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How can the Learner Success helpdesk support me?

Michael Nicholson - 2026-01-14 - [Study and learning](#)

The Learner Success helpdesk team are the friendly face of Te Puna Mātauranga, the NMIT Library Learning Centre.

We can support you with:

- Logging onto the NMIT network and password resets
- Connecting to WiFi
- Accessing Office 365 and Moodle
- Printing and print account top-ups
- Booking appointments for 1-1 and group study support with our [Academic Support Team](#) or [Accessibility Support Team](#)
- Accessing library resources: Books, eBooks, databases, equipment and more
- Listening to your queries: We will actively seek solutions or connect you with the best person to assist you.

We can also link you to [Māori Support](#), [Wellbeing Support](#), or [SANITI](#) independent support as needed.

We are here to help.

Email learnersuccess@nmit.ac.nz

Phone us in the library: 03 539 5068 or for IT Servicedesk support call 24/7

Freephone: [0800 NMIT IT \(0800 664 848\)](#)

You can also [request an appointment online](#)

On the Nelson campus, we're located in Te Puna Mātauranga / Library Learning Centre (M Block).

On the Marlborough campus, you'll also find us in the library.

Related Content

- [What does the NMIT Wellbeing Support Team do?](#)
- [What does the Academic Success Team do?](#)
- [How can the Accessibility Support Team help me?](#)
- [How can the Learner Success Teams help me?](#)