Ulster University

ulster.ac.uk/ds

Digital Services

Getting Started IT Guide

Support for Email, Wireless and IT Laboratories

Digital Services - Getting Started
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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 *surname-initials@ulster.ac.uk*. 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 can also check this at the 'Password Kiosk' PC in the library, see section below on Password Kiosks.

How you will receive the above information
You will receive your University credentials once your enrolment has been successfully completed.

Passwords and security
You can securely reset your Network password 24/7 by using our Self-Service Password reset service. Please visit our Self-Service Password reset web page and read the SSPR Registration Guide.
Then click the SSPR Registration link to begin registration to use this service.

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.

You can access Self Service Banner to obtain your IT network password and email address. 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 from your **Banner** student record
- obtain your Ulster University email address from your **Banner** student record
- register for **self-service password reset**
- change your password using **self-service password reset**

You will need your Student ID and PIN (obtained at enrolment) to login to the Password Kiosk.

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.

MFA combines something you know (your username and password) with something you have (e.g. a code from a mobile application) to prove your identity.

Further information, including a video guide, is available at: **ulster.ac.uk/ds/mfa-setup**

How do I access the Student Portal?

The University provides a Student Portal which is the central hub for University online services and information.

The Portal can be accessed via a web browser. To login, you will require your **Ulster University Email Address** and **Network Password**. The web address is **portal.ulster.ac.uk**.

When you enter the system, you will arrive at the **Home** tab. Please click on the **Students** tab. This will present coloured 'tiles' that provide information on a particular topic, or a gateway to a specific service, when clicked.

Microsoft 365

The University, in co-operation with Microsoft, provides a web-based email service and online storage facility 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:

- Office 365 email, 50GB Mailbox
- OneDrive, 1TB cloud file storage

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

OneDrive: your personal file storage area

Please note there is no local storage on student workstations. You **must** use your OneDrive cloud storage and create a backup on an external USB device. After you log out, no user files will be stored on the University workstation and will not be recoverable. You will be allocated 1TB of disk space on OneDrive (part of the Microsoft 365 online environment). Important files can be saved and then accessed from any PC connected to the internet.

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 while you are studying at Ulster University. Please note that access to OneDrive will be withdrawn after graduation, therefore If you wish to retain files from your OneDrive cloud storage after that time, you must take a copy of these before your access to the OneDrive is withdrawn.

Further information is available at: **ulster.ac.uk/ds/students/onedrive**

The Digital Experience

This is a comprehensive website designed for students (full-time, 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 Digital Experience website address is: **ulster.ac.uk/ds/students**

Where are the IT Facilities?

Details on the IT Facilities in Laboratories and Libraries across all campuses are available on our website: **ulster.ac.uk/ds/students/computing-facilities**

To access a computer in these areas, you must enter your **Ulster University Email Address** and **Network Password**.

Blackboard Learn

You can logon to Blackboard Learn via the Portal, using your **Ulster University Email Address** and **Network Password**. 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 and Turnitin related issues, is available at: **ulster.ac.uk/ds/students/blackboard-learn**

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 365 which you can download on up to 5 personally owned devices, SPSS and NVivo statistical analysis software.

Ulster University has signed up to the Dell Advantage Programme. This means Students can avail of exclusive discounts on consumer products, and special promotions on selected product lines.

Further information is available at: **ulster.ac.uk/ds/students/software-downloads-and-offers**

Eduroam wireless service

Digital 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 Ulster University, and at other Eduroam-enabled institutions without having to apply for a guest or visitor account.

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

More information about Eduroam is available on the Digital Services website at: **ulster.ac.uk/ds/services/wireless-services**

Student Print, Copy and Scanning Services

Digital Services has installed a fleet of multi-function devices (MFDs) offering printing, copying and scanning from one device. The payment method uses a totally cashless system. Users are linked 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 **Student ID** (**B-code**) in all correspondence.

Additional user guides and information can be found at: **ulster.ac.uk/ds/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/ds/getting-help/self-help/health-and-safety**

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/ds/it-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/ds/about/contact-us/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/ds/students/student-it-satisfaction-survey**

Are personally owned devices supported?

Digital Services are unable to offer generic IT support related to issues with personally owned student devices 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.

Support is specifically available for connection to the Eduroam wireless service, and advice related to the accessing of University online systems such as the Portal, Blackboard and Office 365.

User Guides for the configuration of Eduroam are available in hard copy at the Library issue desk, or at the following link: **ulster.ac.uk/ds/services/wireless-services**

Need help?

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

IT Service Desk 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
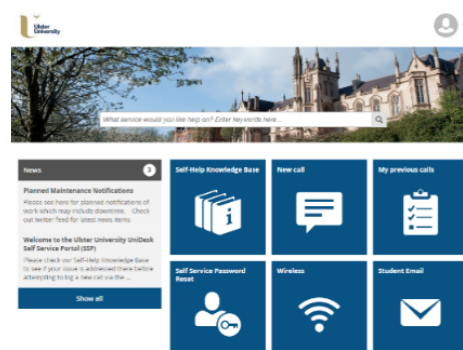
Phone: 028 9536 7776
Email: servicedesk@ulster.ac.uk
You can view details of the Service Desk Opening Hours on our website.

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. **@UlsterUniDS**