IT services for students
2012 - 2013

• Connect to the Internet
• Find a PC on campus
• Access your email
• Printing & photocopying
• E-resources, ePortfolios & Blackboard
• IT help and support
Welcome

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- Email, filestore and software
- Connect to the Internet
- Find a PC on campus
- Printing and photocopying
- E-resources, ePortfolios and Blackboard
- IT help and support
- PC cluster and library map

Visit m.ncl.ac.uk

With our IT mobile apps you can view your personal timetable, contact your tutor or find the nearest free PC.
Get started with IT

The IT Service provides the main computing and IT facilities at the University.

**IT help and support**

If you have a question about IT contact the University IT Service Desk:

it.servicedesk@ncl.ac.uk
(0191 222) 5999

**Visit us online**

Find out about all IT services at

www.ncl.ac.uk/itservice

**Visit us in person**

Staffed IT Service Desks are available:

- Old Library
  Computer cluster 1.57
- Robinson Library
  Computer cluster, Level 2
- Grd Floor, Claremont Tower

**Your Smartcard**

Smartcards are issued during welcome week in the King’s Road Centre. After this you can pick one up from the Robinson or Walton Libraries.

Smartcards give access to the following:

- University Libraries
- Photocopying services
- 24hr computer clusters
- University Sports Centre
- Open Access Centre for Languages
- Access to some buildings

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.

Login Name & password

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

**Login Name**

Your Login Name 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 login name 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 222) 5999 or visit the staffed IT Service Desks in the Old Library or Robinson Library.
Connect to the Internet

How do I get online?

Almost all rooms in Halls have a plug-in network point which gives access to the Internet through the campus network.

Wireless is also widely available across campus.

Using the Internet in Halls

- 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.

Connect to wireless

- Search for available WiFi networks on your device.
- If wireless is in range, select ncl-uni-wifi-setup from the list.
- Start your web browser and go to www.ncl.ac.uk/itservice/connect
- Follow the instructions to connect to wireless on campus.

Problems connecting?

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

Contact the IT Service Desk: (0191 222) 5999 or email it.servicedesk@ncl.ac.uk

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

Email, filestore & software

University email

All students have a personal Newcastle University email account.

For information on how to access your email on or off campus, or via your smartphone visit: www.ncl.ac.uk/itservice/email

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

Your filestore

Each student is given 4GB of personal filestore (computer disk space) known as your Home Folder.

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

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 Home Folder, in addition to any copies held on a USB stick or laptop.

Your Home Folder is secure and backed-up regularly.

Access files & software off campus

The Remote Application Service (RAS) allows access to your files, University software and printers through your web browser, 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

For the latest information on software deals and discounts for students visit www.ncl.ac.uk/itservice/software/studentdeals

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Computer clusters

There are over 1400 IT Service PCs grouped in PC cluster rooms across campus. You may use any of these PCs if they are not being used for teaching.

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

Five clusters have 24hr access:
- Cluster G.30, Bedson Building
- Cluster MG005, Cookson Building
- Students’ Union, Level 2
- 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 Robinson, Walton and Law 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/lending/laptops

Learning spaces

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

- Learning Zone, King’s Road Centre
- YourSpace (24hrs term time) Robinson Library, Level 1
- Learning Lounge (24hrs term time) (Skype area available) Robinson Library, Level 2
- Bedson Building (24hrs) Computer cluster G.30
- Students’ Union, Level 2 (24hrs)
- Old Library (24hrs) Computer cluster 1.57, study lounge
Printing & photocopying

Where can I print?
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.

How much does it cost?
Black and white A4 printing is charged at 4p per side, colour costs 12p per side.

For details visit printing.ncl.ac.uk

Buying print credits
Log on to your personal print account to buy credits (using a debit or credit card) and check your funds:

Visit printing.ncl.ac.uk

Print credit vouchers are also available from the Robinson Library Main Counter, Level 2 (cash only, min £10).

Take the voucher to the IT Service Desk in the Robinson Library or Old Library to have the credits added to your account.

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

Photocopier credit is different to print credit.

Photocopying
Payment for photocopying is made using your Smartcard, which needs to be formatted.

Formatters can be found in the Robinson Library (Level 2) and the Walton Library. Formatting is also available in the Law Library; ask at reception for details.

Add credits to your Smartcard using the library machines (20p - £25 max).

If you don’t have a Smartcard, photocopying cards are available for a £2.00 redeemable deposit from the Robinson, Walton and Law Libraries.

Learn more at: www.ncl.ac.uk/library/services/general/photocopying

Please note:
In January 2013 the way you purchase photocopying credits will change. For further details visit www.ncl.ac.uk/itservice/clusters/photocopying

E-resources & Blackboard

Library E-resources
Search for books, journals and other resources on the library homepage: www.ncl.ac.uk/library. Use our new Library Search facility to discover what’s available.

We have a wide range of print and electronic resources. Our electronic books, journals and databases can be accessed both on and off campus through your web browser. Thousands of journal articles, e-books, e-journals, newspapers and maps are available.

If you’re looking for subject related information, check out our specialist LibGuides: libguides.ncl.ac.uk/home

A range of tutorials and videos are available to help you access and search for information on our resources.

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 via a calendar on the library homepage.

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.

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

The ePortfolio is particularly valuable as a tool to support Personal Development Planning (PDP) and Personal Tutoring.

Blackboard

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

Many (but not all) Schools at the University use Blackboard to deliver and support academic modules.

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

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
or like us on facebook www.facebook.com/itbytes

IT help & support

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it.servicedesk@ncl.ac.uk

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  Computer cluster 1.57
- Robinson Library
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Visit our website
Find out about all IT services at
www.ncl.ac.uk/itservice

Like us on Facebook
www.facebook.com/itbytes

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
ras.ncl.ac.uk

Blackboard
blackboard.ncl.ac.uk
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 never used for teaching  ● Cluster open 24hrs

Computer clusters

1. Medical School
   Computer cluster MG 005 (24hrs)
   Computer cluster MG 030
   Computer cluster M5 028
   Computer cluster M5 039

2. Ridley Building
   Computer cluster 4.72

3. Stephenson Building
   Computer cluster 3.04 (A, B, C)

4. Newcastle Law School *
   Computer cluster G.17, G.18, G.21

5. Robinson Library *
   (24hrs term time)
   Computer cluster, Level 2
   Express print stations, Level 2
   Skype area & photocopying
   Staffed help desk

6. Percy Building
   Computer cluster 2.04

7. Old Library *
   (24hrs)
   Computer cluster 1.57
   Staffed help desk
   Laptop Clinic

8. Daysh Building
   Computer cluster 1.31

9. Armstrong Building
   Computer cluster 2.96

10. Bedson Building
    Computer cluster G.30 * (24hrs)
    Computer cluster 2.40
    Computer cluster 3.30

11. King George VI
    Computer cluster 2.33

12. Herschel Building
    Computer cluster 1.01
    (Blue, Green, Purple, Red)

Students’ Union
13. Cluster & learning space *
    (24hrs)

University Libraries

5. The Robinson Library
   Main Library (24hrs term time)

1. The Walton Library
   5th Floor, Catherine Cookson Building, Medical School

4. Law Library
   Newcastle Law School

Visit www.ncl.ac.uk/library

Key
● PC cluster room
● PC cluster 24hrs
● Accessible entrance

Follow Lovers’ Lane
to Medical School & Walton Library

m.ncl.ac.uk
NEED TO FIND A PC?

Visit m.ncl.ac.uk

With our new mobile friendly web apps you can find the nearest free PC, view your timetable or contact your tutor.