

## IT Essentials for Learning

Welcome to Ulster University. In normal circumstances you would be invited to a face-to-face induction where we would provide you with an overview of the ICT services we offer, followed by an IT clinic to support you as you access them for the first time.

In the present situation, we recognise that this is not possible, and this guide has been developed to step you through accessing some key communication and support services to ensure you can communicate with your lecturers and attend an online induction where we can provide an overview of our services and give you the opportunity to ask questions.

### How We Will Identify You

When you join the University as a student, you will be given three unique identifiers:

Student ID	On enrolment, you will receive your Student ID. This will be a number preceded by the letter 'B', for example: B00045678. This is sometimes referred to as your B-code.
Ulster University email address	When you register with the University, you will be issued with an email account on Microsoft's Office 365 environment. Your email address will be <i>surname-initials@ulster.ac.uk</i> . Where we have several people with the same name, numbers will be used to identify you. For example: bloggs-j3@ulster.ac.uk. If you need support at any time, please use your University address not a personal one.
Initial network password	You will be sent an initial network password.

You will require EITHER your *Student ID* OR your *University email address* AND your *network password* to access the University's services.

### How You Will Receive the Above Information

You will receive your University credentials once your enrolment has been successfully completed.

### How You Secure and Manage your Password

On our [Self-Service Password reset](#) service web page you can read the [SSPR Registration Guide](#). Then click the [SSPR Registration](#) link to begin the process. You can now securely [reset your Network password](#) 24/7.

It is important to change your password to something unique to the University and not used for other purposes e.g. online banking. You should use a minimum of 12 characters.

## Multi-Factor Authentication (MFA)

When you log in for the first time, you will be required to set up [Multi-Factor Authentication \(MFA\)](#), which will help protect your data and our IT services against sophisticated cyber-attacks.

To assist you in setting up this feature, you can follow the [MFA Set Up Guide](#) or [MFA Set Up Video](#).

## Getting your Email Up and Running

Now you are ready to connect to the University's online services. The University will provide you with some free software that you can install on your personal device.

### *Install Office 365*

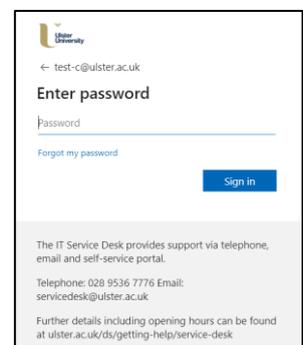
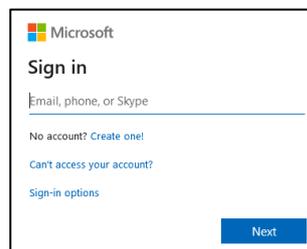
The first software we recommend is the **Office 365** suite. This will include Outlook for your email, Word and Excel. Here is how to download it.

1. Go to <https://www.office.com> and click on the Sign-In button.



2. At the prompts, enter your **University email address** and your **network password**.

If you are using the correct email address, you will see a reference to the IT Service Desk at the bottom of the password prompt.

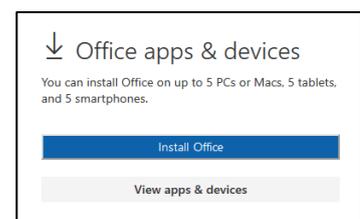


3. If you log in successfully, you will see the main Office 365 page.

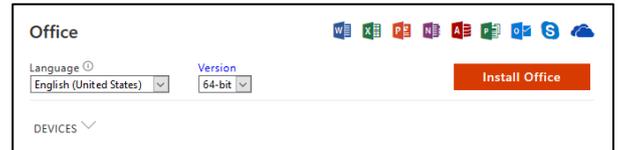


In the top right-hand corner, there is an Install Office option. Select the **Down** arrow on the right, and click **Other install options**. This will bring you into the *My Account* area.

4. In the *Office apps & devices* window, select the option **View apps and devices**.



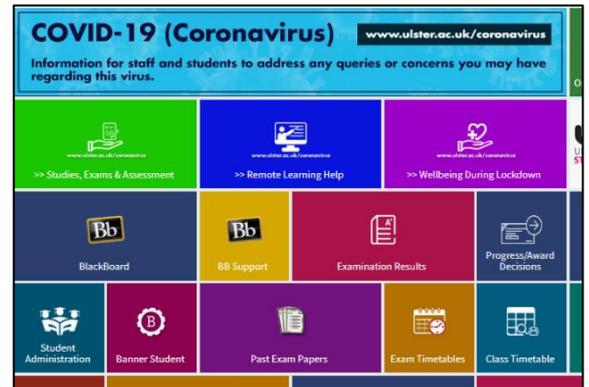
- Select the version you require for your device (32bit or 64bit) and press the **Install Office** button. Follow the online instructions. If you wish to install Office 365 on more than one device, choose your device from the **Devices** drop-down list at the bottom-left of the box.



## What Should You Do Next

The University provides a Student Portal which is the central hub for University online services and information. Under the Student tab It includes links to key services. Please carry out the following checks.

- Check you can Access the [Student Portal](#)
- Visit the Student Digital Experience tile  
*This tile links you to Information on all services offered by Digital Services. Please visit the **Getting Started** page where you will find our [Getting Started quick guide](#) and our [Digital Services Welcome and Induction video](#).*
- Visit the Digital Services Software Downloads tile.
- Visit the Banner Student tile  
*This tile lets you check personal details, programme of study and fees info are correct.*
- Visit Blackboard tile  
*This is the University's virtual learning environment. You will be able to check access to this area 24 hours after you have enrolled. This is where your Inductions will take place so please access. You can visit the 'BB Support' tile if you have specific Blackboard related issues.*



## If You Need Help

If you require support for any of our services, the Digital Services IT Service Desk is your first point of contact. Our Service Desk has several facilities:

### *UniDesk tile on the Student Portal*

This leads you to our [Self-Service Portal](#) where you can:

- View the self-help Knowledge Base to find answers to common queries
- Report an issue to the Service Desk using the 'New call' button

### *Phone and email support*

Our contact number is 028 9536 7776 and our email address is [servicedesk@ulster.ac.uk](mailto:servicedesk@ulster.ac.uk). You can view details of the Service Desk [Opening Hours](#) on our website.

### *Twitter alerts*

Please follow us on Twitter at [@UlsterUniDS](https://twitter.com/UlsterUniDS) where we will post reminders of some our services throughout your first week and alert you to any planned and unplanned outages.