



Welcome to Information Services



ICT



Library



Reprographics

ulster.ac.uk

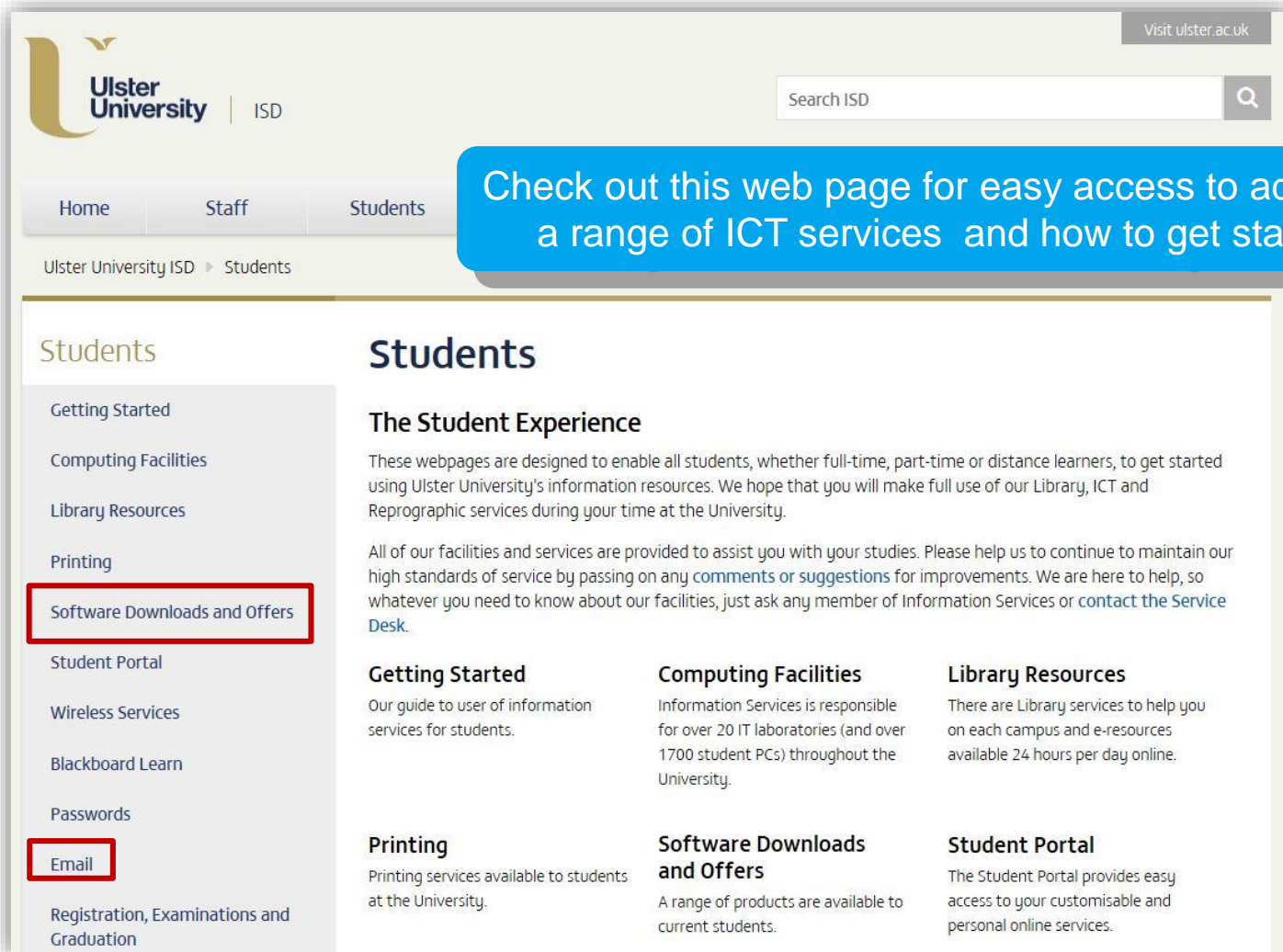
What ISD provides for students

- **Student Workstations in Library and Student IT Labs**
(with exception of Faculty Owned Labs)
- **Online systems** (e.g. Portal, Email)
- **Wireless Support for personal devices**
- **Student Printing, Scanning and Copying**
- **Service Desk**

Please note: we cannot provide technical support for personally owned devices e.g. operating system or hardware failures.



The Student Experience



The screenshot shows the Ulster University ISD website. At the top, there is a navigation bar with the Ulster University logo, the text 'Ulster University | ISD', a search bar labeled 'Search ISD', and a link 'Visit ulster.ac.uk'. Below the navigation bar, there are tabs for 'Home', 'Staff', and 'Students'. The 'Students' tab is selected, and the breadcrumb 'Ulster University ISD > Students' is displayed. A blue callout box with white text says: 'Check out this web page for easy access to advice on a range of ICT services and how to get started.' The main content area is titled 'Students' and contains a section 'The Student Experience' with a paragraph about the website's purpose. Below this, there are four columns of links: 'Getting Started', 'Computing Facilities', 'Library Resources', and 'Student Portal'. The 'Software Downloads and Offers' link in the 'Getting Started' column and the 'Email' link in the 'Student Portal' column are highlighted with red boxes.

Visit ulster.ac.uk

Ulster University | ISD

Search ISD

Home Staff Students

Ulster University ISD > Students

Students

The Student Experience

These webpages are designed to enable all students, whether full-time, part-time or distance learners, to get started using Ulster University's information resources. We hope that you will make full use of our Library, ICT and Reprographic services during your time at the University.

All of our facilities and services are provided to assist you with your studies. Please help us to continue to maintain our high standards of service by passing on any [comments or suggestions](#) for improvements. We are here to help, so whatever you need to know about our facilities, just ask any member of Information Services or [contact the Service Desk](#).

Getting Started Our guide to user of information services for students.	Computing Facilities Information Services is responsible for over 20 IT laboratories (and over 1700 student PCs) throughout the University.	Library Resources There are Library services to help you on each campus and e-resources available 24 hours per day online.
Printing Printing services available to students at the University.	Software Downloads and Offers A range of products are available to current students.	Student Portal The Student Portal provides easy access to your customisable and personal online services.

Getting Started
Our guide to user of information services for students.

Computing Facilities
Information Services is responsible for over 20 IT laboratories (and over 1700 student PCs) throughout the University.

Library Resources
There are Library services to help you on each campus and e-resources available 24 hours per day online.

Student Portal
The Student Portal provides easy access to your customisable and personal online services.

<https://www.ulster.ac.uk/isd/students>

Student Wireless



- Widely available across the campuses
- Automatic re-connection within eduroam service range.
- Connect to wifi at other participating eduroam institutions.

Want to connect your wireless devices? See:

- Printed step-by-step guides at Library Information Point
- **Home Service Setup** Guides at:

<http://www.ulster.ac.uk/isd/services/wireless-services>



ISD will offer **Wireless Clinics** to assist device connections

Getting started

You need:

Your student ID card
with a 'B' number



Used for:

- Borrowing books / Self Issue
- Printing/copying
- Security access to buildings
- Exams



...and a network password

Acceptable Use Code of
Practice (AUCoP) – you
must abide by this

DO NOT

... share your Network login details.
... give anyone else your ID card

Portal Login

Welcome to the Ulster University Portal

Ulster University ID ⓘ

B00123456

Enter Student
ID number

Password ⓘ

.....

Enter Network
Password

LOGIN

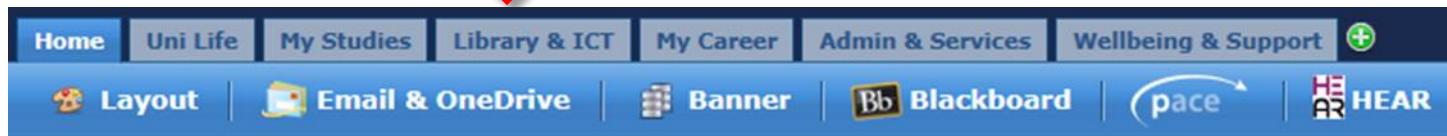
[Forgotten your password?](#)



Ulster University Verify



Useful Portal links



Office 365 **Ulster Email**

50GB mailbox

Advice on configuring Office 365 for email client/mobile devices and auto-forwarding of University emails (not for PhD students):

<https://www.ulster.ac.uk/isd/students/email>

Note: The University will ONLY contact you officially via your Microsoft Office 365 email account. ***Check it regularly!***

Saving your work

Student PCs do not offer permanent file storage – when you log out, your work is lost and is not recoverable.

You MUST save your work to your 1TB storage* or an external USB device.



cloud

Do not rely solely on USB/flash drives

- Lost
- Damaged
- Stop working



More Info: <http://www.ulster.ac.uk/isd/students/onedrive>

Blackboard Learn

Note: access to Blackboard is available 24 hours AFTER successful completion of online enrolment

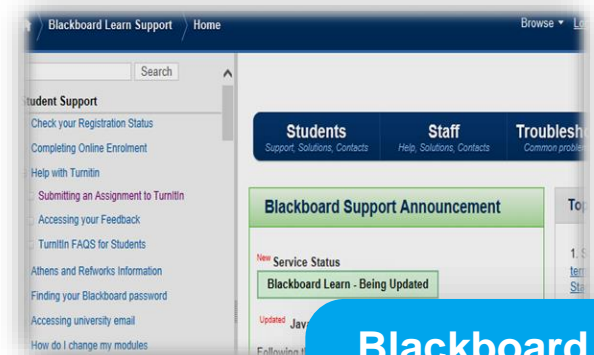
If you cannot login to Blackboard Learn after 24 hrs:

- Make sure your Banner Enrolment Status = “RE” (Registered)
- Ensure you’re enrolled against the correct Module Code and version (CRN)
- Check that lecturer has actually **released** the module content.

Recommended: Blackboard Learn wiki

See: **Student Experience** webpage for help

www.ulster.ac.uk/isd/students/blackboard-learn



**Blackboard
Homepage**

Free Software and Offers

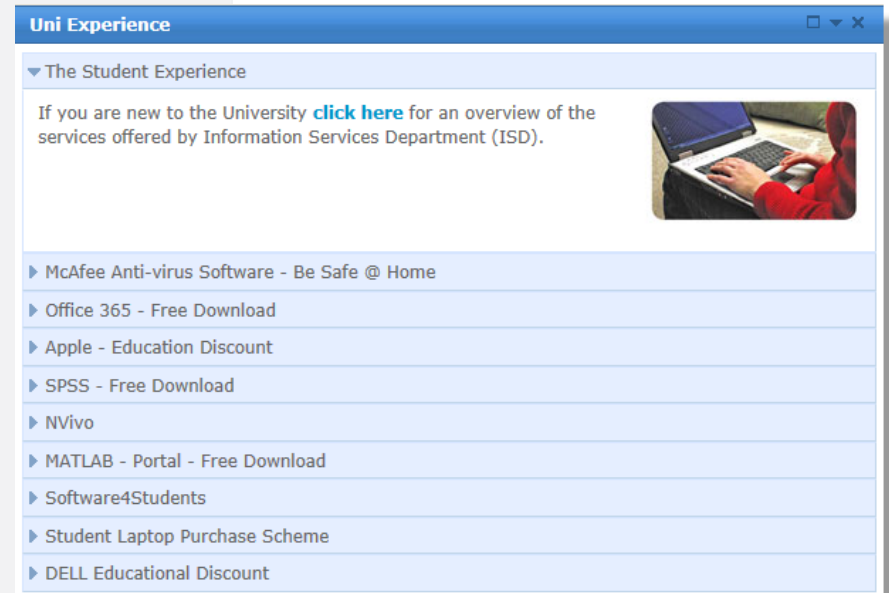
Free software such as McAfee and SPSS via Portal – My Studies – Uni Experience channel.

Other Student Offers and Discounts

Office 365 ProPlus

Free Office software *while you study* at Ulster University.

<http://www.ulster.ac.uk/freesoftware>



Print / copy / scan

- Multi-functional devices (MFDs) - in Library & IT Labs
- Operated using your student ID card
- See: UniFlow link in the Portal (Admin & Services tab) for how to purchase credits and top up your account
- For support, email printpayment@ulster.ac.uk

See: online support in
Student Experience page
and leaflets available in the
Library.



A screenshot of the Ulster University portal. The top navigation bar includes links for Home, Uni Life, My Studies, Library & ICT, My Care, Admin & Services (highlighted with a red box), and Wellbeing & Support. Below this, there are icons for Layout, Email & OneDrive, Banner, Blackboard, pace, and HEAR. The main content area is divided into several sections: ICT & Media Technology Support (with a sub-section for UniDESK Self Service), Student Handbook, Physical Resources Helpdesk, Copyright Guidance & Reference, and Canon UniFlow (highlighted with a red box). The Canon UniFlow section includes a note about application links and links to login and user guides. The date 'Mon 03/08/2015 12:01' is visible in the top right corner.

What the Library Provides for Students

Books

- Hundreds of thousands of books and e-books

Journals

- 80,000 e-journals
- 1000+ print journals

Subject-specific Databases

- 300+ subject sources

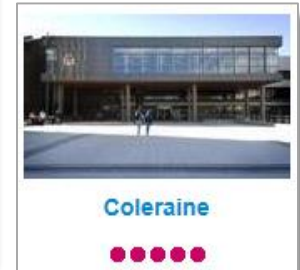
Online Reading lists

80 Subject Guides

Online Document Delivery Services

Networked computers + Wi-Fi

4 Libraries = 1 service



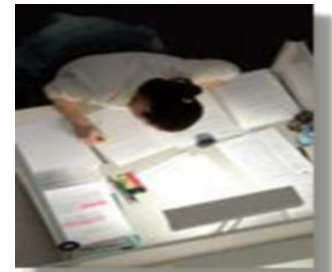
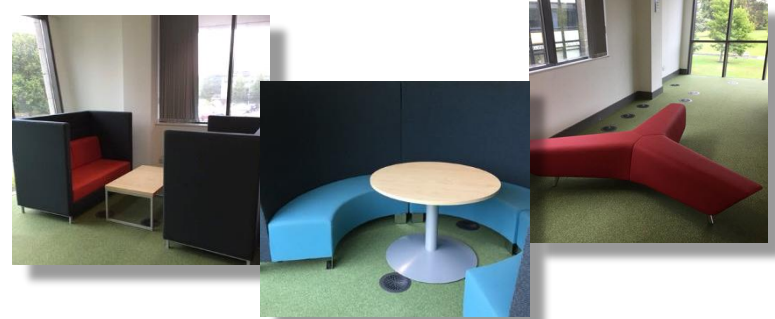
ICT labs are available outside Library opening hours.

Electronic resources available 24/7 via the internet

Study Spaces

Choose from:

- Informal spaces
- Group study rooms
Online self booking via Library tab
in Portal or Library Homepage
- Individual study spaces
- Silent zones or quiet areas



Laptop Lending

- 24 laptops available – ask at Information Point
- Library use only
- First come, first served.
- Standard software installed



Note*
**Files are deleted
after each use!**

**SAVE your work to
USB or OneDrive**

Library & ICT tab in Portal

The screenshot displays the Ulster University Portal with the 'Library & ICT' tab highlighted in a red box. The portal features a top navigation bar with links to Home, Uni Life, My Studies, Library & ICT, My Career, Admin & Services, and Wellbeing & Support. Below this is a secondary bar with icons for Layout, Email & OneDrive, Banner, Bb Blackboard, and pace. The main content area is divided into several sections:

- My Library Account:** Includes a Summary section with loan statistics (Items on loan: 0, Booked items: 0, Reserved items: 0, Requested items: 0) and links to Loans and Financial Information. A callout bubble points to this section, stating: "Check book due back dates, renew loans or pay any fines online".
- Library Databases A - Z:** A list of databases and electronic resources. A callout bubble points to this section, stating: "A-Z of Databases by name. For information on Databases for YOUR subject, see the **Subject Guides** in **Key Services**".
- Library:** A central section with a large image of a library interior. It contains a callout bubble stating: "Key Services Links to top Library resources". To the right of the image, there is a text block with a red circle around the phrase "the Library website", stating: "All this (and much more) is also available on the full Library homepage". Below this are sections for Key Services (Library Catalogue, USearch, Databases, etc.), Campus Libraries (Belfast, Coleraine, etc.), Staying in Touch with the Library (Library Opening Hours, etc.), and Help (Library Help, Library Induction, etc.).

At the bottom, a partial view of the 'Library Catalogue' section is visible, showing a list of books and a callout bubble stating: "The Library Catalogue can be used to check the material held by the Library, to check your borrower record and to place requests."

Library Homepage

Home

Services

Electronic Resources

Library Catalogue

Subject Guides

Getting Help



Quick Links

- > [USearch](#)
- > [Databases](#)
- > [Electronic Journals](#)
- > [Library Catalogue](#)
- > [Reading Lists](#)
- > [Subject Guides](#)
- > [Library Help Service](#)
- > [Group Study Rooms Online Booking](#)



Services



Electronic Resources



Library Catalogue



Subject Guides

Borrowing books

You can borrow up to 20 books at a time, comprising:

12 x Standard Loans (2 months)

and

4 x Two week Loans

and

4 x Two Day Loans



Subject to recall
after **ONE** week

Want to avoid Fines?

Check your student email regularly
for 48hr advance reminders

Borrow & renew books at Self-Issue Kiosks



Need Student ID card

You cannot borrow if you have:

- Recalled items
- Overdue books

Keep an eye on
your library
account

Any problems - go to Information Point.

Leave your books back
at the Book Return

Using the Library catalogue

[Catalogue Home](#) | [Feedback](#) | [Accessibility](#) | [Document Delivery Request](#) | [Help](#)

[Take a Tour of the Library Catalogue](#)

[My Account](#) | [My Lists](#)



The Library

Search by author, title or keywords (or a mix of these)

Keep an eye on what you've borrowed and renew online.

Catalogue

Study skills

[More options...](#)

Search



[Library Home Page](#) ■ [eJournals](#) ■ [Databases](#) ■ [Exam Papers](#) ■ [Reading Lists](#) ■ [New Books](#) ■ [Subject Guides](#)

Powered by Capita's Prism

Results List

Catalogue Search for "study skills"

Refine Your Search

Results 1 - 10 of 706

Sorted by

Relevance
Published Date (newest first)
Published Date (oldest first)
Title (A-Z)
Title (Z-A)
Main Author (A-Z)
Main Author (Z-A)

Sort

Collection

- Jordanstown (378)
- Coleraine (318)
- Magee (265)
- Belfast (101)
- eBooks (98)
- More...

Year Published



.. or use the date slider to limit results to more recent books.

You can also limit by campus or type, e.g. eBooks

Results display in 'Relevance order' but you can also sort by date...

More...

Loan Type

- Standard (537)
- Two Week Loan (115)
- Electronic (100)
- Oversize Standard (50)
- Two Day Loan (15)
- More...

Author

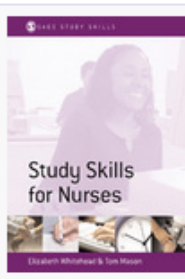
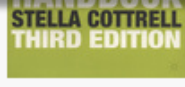
- Cottrell, Stella (18)
- Cameron, Sheila (9)
- Denscombe, Martyn (9)
- Oliver, Paul (8)
- Murray, Rowena (7)

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | ... | 71 | Next >

The study skills handbook

By Cottrell, Stella

Book. English. Published Basingstoke: Palgrave Macmillan, c2003 3rd ed



Study skills for nurses

By Whitehead, Elizabeth

Book. English. Published London: SAGE, 2003

Check Availability

Save



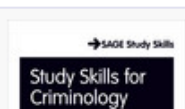
The study skills book

By McMillan, Kathleen

Book. English. Published Harlow: Pearson, 2012 3rd ed

Check Availability

Save



Study skills for criminology

Book. English. Published London: SAGE, c2012 2nd ed

Individual book record

study skills

Catalogue Search for "study skills" Essential study skills: the complete guide to success... (x)

< Previous

Next >

→ SAGE Study Skills

Essential study skills: the complete guide to success at university

Burns, Tom, 1959-; Sinfield, Sandra

Whether you are a student wanting to improve your study skills or a lecturer wishing to give students a helping hand with their work, this book provides a comprehensive guide to study skills, including how to produce a dissertation and...

Book. English.

4th ed.

Published Los Angeles; London: SAGE, 2016

Available at Belfast, Coleraine CC, Jordanstown and Magee.

Click to request or reserve a book. You will be emailed when it's available to collect

Reserve this item

Save

- **Belfast** – One available in 378.170281/BUR
- **Coleraine CC** – Five available in LB2395.B87 2016
- **Jordanstown** – Seven available in 378.170281/BUR
- ✓ **Magee** – Five available in LB2395.B87 2016

Barcode	Shelfmark	Loan type	Status
100628612	LB2395.B87 2016	Standard	Available
100628611	LB2395.B87 2016	Standard	Available
100628616	LB2395.B87 2016	Two Week Loan	Available
100628615	LB2395.B87 2016	Two Week Loan	Available

Note the different loan types

Find more by...

Author

Sinfield, Sandra

Burns, Tom, 1959-

Subject

Handbooks, manuals, etc

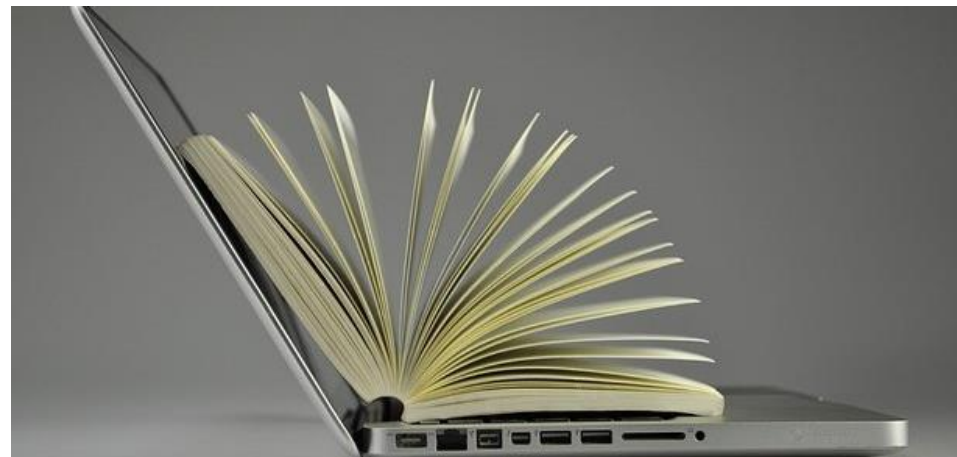
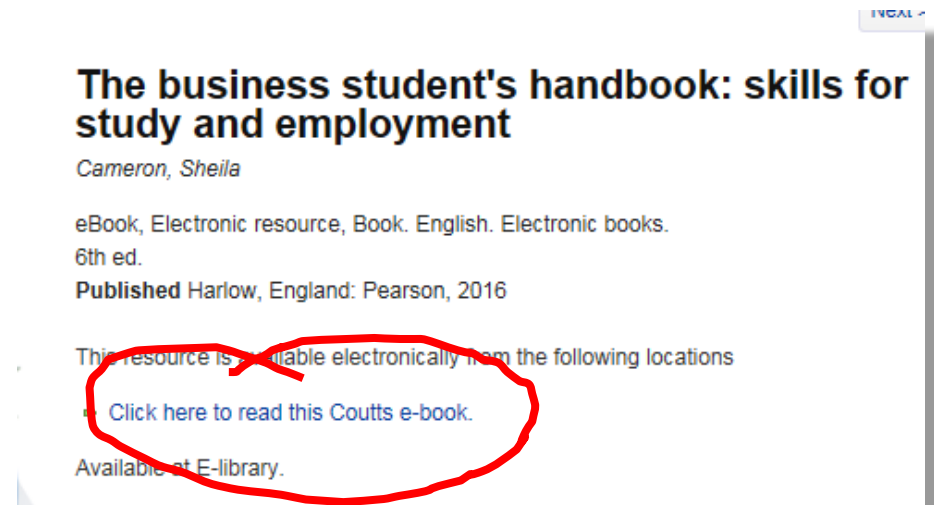
Module reading list

This item appears on the following lists:

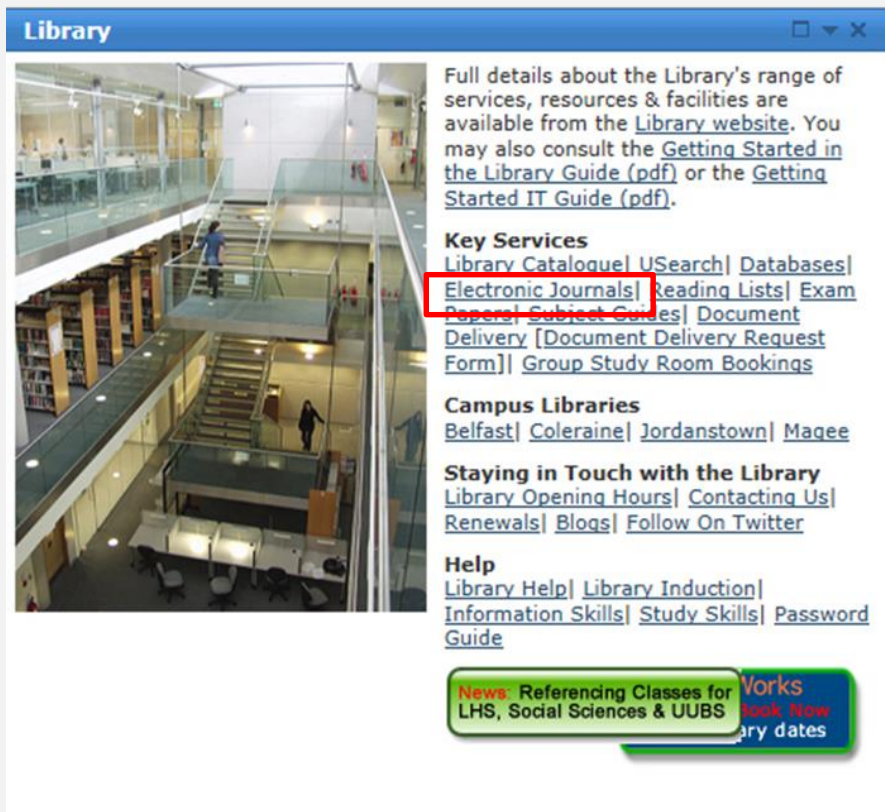
SLS108-41655 - Required Reading
SLS108-41735 - Required Reading
BMG909-41760 - Recommended

Finding eBooks

- eBooks available 24/7 from the Library catalogue
- Use them anywhere you have internet access
- We pay, you use for free!
- Access with your Ulster **email address** and Network password



Electronic Journals link – use it...



If you want to know if the Library has online access to a specific journal, e.g.

‘Harvard Business Review’

OR

You have an article reference, e.g.

Jansen, E. & Suhre, C. (2010) The effect of secondary school study skills preparation on 1st year university achievement. *Educational Studies*, 36 (5), 569-580.

... but don't know which (if any) of the Library databases can supply the full-text online.

In either scenario...

Jansen, E. and Suhre, C. (2010) The effect of secondary school study skills preparation on first year university achievement. *Educational Studies*, 36 (5), 569-580.




Identify the journal name from the article reference, where necessary

Welcome to our Journals Finder

Search here for a particular journal title

Enter only the **name** of the journal into the search box

Searching: Electronic Journal Titles

Jansen, E. and Suhre, C. (2010) The effect of secondary school study skills preparation on first year university achievement. *Educational Studies*, 36 (5), 569-580.


Search Results

The screenshot shows the Ulster University Library USearch interface. At the top, there are navigation links: Journals Finder, Library Catalogue, USearch, Sign In, Folder, and Help. The main header area includes the Ulster University logo, the text 'Searching: Electronic Journal Titles', and a search bar containing 'Educational Studies' with a 'Search' button. Below the search bar, there is a checkbox for 'Keep search limiters'. A horizontal navigation bar lists letters from A to Z, with 'Other' at the end. On the left side, there is a 'Refine Results' section with a 'Current Search' dropdown and a 'Find all my search terms:' section showing 'Educational Studies'. The main content area displays 'Search Results: 1 - 30 of 48' and 'Page: 1 2 Next >'. The first result is '1. Educational Studies' with ISSN: 0305-5698, 1465-3400. Below this, there is a 'Full Text Access' section with three entries: 'Taylor & Francis 1996 - present', 'Taylor & Francis Social Science and Humanities Collection (NESLI2) 1997 - present', and 'Taylor & Francis Social Science and Humanities Library 1997 - present'. The second result is '2. Educational Studies: A Journal of the American Educational Studies'.

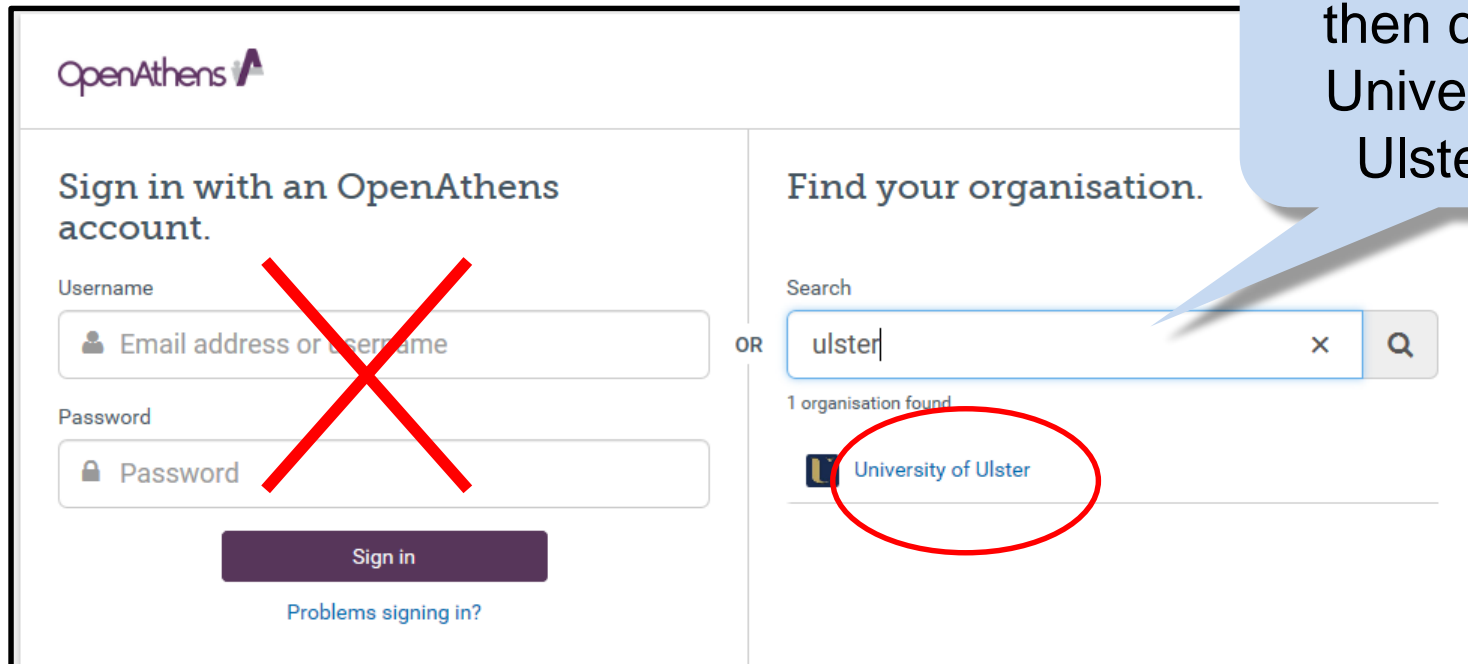
Choose relevant Supplier. Scroll to year and part as given in reference.

Check 'Full text access' dates to ensure the supplier holds it for the date you need



Don't use the Electronic Journals link to find articles on a TOPIC. For this type of query, use subject databases or  USearch

Logging in to library electronic resources **Step 1**



The screenshot shows the OpenAthens login interface. On the left, the 'Sign in with an OpenAthens account.' section has fields for 'Username' (with a sub-label 'Email address or username') and 'Password', both crossed out with a large red 'X'. Below these is a 'Sign in' button and a link for 'Problems signing in?'. On the right, the 'Find your organisation.' section features a search bar containing the text 'ulster'. Below the search bar, it states '1 organisation found' and lists 'University of Ulster' with its logo, which is circled in red. A blue callout bubble points to the search bar with the text: 'Type in **Ulster** then click on University of Ulster link'.

OpenAthens

Sign in with an OpenAthens account.

Username

Email address or username

Password

Password

Sign in

Problems signing in?

Find your organisation.

Search

ulster



OR

1 organisation found

University of Ulster

Logging in to library electronic resources

Step 2



Ulster University

Please use your Ulster email address and network password, e.g. bloggs-j@email.ulster.ac.uk


Password

Enter your University email address

Enter your network password

Getting started with your subject

Library



Full details about the Library's range of services, resources & facilities are available from the [Library website](#). You may also consult the [Getting Started in the Library Guide \(pdf\)](#) or the [Getting Started IT Guide \(pdf\)](#).

Key Services
[Library Catalogue](#) | [USearch](#) | [Databases](#) | [Electronic Journals](#) | [Reading Lists](#) | [Exam Papers](#) | **[Subject Guides](#)** | [Document Delivery](#) | [Document Delivery Request Form](#) | [Group Study Room Bookings](#)

Campus Libraries
[Belfast](#) | [Coleraine](#) | [Jordanstown](#) | [Magee](#)


Staying in Touch with the Library
[Library Opening Hours](#) | [Contacting Us](#) | [Renewals](#) | [Blogs](#) | [Follow On Twitter](#)

Help
[Library Help](#) | [Library Induction](#) | [Information Skills](#) | [Study Skills](#) | [Passw Guide](#)

News Referencing Classes for LHS, Social Sciences & UUBS **Works** Book Now **Library dates**

Subject Guides

Choose from 80 Library Guides for detailed help with your particular subject area...



Ulster University | The Library

Ulster University Library / Library Guides / Home

Welcome to Ulster University Library Guides

ALL GUIDES BY GROUP BY SUBJECT BY TYPE BY OWNER

Search:

Showing 86 Guides Display

Advancing Practice - Allied Health professions ⓘ	Aug 29, 2017 208
Architecture ⓘ	Aug 1, 2017 104
Art and Design ⓘ	
Arts Research Support	
Biosciences ⓘ	
Business and Management ⓘ	Aug 23, 2017 206

..including recommended databases, websites, referencing support etc.

For detailed support, make sure you attend your follow-up Library subject session. **Ask your lecturer for details**

Help and Support

UniDesk Self Service Portal

Non-Urgent IT queries

- Check for solutions to common IT issues or log calls for IT help
- Staffed: Mon – Thurs 9.00am – 5.00pm, Fri 9.00am – 4.00pm

Log in: Same details as Office365 email account



The screenshot displays the UniDesk Self Service Portal interface. At the top, the Ulster University logo is on the left, and the URL <https://www.ulster.ac.uk/isd/getting-help/unidesk> is on the right. Below the header is a large banner image of a university building with a search bar overlaying it. The search bar contains the text "What service would you like help on? Enter keyword here..." and a magnifying glass icon. Below the banner are three main service tiles: "New call" with a speech bubble icon, "My requests" with a clipboard icon, and "Knowledge Base" with a book icon. To the right of these tiles is a "News" section containing two items: "Blackboard Upgrade Saturday 23 June 2018" and "Student Office 365 email - access method/email address change".

Ulster University

<https://www.ulster.ac.uk/isd/getting-help/unidesk>

What service would you like help on? Enter keyword here...

New call

My requests

Knowledge Base

News

Blackboard Upgrade Saturday 23 June 2018

Blackboard will be unavailable from 5.30am until 7.30pm on Saturday 23 June 2018 to allow for a system upgrade. [more »](#)

Student Office 365 email - access method/email address change

For More Help

If ICT and Urgent

- **ISD Service Desk**

Mon-Thurs 9.00am - 5.00pm

Fri 9.00am - 4.30pm

- **Out-of-Hours Support***

All other times, incl. weekends
& bank holidays

- **For both, phone or email:**

028 9036 6777 and
servicedesk@ulster.ac.uk

* Some out of hours queries may need to be passed to the full Service desk the following day.

If Library-related

- **Library Information Point**

OR

- **Your Subject Librarian**

OR

- **Online**



OR

- **LibChat**

Blackboard: call 903 68686 or email:
blackboardhelpdesk@ulster.ac.uk

Printing: printpayment@ulster.ac.uk

9.00am - 5.00pm only

News and Alerts via Twitter

- **@UlsterUniLib** - Library
- **@UlsterUniISD** – ICT Services



- Subject Blogs



SafeZone App

- Free App - for your 24/7 safety on campus
- Support for iOS, Android and Windows Phone
- Help, First Aid & Emergencies

<http://www.ulster.ac.uk/safezone>



Ulster University

Peace of mind in your pocket

SafeZone is a **FREE APP** that helps you feel safe on campus 24/7 by connecting you directly with our Security Services team if you need help, first aid or have an emergency. You can check-in when working alone or in high-risk areas, receive important notifications and get help quickly if you need it.

Key features:

- **Help** – For general enquiries
- **First Aid** – For when you need medical help
- **Emergency** – If you feel threatened or need urgent assistance

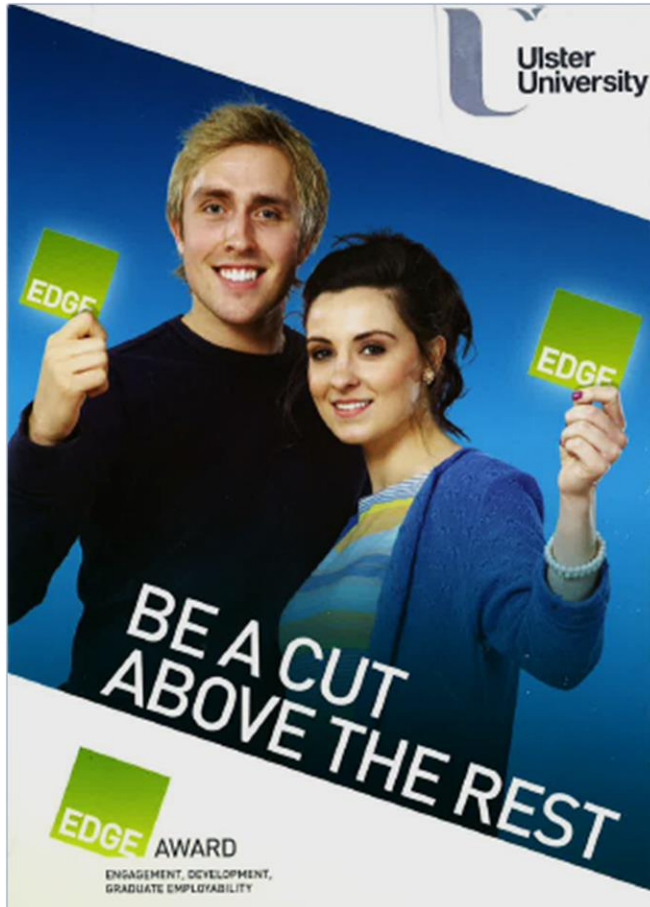
For more information and to download the app visit ulster.ac.uk/safezone

FREE APP for all students & staff

SafeZone

A photograph of three young women, likely students, looking at a smartphone together. One woman is holding the phone, and they are all smiling and engaged in conversation.

Ulster EDGE Award

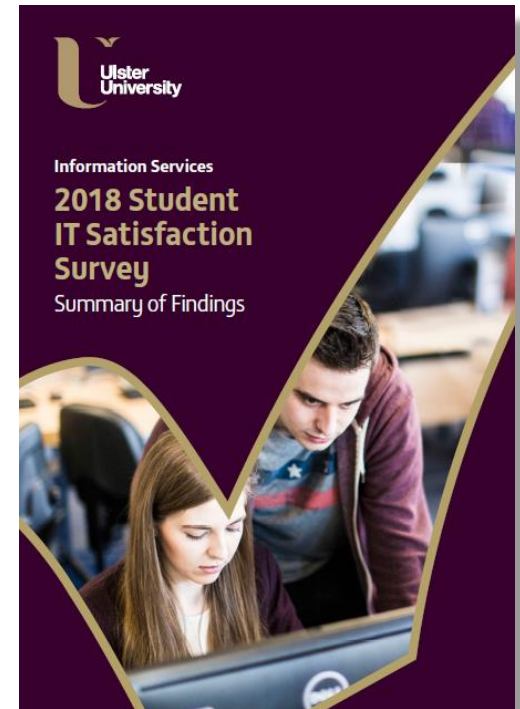


Sign up to EDGE

- Employability Award for full & part-time undergraduates
- Boosts career prospects
- Complete minimum of 4 activities to obtain award
- To register – See **My Career** tab on Portal
- Library activity available
- ‘Assessing your research skills’
- Interested? Speak to your subject librarian

Your feedback is important to us

- Annual Student Survey
- Related only to central ISD services, not other IT services provided by your Faculty or Blackboard
- Your opportunity to give ISD feedback and help us improve services to you.
- Comments forms are available at the Library Information Point.



www.ulster.ac.uk/isd/students/student-it-satisfaction-survey

Finally...

Thanks for listening.

If you have any questions at any point, please do ask for help

