IT services for students

- Wi-Fi and internet
- Find a PC on campus
- Access your email
- Printing & photocopying
- E-resources, ePortfolios & Blackboard
- IT help and support
Newcastle University free apps

Search for ‘Newcastle University’ on your app store.

Great features include your personal timetable, library services and find a PC.

There’s also links to other apps like Blackboard Mobile Learn™ so you can access coursework on the move.
Welcome

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Details in this booklet are correct at time of going to press but may be subject to change. IT Service 07/16
Get started with IT

IT help and support
You can log and track requests for IT help and support online: nuservice.ncl.ac.uk

Contact the IT Service Desk
it.servicedesk@ncl.ac.uk
0191 208 5999

Information and guides
Find out about all IT services at www.ncl.ac.uk/itservice

Visit us in person
Staffed IT Service Desks are available:

- Old Library PC cluster 1.57
- Robinson Library PC cluster, Level 2
- Marjorie Robinson Library Rooms

Your Smartcard
Smartcards are issued during your registration. After this you can pick one up from the Robinson or Walton Libraries.

Smartcards give access to the following:

- University Libraries
- 24hr PC clusters
- University Sports Centre
- Open Access Centre for Languages
- Access to some buildings
- Library photocopying

It’s important to carry your card with you and keep it safe.

Keep your Smartcard safe
A replacement costs £10 from the Robinson or Walton Library.
Username & password

Before you arrived at University, you should have received your username and password in a letter or email. You’ll need these to log on to campus PCs and access your University email.

User Name

Your Username is the letter ‘b’ followed by the middle 7 digits of your student number (found on your Smartcard).

E.g. If your student number is 109867543, your username will be b0986754.

Password

You’re advised to change your password the first time you log on. Use a minimum of 8 characters and include at least one UPPERCASE and one lowercase letter and a number.

You’ll also be sent a separate S3P password; this is only for the Student Self Service Portal where you register for your course, pay fees, update personal details and select modules.

Stay Secure

Never tell anyone your password, even University staff. Keep it secret and change it regularly.

www.ncl.ac.uk/itservice/security

Problems logging in?

Check you’re using the right password (not your S3P one) and remember it’s ‘cASe-sENsItlVE.’

If you’re still having problems or you’ve forgotten your password, contact the IT Service Desk on 0191 208 5999 or visit the staffed IT Service Desk in the Old Library Cluster.
Email, filestore & software

University email
All students have a Newcastle University email account; access yours at office365.ncl.ac.uk

To set up email on your mobile, laptop or tablet visit: www.ncl.ac.uk/itservice/email

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

Your filestore
Your ‘Documents’ folder (H: drive) is a secure place to save your work; it can be accessed from any University PC.

Learn more at www.ncl.ac.uk/itservice/filestore

Keep your files safe
It’s a good idea to always keep an up-to-date copy of your academic work in your ‘Documents’ folder; it’s secure and backed-up regularly.

Access files & software off campus
You can access your files off campus through your web browser using the Filr service. Visit filr.ncl.ac.uk or download ‘Novell Filr’ from your app store. Login with your University user name and password and the server: filr.ncl.ac.uk

The Remote Application Service (RAS) also allows access to your files, University software and printers, no matter where you are. Find out more online at ras.ncl.ac.uk

For other ways to access your files off campus visit www.ncl.ac.uk/itservice/filestore/remoteaccess

Student software deals
Free or reduced price software is available for your own home computer, including Microsoft Office 365. Microsoft also offer free and reduced price developer software to students through Dreamspark.

For the latest software deals visit www.ncl.ac.uk/studentsoftware
Get online

Connect to Wi-Fi

Wi-Fi is widely available across campus.

- Select the newcastle-university Wi-Fi network and enter your University username and password to connect.

Step-by-step instructions for different devices can be found online: www.ncl.ac.uk/itservice/connect

Using the internet in Halls

Rooms in Halls have Wi-Fi and a plug-in network point which gives access to the internet through the campus network.

- Plug your PC into the network point in your room using the cable provided.
- Start your web browser and go to www.ncl.ac.uk/itservice/connect.
- Follow the online instructions to connect your PC in Halls.

Problems connecting?

Bring your laptop or mobile to our free Connection Clinic:
Old Library Cluster 1.57
09.00 - 16.00, Monday to Friday.

IT Rules of Use

When connecting to the internet and campus network, you are subject to the University’s Rules of Use.

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

Learn more at www.ncl.ac.uk/itservice/rules

Key rules to remember

- Don’t download or share copyright material.
- Don’t view inappropriate or pornographic material.
- The campus network is not for commercial use.
Computer clusters

There are computer cluster rooms across campus with 3000+ networked PCs.

For PC cluster locations, availability and opening hours visit m.ncl.ac.uk (or see the map on p12).

The following main clusters have 24hr access:

- Cluster MG 005, Cookson Building
- Students’ Union, The Hub
- NUSU Central
- Old Library Cluster 1.57
- Robinson Library (term time)

All PCs feature a wide range of software. Some have additional specialist software (eg CAD programs).

Quick access stations

Quick access PC stations can be found in many building foyers across campus. They allow quick access to the Internet, so you can catch up with email between lectures.

Dyslexia and disability

Specialist applications are installed on clusters for use by students with dyslexia. Magnification and screen reading software is available for students with visual impairments. Height adjustable workstations are available in most clusters.

Students can also borrow small items of assistive technology from our Hardware Loans scheme.

For information and advice visit www.ncl.ac.uk/itservice/accessibility-advice
Laptop loans

Laptops are available to borrow in the University Libraries (for use in the Library only).

You can register for the scheme at each of the Libraries.

Learn more at www.ncl.ac.uk/library/services/laptop-equipment-loans

Learning spaces

Learning spaces are located around campus. These spaces are ideal for group work.

- NUSU Central, King’s Road Centre
- YourSpace (24hrs term time) Robinson Library, Level 1
- Learning Lounge (24hrs term time) (Skype area available) Robinson Library, Level 2
- Marjorie Robinson Library Rooms (Skype booth available)
- Students’ Union, The Hub (24hrs)
- Old Library (24hrs)
  Computer cluster 1.57, study lounge
Printing & photocopying

Where can I print or copy?

Black and white A4 printers are available in all cluster rooms; larger rooms such as the Old Library Cluster 1.57 also have colour and A3 printers.

Photocopying is available in the University Libraries.

How much does it cost?

Black and white A4 printing and copying is charged at 4p per side, colour costs 12p per side.

For full details visit printing.ncl.ac.uk

Buying print and copy credits

Each student is given a free allocation of printing and photocopying credit at the start of the academic year (marked IT Service credit in your print account).

Log on to your print and copy account at printing.ncl.ac.uk to buy additional credits (with a debit or credit card) or to check your funds.

Credits are also available from the Robinson Library Main Counter, Level 2.

Scanning

Scanners are available free of charge in most cluster rooms.
Library & Blackboard

Information and help

Explore Library resources with LibrarySearch. Locate books, browse for e-journals, read articles, e-books and more: libsearch.ncl.ac.uk

Visit our Subject Support page to find quality information and resources in your discipline www.ncl.ac.uk/library/subject-support

Got a question?

Get LibraryHelp in the Library or at home. Contact us by email, chat, SMS, online, twitter, phone or face-to-face: libhelp.ncl.ac.uk

Library workshops

Information skills workshops are regularly run for students in all libraries. These will introduce you to Library Services, resources for your subject and how to get the best from the library. Ask within your School or contact your Liaison Librarian for details.

We also advertise events and workshops at www.ncl.ac.uk/library

ePortfolios

ePortfolio is your space to reflect on your learning and record your ongoing development of subject and transferable skills. You can record meetings with your tutors and have the option of sharing your portfolio content with communities.

The ePortfolio allows staff and students to communicate, support and collaborate with one another.

ePortfolio can be found at portfolio.ncl.ac.uk

Blackboard

Blackboard is Newcastle University’s main virtual learning environment (VLE).

Most Schools at the University use Blackboard to deliver and support academic modules.

Blackboard can be found at blackboard.ncl.ac.uk

You can also access course content on the move with the Blackboard Mobile Learn app, see m.ncl.ac.uk/itservice/apps

If your programme of study uses a VLE your lecturers will provide instructions on how and when to use it.
Keep up-to-date

Follow us on twitter @NU_ITservice
NUService

You can log and track requests for help and support online at NUService: nuservice.ncl.ac.uk

University IT Service Desk

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- Robinson Library Cluster, Level 2
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Connection problems?

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Visit our website
www.ncl.ac.uk/itservice

Follow us on twitter @NU_ITservice
www.twitter.com/NU_ITservice

Useful Links

IT Service website
www.ncl.ac.uk/itservice

Library website
www.ncl.ac.uk/library

Student email
office365.ncl.ac.uk

Printing
printing.ncl.ac.uk

Connect to the Internet
www.ncl.ac.uk/itservice/connect

Access files from home
filr.ncl.ac.uk

Blackboard
blackboard.ncl.ac.uk
Follow Lovers' Lane up to Medical School & Walton Library
PC cluster & library map

Visit m.ncl.ac.uk to find your nearest available PC.
You may use any PC cluster if it’s not in use for teaching.

- Cluster open 24hrs

**Computer clusters**

1. Medical School (24hrs)
2. Ridley Building
3. Stephenson Building
4. Newcastle Law School
5. Robinson Library (24hrs term time)
   - Computer cluster, Level 2
   - Express print stations, Level 2
   - Skype area & photocopying
   - Staffed IT Service Desk
6. Percy Building
7. Old Library (24hrs)
   - Computer cluster 1.57
   - Staffed IT Service Desk
   - Laptop Clinic
8. Daysh Building
9. Armstrong Building
10. Bedson Building
11. King George VI
12. Herschel Building

**Students’ Union**

13. Cluster & learning space (24hrs)
14. NUSU Central (24hrs)
   (King’s Road Centre)

**University Libraries**

5. The Robinson Library
   - Main Library (24hrs term time)
1. The Walton Library
4. Law Library
15. Marjorie Robinson Library Rooms
   - Staffed IT Service Desk
   - Express print stations
   - Skype booth available

Visit www.ncl.ac.uk/library
Need help to get online?

Visit our free connection clinic

Old Library Cluster, Monday - Friday 09:00 - 16:00

• Laptop/mobile Wi-Fi and internet connections
• University email on your mobile
• RAS (Remote Application Service) installation
• Help to install University purchased or provided software

Free mobile device health checks & security advice including:
• Virus and spyware removal
• Free anti-virus software installation
• Firewall and security settings

Please note we don’t offer a hardware repair service but we can give a basic diagnosis and offer advice on what to do next.

IT Service