How do I access the IT facilities?
New students receive a Student ID and initial network password at enrolment. You must enter these details at the login screen in the Library and student labs.

The easiest way to access any online service is to login to the Portal and then click on the appropriate link.

How do I access the Portal?
The Portal can be accessed via the web. To login, you will require your Student ID and network password. Your initial network password is provided at enrolment or via the Kiosk. The web address is portal.ulster.ac.uk

When you enter the system, you will arrive at the Home tab. The boxed areas within each tab are known as channels and will provide information on a particular topic or a gateway to a specific service.

Saving data: your personal disk space
Please note there is no local storage on student work stations. You must use your OneDrive cloud storage or an external USB device. After you log out, no user files will be stored and will not be recoverable. You will be allocated 1024 Gb of disk space on OneDrive (part of the Office 365 online environment). Important files can be saved and accessed from any PC connected to the internet at a later date.

In order to reduce unnecessary energy consumption, in line with ‘Green IT’ initiatives, PCs in Libraries will automatically shut down when these areas close. You will be warned electronically when the system is about to shut down.

In agreement with the Students’ Union, all PCs in Libraries and IT laboratories will shut down automatically after they have been left idle for 60 minutes. All students are advised to save work regularly and especially if you are leaving your PC briefly, e.g. when collecting material from Multi-Function Devices.

We recommend that you use OneDrive as your primary filestore option. ulster.ac.uk/students/onedrive

Please ensure you leave 24 hours after completion of Online Enrolment before attempting to access Blackboard. Content will be made available as per your academic schedule.

Further information, including support arrangements for Blackboard related issues, is available at: ulster.ac.uk/isd/students/blackboard-learn

Passwords and security
Dedicated PCs, known as Password Kiosks, are located close to the Library Information Point on each campus. These will allow you to:
• obtain your initial network password
• change your network password (if forgotten)
You will need your Student ID and PIN (obtained at enrolment) to login to the Password Kiosk.
ulster.ac.uk/students/passwords

Office 365 Email
The University, in co-operation with Microsoft, provides a web-based email service to all students. When you register with the University, you will be issued with an email account on the Microsoft Office 365 environment. These email account details are also available to view via your Student Record. Key features of the email environment include:
• 50 Gb email space
• spam and virus filtering
• access via many platforms
• support for many languages

Further information is available at: ulster.ac.uk/isd/students/email

The Student Experience
This is a comprehensive website designed for students (fulltime, part-time or distance learners) and contains links to IT and Library resources, online materials and services that may be helpful to you as you embark on your studies. The site will get you started using Ulster University’s information resources:
ulster.ac.uk/isd/students

Blackboard Learn
You can logon to Blackboard Learn via the Portal, using your student ID and your network password.
Free software for students

During your study at Ulster University you are entitled to use free software provided by the University. This includes a full version of Microsoft Office which you can download on up to 5 personally owned devices, SPSS statistical analysis software and McAfee anti-virus software. Further information is available at: ulster.ac.uk/isd/students/student-offers

Are personally owned devices supported?

Information Services are unable to offer generic hands-on support related to personally owned student devices.

Support is specifically available for the connection of eduroam wireless service, and advice related to the accessing of University online systems such as the Portal, Blackboard and Office 365. We are unable to directly support generic IT issues such as Operating System/Application/Hardware failures but may be able to offer advice to you on how it could be resolved on a best endeavour basis.

User guides for the configuration of eduroam are available via the Self Service Portal (see Need Help?) and hard copies are also retained at Library issue desks.

Eduroam wireless service

Do you use (or wish to use) wireless at other universities or colleges? Information Services has adopted eduroam (educational roaming), a single, secure, global wireless service. This allows staff and students to use their Ulster University credentials to connect supported laptops and other devices to the internet at other participating institutions i.e. without having to apply for a guest or visitor account. There are a large number of eduroam-enabled institutions across the UK.

It is advisable to check before visiting any eduroam institution, what level of service is provided.

Benefits

- You only have to remember one username and password
- Once your device is set up, it will automatically connect when there is an eduroam service within range – there is no further configuration required
- You will be able to access some of your home university resources remotely
- Technical support will be available from your home University Service Desk (no need to source support at an unfamiliar organisation)

Level of Service

We have developed both a “Home” service for University staff and students visiting other eduroam-enabled institutions and a “Visited” service which allows visitors to the University to connect their devices to eduroam. More information about eduroam at Ulster University is available on the service catalogue on the ISD website at: ulster.ac.uk/eduroam
Student Print, Copy and Scanning Services

The Reprographics department has installed a fleet of multi function devices (MFDs) offering printing, copying and scanning from one device. The payment method has moved the service to a totally cashless system offering increased security, account management and removes the need for users to carry coins. We will link users to their ID cards so that ‘follow me printing’ can be activated. This allows users to collect their print at any device, removing PC queue stations.

If you have any problems, notice any account issues or have difficulty printing certain files contact: printpayment@ulster.ac.uk. Please always quote your b-number (student number) in all correspondence.

Additional user guides and information can be found at: ulster.ac.uk/isd/students/printing

Copyright

When photocopying (or scanning) for purposes of private study, or research for a non-commercial purpose, you may do so without asking permission of the copyright holder. However, you should stay within the limits of safe-copying i.e.

- One article from any one issue of a journal
- One chapter or 5% from a published work

Only single copies are allowed. For further information, visit ulster.ac.uk/copyright

Health and Safety

Guidelines on Good Health and Safety Practice when using computers are available at ulster.ac.uk/isd/hscamp

IT Codes of Practice, Policies and Guidelines

All students must adhere to the IT regulations, codes of practice, policies and guidelines of the University, especially those relating to current UK, European or international legislation. Our services are primarily for education, research and official University business.

Information on the University's IT-related policies and codes of practice, including a full copy of the Acceptable Use Code of Practice is available at ulster.ac.uk/isd/policies

Comments and suggestions

In order to ensure we provide the highest quality resources and services we value your feedback because your opinion matters to us. Please help us by passing on any comments or suggestions for improvements at: ulster.ac.uk/isd/comments

Additionally, as part of our efforts to improve our services and support, we will conduct an annual Student Survey and would request that you participate and give us your own feedback. Please see previous Survey feedback at: ulster.ac.uk/isd/students/student-it-satisfaction-survey

Need help?

Ask at your campus Library Information Point, or contact the ISD Service Desk. Further information is available at: ulster.ac.uk/isd/help/service-desk

Service Desk core working hours are:
Monday - Thursday: 9am - 5pm
Friday: 9am - 4.30pm

You should, in the first instance, use the UniDesk Self Service Portal (SSP) to check if our Knowledge Base can resolve your issue. If not, you can self-log a call which will be investigated during the core working hours.

For urgent or outside core working hours issues, you can also contact the Service Desk by telephone and email.

T: 028 9036 6777
E: servicedesk@ulster.ac.uk

In addition to core working hours, extended telephone and email support is available from 5pm to 9am Weekdays, 24-hour Weekends, Bank Holidays and all year round.

Twitter

Follow us on Twitter to get the latest IT News and alerts. Please note that this is not intended to be used for individual support purposes. If you require IT assistance, please refer to ‘Need Help’ section for further advice.

@ulsterUniISD