

Get yourself online

Connect your computer to the Internet through the campus network.

Your first connection in Halls

1. Using the network cable provided, plug your PC into the docking point.
2. Open your web browser and go to **<http://connect.ncl.ac.uk>**
3. Click to '**Activate your account**' and change your password.
4. For **Windows users only**, download the **VPN setup program** and run it.

For **Mac** and **Linux** follow the online instructions provided.

5. If prompted, select a **workplace connection**.
6. Select the option to **add a shortcut to your desktop**.

7. Enter your Login name, password, the domain CAMPUS and connect.
You're now online.



The next time you wish to connect:

1. Plug into the docking point and activate your University VPN (via the desktop shortcut) or connect to **Docking VPN** in your list of networks.
2. Enter your Login name, password, the domain CAMPUS and connect.

Connect to Magpie wireless

Once you've set up your VPN, you can use the Magpie wireless service (limited coverage in Halls but widely available across campus). Select **Magpie** from your list of networks and connect, then activate your VPN (via the desktop shortcut).

Help and support

Visit the **Network Connection Clinic:**

OLUA, Old Library Building
10:00 - 16:00 Monday to Friday

All connections are subject to the rules of use, see **www.ncl.ac.uk/iss/rules**

Key rules to remember

- Don't download copyright material.
- Don't view pornographic material.
- Do not use for commercial purposes.

Failure to comply may result in facilities being withdrawn without notice.

Get started with IT

Information Systems and Services (ISS) provide the main computing and IT facilities at the University.

University email

To access your University email visit <https://owa.ncl.ac.uk>

Remember to check your account regularly. It's used for all official University email.

Computer clusters

There are over 1300 ISS PCs grouped in almost 40 cluster rooms across campus, two of which have 24 hour access.

You may use any of these PCs if they are not being used to teach a class.

Cluster locations and their opening hours can be found at: www.ncl.ac.uk/iss/clusters

Printing

ISS computer cluster rooms have black and white A4 printers; larger rooms such as the Old Library User Area (OLUA) also have colour and A3 printers.

How much does it cost?

Black and white A4 is 4 pence per side, colour is a bit more. See <https://printing.ncl.ac.uk>

Buying print credits

Buy credits online with a debit or credit card at <https://printing.ncl.ac.uk> or buy a print voucher at the Robinson Library Main Counter (cash only, min payment £10).

Take the voucher to the ISS help desk

in the Robinson Library or Old Library to have the credits added to your account.

Log in to your print account and check funds at <https://printing.ncl.ac.uk>

Keeping your files safe

Your filestore (Home Folder)

ISS provides 1GB of filestore (computer disk space) to every student. Your filestore is known as your Home Folder.

When you use a University PC your Home Folder is the **H: drive** or **My Documents**.

Always keep a copy of your academic work in your Home Folder. It's secure and backed-up regularly.

Visit: www.ncl.ac.uk/iss/filestore

Work off campus

The Remote Application Service (RAS) allows access to your files, software and some library resources through your web browser.

Find out more at <https://ras.ncl.ac.uk>

IT help and support

Visit: www.ncl.ac.uk/iss

or contact the ISS Helpdesk:

Tel: (0191 222) 5999

Email: helpline@ncl.ac.uk

Visit us in person

- **OLUA** (Old Library User Area)
- **Help desk**, Robinson Library, Level 2
- **User Registration**, Claremont Tower