



STUDENT IT SERVICES

- Wi-Fi
- PCs on campus
- Email
- Print and copy
- E-resources
- IT support



FREE UNIVERSITY APP

**Search for 'Newcastle University'
on your app store**

Great features include your personal timetable, library account and find a PC. There are also links to other useful apps to support your university life.

www.ncl.ac.uk/itservice/mobile

- 2 Get started with IT
- 3 Username and password
- 4 Email, filestore and software
- 5 Connect to the Internet
- 6 Find a PC on campus
- 8 Printing and photocopying
- 9 E-resources, ePortfolios and Blackboard
- 11 IT help and support
- 12 PC cluster and library map

IT SERVICES

IT help and support

You can log and track requests for IT help and support online:

nusevice.ncl.ac.uk

IT Service Desk

it.servicedesk@ncl.ac.uk
0191 208 5999

Visit us in person

Staffed IT Service Desks are available:

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

Find out about all IT services at

www.ncl.ac.uk/itservice

Your Smartcard

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

It's important to carry your Smartcard with you to gain access to the following:

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

Keep your Smartcard safe

A replacement costs £10 from the Philip Robinson or Walton Library.

USERNAME AND 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.

Username

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-sENsItIVE.'

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 AND 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 and software off campus

You can access your files off campus through your web browser using the Filr service. Visit flr.ncl.ac.uk or download 'Micro Focus Filr' from your app store. Login with your University user name and password and the server: flr.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 the 'Microsoft Imagine' program.

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 are online:

www.ncl.ac.uk/itservice/connect

Using the internet in Halls

Connect your computer, game console, smart TV and other devices to the Internet through our Student Network Access.

Follow the online instructions at

www.ncl.ac.uk/itservice/connect/sna

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 policy on 'Use of IT Facilities'.

Non-compliance may result in access to IT facilities being withdrawn without notice.

Key rules to remember

- Don't download or share copyright material
- Don't view inappropriate material
- The campus network is not for commercial use

FIND A PC ON CAMPUS



Computer clusters

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

For cluster locations, availability and opening hours download the free 'Newcastle University' app (or see the map on p12).

Some clusters have 24hr access:

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

All PCs have a wide range of software. Some also have 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 ideal for group work are available around campus.

- NUSU Central, Hadrian Building
- YourSpace (24hrs term time)
Philip Robinson Library, Level 1
- Learning Lounge (24hrs term time)
(Skype area available)
Philip 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

PRINT AND COPY



Places to print and 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 credits

Students are given a free allocation of printing and copy credit at the start of the academic year (marked IT Service credit in your print account).

Login to your account at printing.ncl.ac.uk to buy more credits or check your funds.

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

Scanning

Scanners are available free of charge in most PC cluster rooms.

LIBRARY AND 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. You can record meetings with your tutors and share your portfolio 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

Access your course content on the move with the Blackboard app, available on iOS, Android or Windows.

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

KEEP IN TOUCH



Follow us on twitter
[@NU_ITservice](https://twitter.com/NU_ITservice)

IT SUPPORT

NUService

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

IT Service Desk

0191 208 5999
it.servicedesk@ncl.ac.uk
www.ncl.ac.uk/itservice

Visit us

- Old Library Cluster 1.57
- Philip Robinson Library Cluster, Level 2
- Marjorie Robinson Library Rooms

Connection problems?

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

Follow us on twitter
[@NU_ITservice](https://twitter.com/NU_ITservice)

Useful Links

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

Library website
www.ncl.ac.uk/library

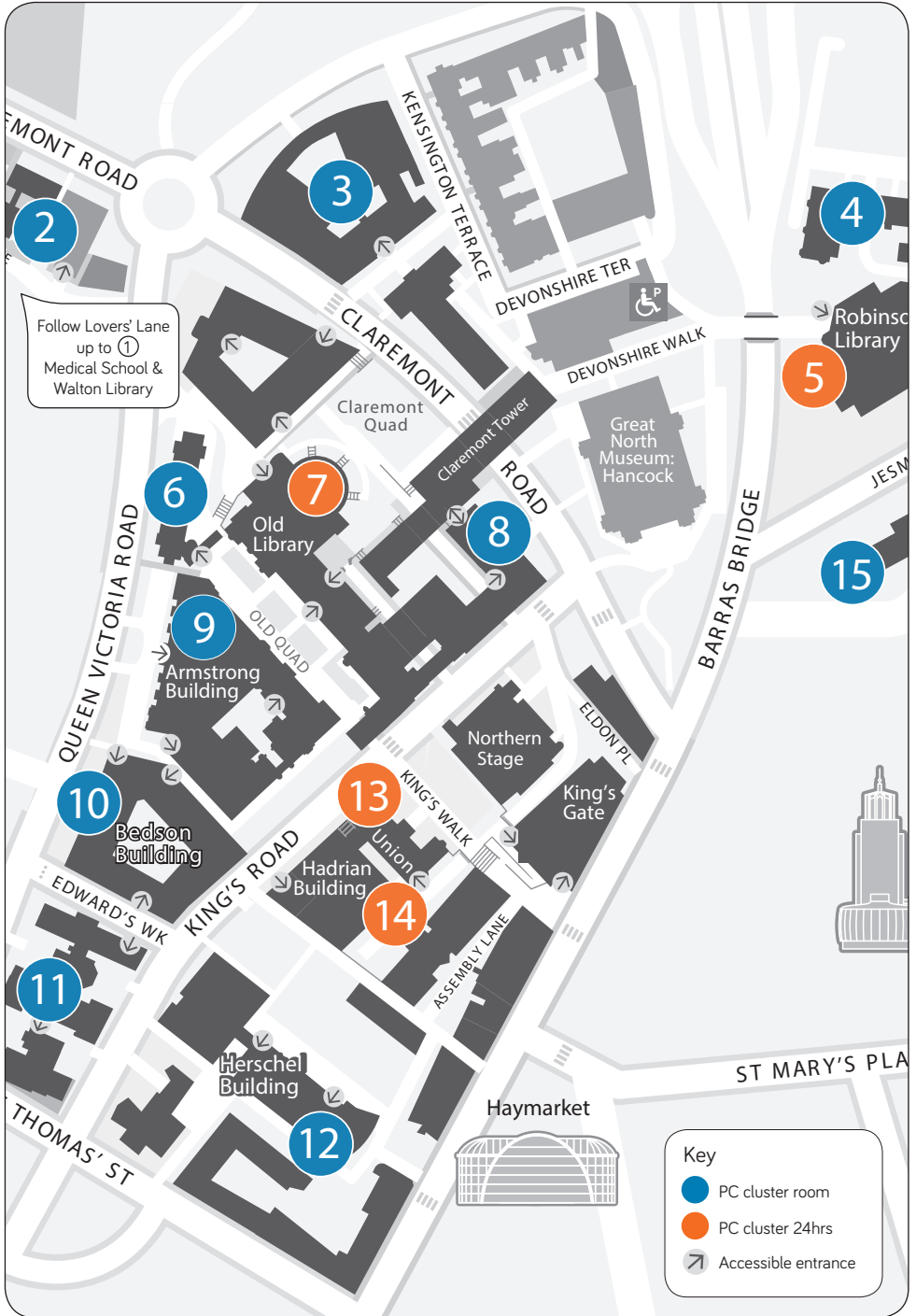
Student email
office365.ncl.ac.uk

Printing
printing.ncl.ac.uk

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

Access files from home
flr.ncl.ac.uk

Blackboard
blackboard.ncl.ac.uk



PC CLUSTERS AND LIBRARIES

Use the 'Newcastle University' app to find the nearest available PC.

● Cluster open 24hrs

Computer clusters

- 1 Medical School (24hrs)
- 2 Ridley Building
- 3 Stephenson Building
- 4 Newcastle Law School
- 5 Philip Robinson Library (24hr term)
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)
(Hadrian Building, formerly
the King's Road Centre)

University Libraries

- 5 Philip 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

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
- IT help and advice