



EDU Support

How can we help you?

EDU Support

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 edusupport.rug.nl

Frequently Asked Questions

1. Cannot log in?

- Activate your account on account.rug.nl
- Activate your authenticator at mfa.rug.nl

2. Change password?

- Go to account.rug.nl
- Select [change password]

3. Course not visible?

- Enroll through Progress
- Your Brightspace course will appear within 12 hours

4. Already enrolled and still no course?

- The course has not started yet
- Your instructor might still be working on it

