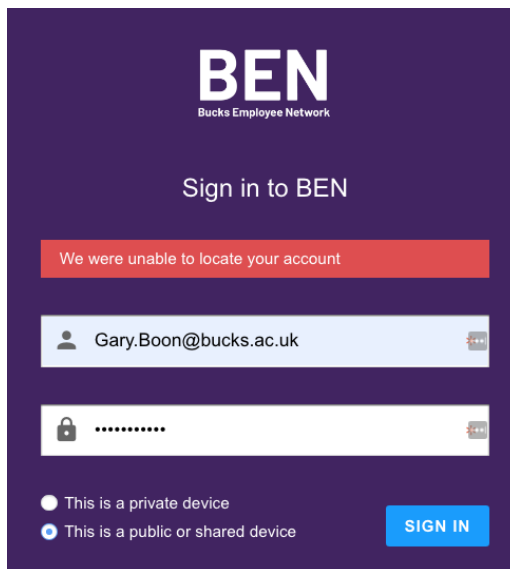
How to log on to BEN

Log into BEN by going to the web page: <https://ben.oak.com/>

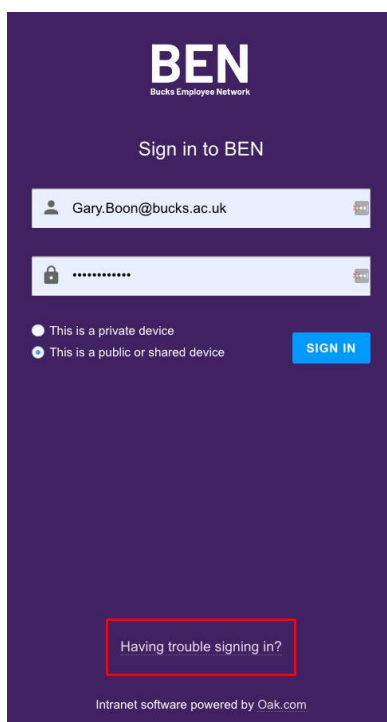
1. Login with your email address and the password you set when you first logged into the system.



2. If you cannot remember this password, or enter your password incorrectly, you may see the following message: 'We were unable to locate your account'



3. In order to fix this, you have two options. You can either use the 'Having trouble signing in?' option to get a password reset sent to your Bucks email address.



If you need to access your Bucks email, you can do this at <https://www.office.com>. Please log in using your IT username and password.

4. The second option is to email – gary.boon@bucks.ac.uk – and our Intranet Manager can manually reset your password.

Once you've logged in to BEN

For guides on how to create articles, please [click here](#).

We also recommend pairing your phone to get the latest updates straight to your mobile. A guide [can be found here](#). You'll be kept logged in on your phone so you only need to enter your details once.

We have a whole range of instructional videos on how to create content [here](#).

Super Users

Every department has a Super User for BEN. These can be found on the [Super User page](#) and should be your first port of call for an enquiries regarding BEN.

For any other issues, please contact one of the following people (in this order) either by email, or instant messenger on BEN:

Gary.boon@bucks.ac.uk – Intranet Manager

Kelly.Young@bucks.ac.uk – Intranet Site Administrator

Marcus.Wood@bucks.ac.uk – Intranet Site Administrator

Dean.Valler@bucks.ac.uk – Intranet Site Administrator

Louise.Havey@bucks.ac.uk – Intranet Site Administrator