



Digital Services

IT support when you need IT

ulster.ac.uk/ds

What do Digital Services provide you with?

'The Digital Experience'



Check this webpage for info on what ICT services we offer and how to get started: ulster.ac.uk/ds/students

These include:

- Student Workstations in Library & IT Labs
- Student Printing, Scanning & Copying
- Online systems (e.g. Portal, Email)
- Digital Services IT Service Desk
- Software Downloads and Offers
- LastPass Password Management

Digital Services for Students

The Digital 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](#).

DELL

DID YOU KNOW YOU GET UP TO **20% OFF** DELL PRODUCTS?

Visit www.dell.co.uk/advantage/students to learn more

How do you log on University Services?



You receive a Student ID card, with a B-Code eg **B00123456**, which is required for:

- Physical access to the campus
- Borrowing from the library
- Printing/copying/scanning
- Exams
- Specific Systems – Banner

To log on to most IT services you will need your:

- Username - email address
- Network password

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How can you help me secure my account?

Multi-Factor Authentication (MFA) is an additional layer of security that is being implemented for all staff and student accounts to prevent unauthorised access to your University account.



Your account will be automatically enabled for this protection, and during your first Office 365 login, you will be prompted to carry out some additional steps to configure this protection for your account.

For assistance setting up MFA on your account, please view our User Guide: ulster.ac.uk/ds/mfa-setup

How do you connect your personal device to the Student Wi-Fi?



Our wireless service is called **Eduroam** and is widely available across all campuses.

The **Wireless Services** link on the **Digital Experience** page provides information on the wireless service and step-by-step instructions on how to connect.

What if you need help?

IT Clinics run by Digital Services can help new students with IT queries and issues including help to connect personal devices to the Wi-Fi.



To Connect

Username: University email address

Password: Network password

Is there an easy way to access Services relevant to you?



Yes!!! portal.ulster.ac.uk

The Student Portal displays quick links to services including the main IT systems.

- Office 365 email, 50GB Mailbox
- OneDrive, 1TB cloud file storage
- Blackboard Learn, Student Virtual Learning Environment
- UniDesk IT Service Desk
- Digital Services Software downloads: **free** software (e.g. **SPSS** & **Office 365 Apps**) and more!



Check your email regularly

The University will **only** contact you officially via your Office 365 email.

Save work regularly

Don't save in document folders on Student PCs. It will be lost when you log out.

Don't rely solely on pen drives. They can be lost or corrupted.

Do save to your OneDrive and back up to a pen drive.

What is Blackboard Learn?



Blackboard Learn (Bb) provides online access to course materials, assignments and other resources relevant to your course.

Please note your Username is your Email Address e.g. **bloggs-j3@ulster.ac.uk**

Access to Bb is available 24 hours **AFTER** completion of online enrolment.

What if you can't log in after 24 hours?

- Navigate to the **Blackboard Learn** link on the **Digital Experience** page
- Click the University **Wiki** link, at the bottom of the page
- In the **Student Support content** you will find '**Start of term tips**' with advice on how to **Check your registration status**



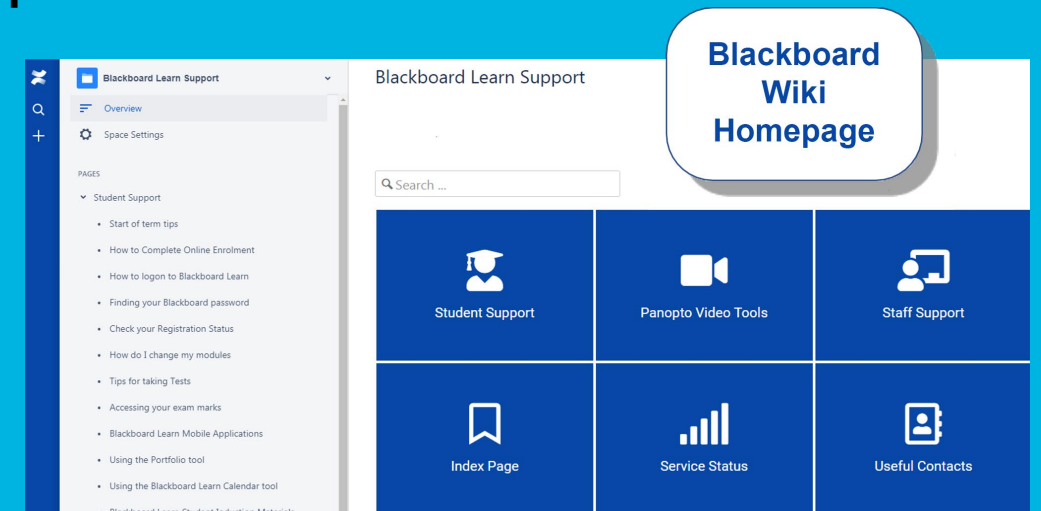
What if you still have problems?

Contact the **Blackboard Helpdesk**:

Phone: 028 9036 8686

Email: blackboardhelpdesk@ulster.ac.uk

ulster.ac.uk/ds



How do you Print / Copy / Scan?



Multi-functional devices (MFDs) are available in the Library and selected Student IT Labs across all campuses.

They are operated using your **Student ID** card.

Are there any Printing guides?

- The **Student Printing** tile in the **Student Portal** provides information on how to purchase credits and top up.
- The **Printing** link on the **Digital Experience** page provides information on printing costs, secure printing and scanning, mobile printing, location of printers and printing tips.

What if you have problems?

Contact printpayment@ulster.ac.uk

What's the latest news in Digital Services?



Follow us to get the latest IT News and Alerts from Digital Services

Non-Twitter users can view via web browser at: twitter.com/UlsterUniDS

Note: all IT issues should be reported via the Digital Services IT Service Desk



How can you contact Digital Services for support?

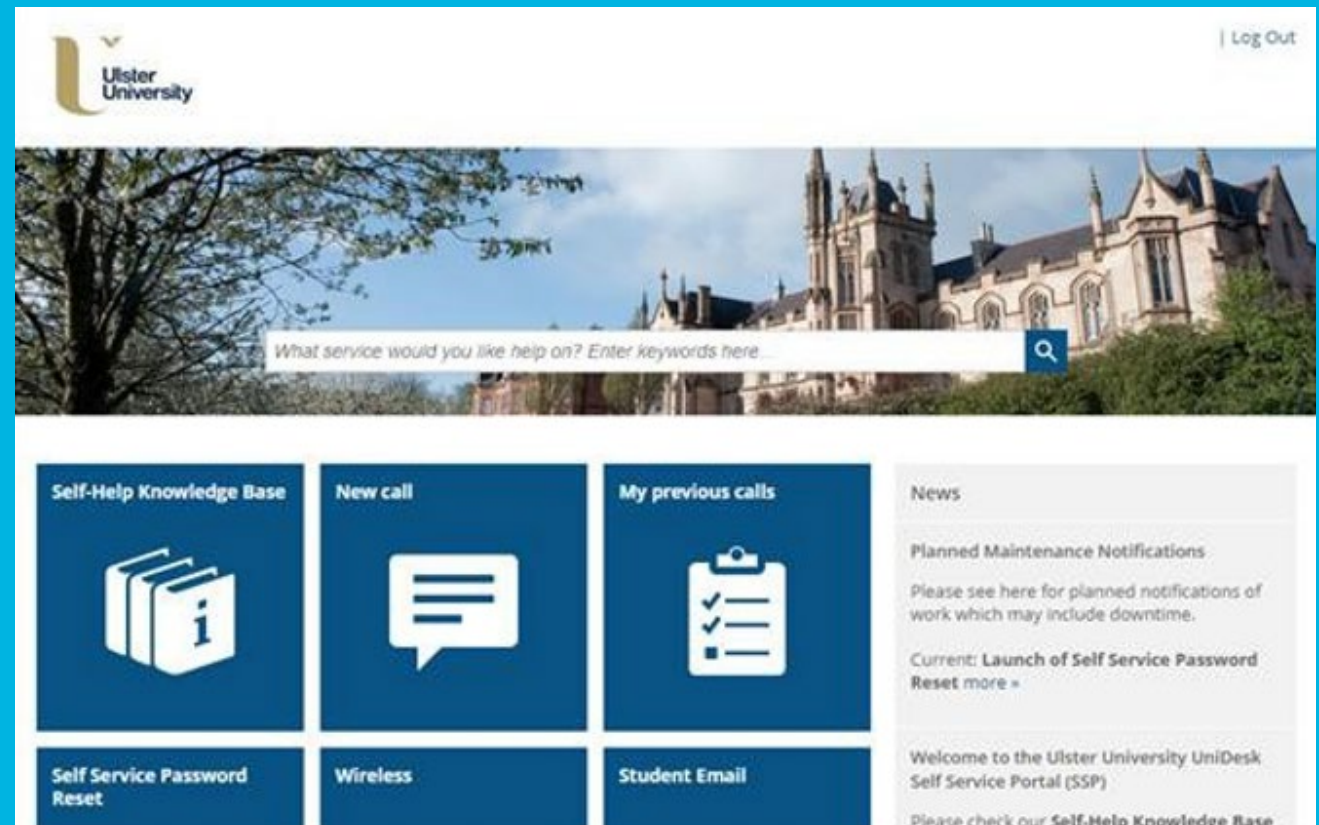


We provide a Self-Service Portal where you can raise non-urgent IT queries during Service Desk core hours.

The **IT Service Desk** tile on the **Student Portal** provides you with options to:

- Browse the Self-Help Knowledge Base for immediate answers to common queries
- Raise a New call if issue not solved
- Monitor status of 'My previous calls'

ulster.ac.uk/ds



Library essentials for new students



Bookmark the Library

www.ulster.ac.uk/library

Library Services for students



Your Library Essentials

<https://guides.library.ulster.ac.uk/libessentials>

Essential Library information you'll need to support you during your studies



Help from the Library

www.ulster.ac.uk/library/help



Contact your subject Librarian

ulster.ac.uk/library/contact/contact-subject-teams



Follow the Library

[@UlsterUniLib](https://twitter.com/UlsterUniLib)

Follow Ulster University Library on Twitter



Training & Workshops

ulster.ac.uk/library/help/training-and-workshops

IT Support when you need IT



For **Urgent IT issues**, contact the **Digital Services IT Service Desk** directly by:

Phone: 028 9536 7776

Email: servicedesk@ulster.ac.uk

IT Service Desk Opening Hours

Semester 1 and 2

Monday - Friday 8am - 8pm

Saturday - Sunday 1pm - 5pm

All other times except extended closure

Monday - Thursday 8am - 5pm

Friday 8am - 4pm

Extended Closure (Easter & Christmas Holidays)

Monday - Friday 10am - 1pm

Where else can you get help?

If your query directly relates to:

Blackboard:

Phone: 028 9036 8686

Email: blackboardhelpdesk@ulster.ac.uk

*Core hours Only

Printing: printpayment@ulster.ac.uk *Core hours Only

Library:

- Contact your Subject Librarian or staff at the Library Information Point
- Online Library Help: <https://help.library.ulster.ac.uk/>

Can you provide feedback on the service you receive?



You can provide feedback at any time throughout the year using:

- Comment forms available at Library Information Point
- Online form at ulster.ac.uk/ds/about/contact-us/comments

We also conduct a **Digital Services Annual Student Survey** which:

- Relates exclusively to the services provided by our department, not other IT services provided by your Faculty or Blackboard
- Your opportunity to give feedback **direct** to us to enable us to improve services for you
- We publish survey results **AND** information on how we strive for improvement

What should you do now?



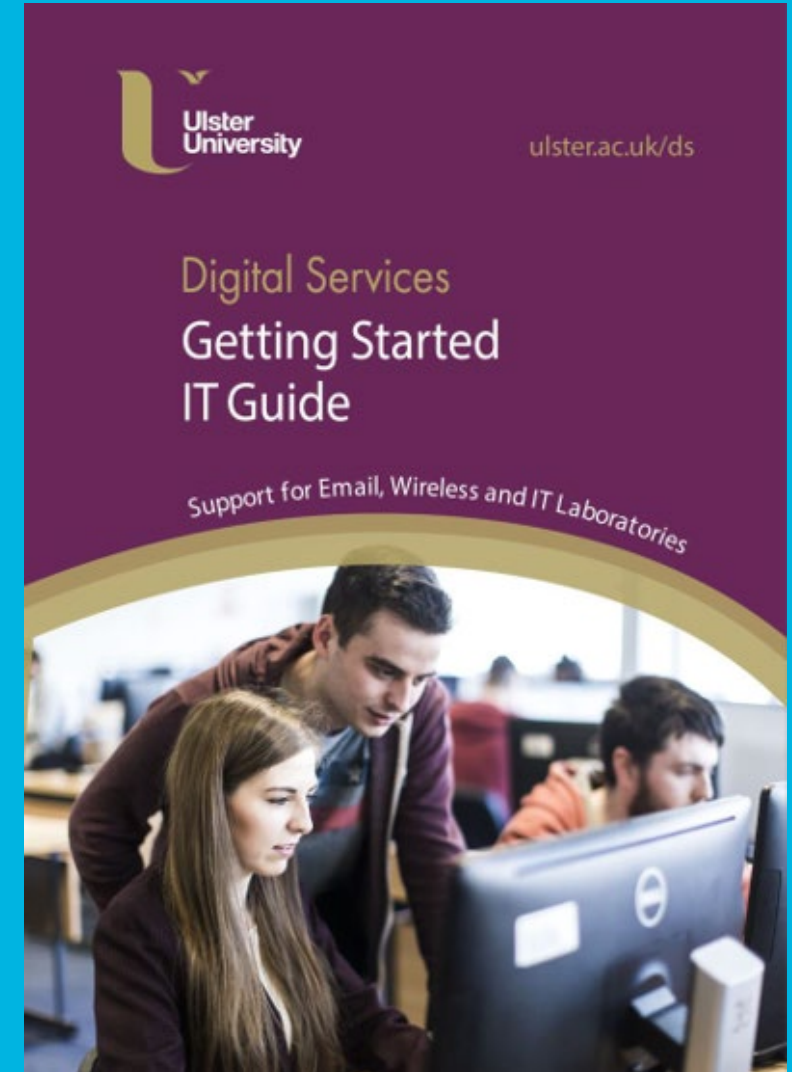
Take some time after this induction to:

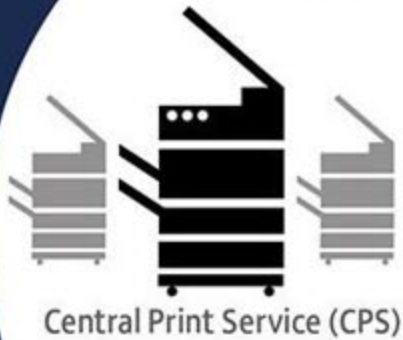
- Log in to a University workstation
- Access the Student Portal
- Configure MFA on your account (you will need your UK mobile phone with you)
- Access the following through the Student Portal:
 - Email
 - OneDrive
 - UniDesk
 - Blackboard (available 24 hours **AFTER** successful completion of online enrolment)
- Connect your personal device to Eduroam

Remember...

Digital Services are running IT Clinics to help you, should you need support with any of the above.

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**Got an IT
question?**

IT Essentials



- **Bookmark IT - The Digital Experience - ulster.ac.uk/ds/students**
- **Log on to IT - portal.ulster.ac.uk**
- **Download IT – O365 at <https://www.office.com>**
- **Protect IT - Your University Account**
- **Follow IT - [@UlsterUniDS](https://twitter.com/UlsterUniDS)**
- **Contact IT – IT support when you need IT**

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A photograph of two female students in a computer lab. The student in the foreground is smiling and looking at a computer monitor. The student in the background is looking down at a keyboard. The scene is brightly lit, suggesting a window nearby.

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