

**Questions or problems?** Call: 907-443-8421

Email: [nwc.info@alaska.edu](mailto:nwc.info@alaska.edu)

Anytime throughout this process!

**No Answer? Call OIT in Fairbanks.**

Call: 1-800-478-8226

Email: [helpdesk@alaska.edu](mailto:helpdesk@alaska.edu)

There are several reasons why Easy Login Maintenance Option (ELMO) cannot find you. One of the reasons may be a confidential hold. Request to remove a confidential hold is a serious request of privacy by the student to the university, not to be taken lightly.

If you are are a rural student who absolutely cannot come in person to the university, then you may fax or mail a legible, enlarged copy of your valid government-issued ID or university ID along with a signed and dated note asking UA personel to discuss any available records with you. You will need to include your full name, student ID number and a telephone number where we can reach you. You will need the [Request to withhold/release directory information](#) form. You may fax this to Fairbanks (number on form) or to Northwest Campus at (907) 443-5602.