

# IT Services for Students

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# IT Services for Students

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## INTRODUCTION

Welcome to the UCC IT Services Student Guide 2016/2017. This guide provides introductory information to help you find and use the IT facilities and online services available to all students of the University. You can also view this guide on <http://sit.ucc.ie>.

### Student IT Services Website

We have a dedicated website for Student IT Services in UCC, <http://sit.ucc.ie>, with the most up-to-date information for all the online and IT related services. This information is updated regularly and also includes service announcements, a pubble session where you can ask us a question and a link to our Twitter page so check it out on a regular basis. For example, the website will provide you with information on the locations of the Open Access Computers, how to use the print copy and scan service, how to set up wireless Internet access on your own device and a Frequently Asked Questions (FAQ) section covering IT services. In addition, you can also logon to your Student Services; UCC Student Email and Blackboard.

### Student IT Services Videos

We have a suite of videos available that are designed to introduce you to the IT Services that are available to UCC Students. The overview videos will provide you with an explanation of each service and the tutorial videos will provide a more in depth look at how to access each service and their features.

To view these videos go to: <http://www.ucc.ie/en/sit/video/>

### Student IT Helpdesk

The UCC IT Services department provides Open Access Computing Services to all UCC students through our Student IT Centres located both on and off main campus (maps and locations on the following pages). Your primary point of contact for IT Services queries is the Student Helpdesk at the main desk on the Q floor of the Boole Library. If you call to the Student Helpdesk we can help you in person. However, if you are not in the vicinity you can contact us by email, twitter or telephone.

#### Primary Location

**Location**            Boole Library, Q Floor

**Opening Hours**    Building Opening Times <http://booleweb.ucc.ie/>

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## Other Locations

<b>Location</b>	Boole Basement (near lecture halls)	
<b>Opening Hours</b>	Monday – Friday:	08:30 – 22:00
	Saturday:	09:00 – 21:00
	Sunday:	09:00 – 21:00

For a full list of all Student IT Centres' opening hours and out of term opening hours please check: <http://sit.ucc.ie/about>

Email - [sit@ucc.ie](mailto:sit@ucc.ie)

Twitter - [@uccitservices](https://twitter.com/uccitservices)

Website - <http://sit.ucc.ie>

Telephone - 021-490 1886

## STUDENT IT SERVICES WEBSITE

The website address is <http://sit.ucc.ie>

The screenshot shows the Student IT Services website homepage. At the top, there is a navigation bar with links for 'Skip to content', 'Staff', 'Current Students', 'Library', 'Contact', and a search icon. Below this is the UCC logo and 'Student IT Services' branding. A secondary navigation bar includes 'Study@UCC', 'Research', 'Campus Life', 'Schools & Departments', 'About UCC', and 'Alumni'. The main content area is titled 'IT Services for Students' and features a sidebar with a list of links such as 'Home', 'Student IT Survey', 'About', 'Student IT Account', 'Portal@UCC Account', 'SIT Computers', 'Print, Copy & Scan Services', 'Wi-Fi', 'Student Offers', 'Online Services', 'SPSS Software', 'Frequently Asked Questions', 'SIT Video Tutorials', 'Useful Links', 'News', 'Stay Safe Online', and 'Contact Us'. The main content area contains several service tiles: 'Student Email Login', 'Blackboard Login', 'MyStudentAdmin Login', 'Umail', 'Blackboard', 'MyStudentAdmin', 'Library Account Access', 'Timetables', 'Smartcard Service', 'Library Account', 'My Timetable', and 'Smartcard'. Below these is a 'News and Events' section with three news items: 'Update Systems back on line', 'Hardware Failure - Unscheduled System Downtime', and 'Job Opportunities'. On the right side, there are links for 'portal@UCC Forgot Password', 'Campus Map', 'Download' (with a 'Student Guide 2015 - 2016' PDF), and 'SIT Twitter'.



## IT Services for Students

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Open Access IT Centre Locations	
1	Kane Building, 3rd Floor (86 PCs)*
2	Boole Basement, near lecture halls (270 PCs)*
3	Boole Library (190 PCs)*
4	Áras na Mac Léinn (Student Centre), Café Panorama (17 PCs)
5	Connolly Building (36 PCs)*
6	Enterprise Centre, Unit 23 (26 PCs)*
7	Mercy Hospital (4 PCs)
8	Brookfield Health Sciences Library (77 PCs)*
9	Brookfield Café & Restaurant (3 PCs)
10	Victoria Lodge, Coffee shop (2 PCs)
11	Western Gateway Building (12 PCs)*

\*Printers are available in these centres

# IT Services for Students

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## ACCOUNT DETAILS

UCC computer and networked services require authorisation for access. As a student you will use your Student IT Account.

The Username is your UCC student number. This account gives you access to specific sets of services and are described in the following sections of this guide.

## STUDENT IT ACCOUNT

A personalised Student IT Account is available to all registered students. The Student IT Account is required for use with the following services:

- Logon to the Open Access computers
- Using your personal device on eduroam Wi-Fi Service
- Using the eduroam Wi-Fi service in other eduroam sites (see page 6)
- Logon to Uprint <http://uprint.ucc.ie>
- Student Email (Umail)
- Blackboard
- Student Administration

Your Student IT account remains active as long as you are a registered student of the University.

## LOGGING ON AND OFF THE OPEN ACCESS COMPUTERS

### Logging On

All the open access and department based student computers managed by IT Services require logon before they can be used. You use your STUDENT IT ACCOUNT to logon in the usual way. The computers currently run Microsoft Windows 8 and have Microsoft Office and other software installed, for a complete list look at <http://www.ucc.ie/en/sit/about/>

### Logging Off

Always remember to log off when finished. Failure to do so can give unauthorised access to your account. Remember: You are responsible for any activities that take place under your Student IT Account.

### PRINTING COPYING AND SCANNING

Printing, copying and scanning is available from the open access IT centres and the cost per page is:

<b>A4 Black &amp; White single sided (simplex):</b>	6c per page
<b>A4 Black &amp; White double sided (duplex – printing only):</b>	6c per page (12c per sheet)
<b>A3 Black &amp; White single sided (simplex):</b>	14c per page
<b>A4 Colour single sided (simplex):</b>	20c per page
<b>A3 Colour single sided (simplex):</b>	40c per page

By default our computers are set to print double-sided, for information on how to print single-sided please go to <http://sit.ucc.ie/printing/>

Colour and A3 copying and printing are available on Q and Q+3 in the Boole Library and in the Brookfield Library.

#### **Follow-Me-Print**

“Follow-Me-Print” is available in all our open access IT Centres. You can send your document to print in one IT Centre and release your print job in that or any other IT Centre. Please note that you have 6 hours to release your job before it is deleted from the print queue. To release your print job, use your Student ID Card at a printing station.

#### **Uprint**

Uprint allows you to print from your laptop, from home or from any location on campus. You can upload documents or specify web pages that you want to print. You can logon to Uprint by going to <http://uprint.ucc.ie> using your Student IT Account. Please note that you have 6 hours to release your job before it is deleted from the print queue.

For more information visit <http://sit.ucc.ie/printing>

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## IT Services for Students

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### eduroam Wi-Fi

Registered students can connect their laptop and/or mobile device to the UCC campus Wi-Fi service called eduroam. Wireless hotspots are accessible in the library, restaurant and recreational areas as well as many other locations on campus.

To connect to eduroam:

- Select **eduroam** from the available Wi-Fi networks on your device
- Enter username as *student\_number@umail.ucc.ie* and your Student IT Account password
- Choose **Connect**

To connect Windows 7 devices, get further details of the service, including a list of Wi-Fi spots, terms of use and other information see <http://sit.ucc.ie/wireless>

### eduroam

The eduroam Wi-Fi service is available in UCC and is also available in affiliated research and educational facilities. As a UCC student you will be able to visit other eduroam sites and have immediate wireless connectivity.

For more information visit <http://eduroam.ucc.ie>

## STUDENT RESIDENCES AND CONNECTING TO THE NETWORK

The eduroam Wi-Fi service is available in UCC Castlewhite Apartments and UCC University Hall. Registered students will have the same access as they have on campus. Students staying in Castlewhite and University Hall should go to <http://sit.ucc.ie/wireless> to get connected.

However, in UCC Victoria Lodge, students have access to UCC's wired network only and connection can take some time depending on the volume of applications. Students should contact reception in the accommodation they are staying in to connect to the network.

### How do I access my Student Services?

1. Go to <http://sit.ucc.ie>
2. Click on the relevant service icon
3. Enter in your username and password (your username is your student number).

### UMAIL – STUDENT EMAIL ACCOUNT

A student email account is automatically created for every registered UCC student. Your account can be accessed from <http://sit.ucc.ie>  
Your email account is in the form of [yourstudentnumber@umail.ucc.ie](mailto:yourstudentnumber@umail.ucc.ie)

#### How do I logon to my Umail account?

1. Go to <http://sit.ucc.ie>
2. Click on the Umail icon
3. Logon using your student-number and password

Alternatively, you can access Umail directly at <http://umail.ucc.ie>

If you have any further queries regarding your Umail account please email [sit@ucc.ie](mailto:sit@ucc.ie)

**Email as Official Correspondence:** The University will use your student email account to send official correspondence during the academic year. Your student email account is the primary means of communication for fees, exams, registration details etc. so it is important that you regularly check your student email account.

**Your Calendar:** You can share your calendar university-wide or with select users, keep track of events on campus and set reminders that can be texted to your mobile.

**Your Drive:** Web-based documents, spreadsheets and presentations are available through your Umail account. Every student has unlimited Google Drive storage making file backup easier than ever. Because your files are in the cloud, you can access, share or collaborate from any computer or even on your mobile device.

**Email/Calendar/Docs Problems?** If you have any questions or queries, contact a Student IT staff member or email [sit@ucc.ie](mailto:sit@ucc.ie)

For additional FAQs and tips please go to <http://sit.ucc.ie>

### BLACKBOARD

Blackboard is the Virtual Learning Environment used in UCC enabling lecturers to create an online learning environment to supplement your coursework. A Blackboard account will automatically be created for you within 24 hours of registration with UCC.

#### How do I logon to my Blackboard account?

1. Go to <http://sit.ucc.ie>
2. Click on the Blackboard icon
3. Logon using your Student IT Account username and password

Alternatively, you can access Blackboard directly at <http://blackboard.ucc.ie>

If you have any further queries regarding your Blackboard account please email [blackboard@ucc.ie](mailto:blackboard@ucc.ie)

#### How do I see the modules I am enrolled in?

Once you log in, you will see a listing of all your modules, as well as announcements, tasks and updates from each of your modules. Blackboard is fully linked with your student administration record. If you don't see your modules listed, it most likely means that there is an issue with your registration or you have not yet chosen your modules.

If your module says (*Unavailable*) alongside its name, it means that you are correctly registered for it, but your lecturer has chosen to either not use Blackboard for their teaching, or they have not yet released the module to students.

### How do I print PowerPoint hand-outs from Blackboard?

1. Click the name of the PowerPoint file you want to print with your right-mouse button
2. Select "Open in New Window" from the pop-up list
3. From the "File" menu of your browser, select "Print"
4. A PowerPoint menu is displayed
5. From the "Print What" section, select "Handouts" and choose from 2-9 slides per page (this depends on the version of PowerPoint you are using)
6. Click "OK" to print. A compact version of the presentation is printed for you

### What are 'Turnitin' Assignments on Blackboard?

Your lecturer may set a Turnitin assignment on Blackboard for you. Your submission will be compared against internet documents & the Turnitin database of previously submitted student assignments. Any matching text Turnitin finds is detailed in an Originality Report. For online tutorials and more information on originality Reports, view Turnitin Student Training at: [http://www.turnitin.com/en\\_us/training/student-training](http://www.turnitin.com/en_us/training/student-training)

Turnitin only accepts files in the following formats: MS Word (.doc or .docx), WordPerfect, HTML, RTF, PDF, PostScript, and Plain Text format.

### MY STUDENT ADMIN

"My Student Admin" stores your registration information, term time address and, later in the year, your exam time table.

### How do I logon to my Student Administration account?

1. Go to <http://sit.ucc.ie>
2. Click on the MyStudentAdmin icon
3. Logon using your Student IT Account username and password

Here you can view and update your biographic, registration and fee details as stored in the University's Student Record System. Please ensure you update your secondary email address so you can recover your Student IT Account password. For queries about your student record please contact [webreg@ucc.ie](mailto:webreg@ucc.ie).

## LIBRARY

### How do I logon to my Library services?

1. Go to <http://sit.ucc.ie>
2. Click on the Library icon
3. Follow the instruction on screen to view your library record

### What's included in my online Library Services?

From the Library website homepage <http://booleweb.ucc.ie> you can access the following services

- My Library Account
- Exam Papers
- Opening Hours
- How do I? / FAQs
- Study & Research Help
- Library Workshops
- Library Anywhere (Library App)

### What is My Library Account?

Your Library Account keeps a record of the books you have borrowed through your online account.

### How do I access My Library Account?

Access your Library Account directly from <http://booleweb.ucc.ie>. The Boole Library maintains your Library Account which is separate to your Student IT username and password. You need to register and create a Library PIN to use this service. Visit the Boole Library website for full information and details <http://booleweb.ucc.ie>

### What is Library Anywhere?

Library Anywhere is the UCC Library App which is free to download from any App Store.

If you have any questions regarding this service, please contact the Library by email [library@ucc.ie](mailto:library@ucc.ie)

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### PUBLISH

You can create your own personalised academic timetable by using the 'Publish' web application. This is available on the SIT homepage or directly here: <https://mytimetable.ucc.ie>

When you have received the details of your academic timetable from your department, you can create your own personalised timetable on Publish for the full academic year. Once set up, your personalised timetable will display details for the current week by default.

If there are any last minute changes to your scheduled timetable – e.g. change of location, cancellation, change of time – you will receive an email notification of this to your Umail inbox.

Publish timetables will always display the most up to date timetable information as per departmental scheduling requirements. Your timetable on Publish will also be automatically updated with any new information.

Details of how to set up your personalised timetable on Publish are located here: <http://www.ucc.ie/en/sit/timetable>

To access Publish, log into <https://mytimetable.ucc.ie> using your Student IT account credentials. Publish will run on all browsers, on all Smartphones and tablets, PCs and Laptops, both on campus and off campus.

### OFFICE 365

Microsoft Office 365 is available to all registered students and can be installed on up to five devices. Students can save documents to the cloud using OneDrive.

To access Office 365:

Go to <http://www.ucc.ie/o365>

Logon using your *student\_number*@**umail.ucc.ie**

Further information of Office 365 can be found here.

<https://www.ucc.ie/en/sit/faq/0365/>

## STUDENT OFFERS

### Mobile Broadband

This service is available to all staff and students of UCC. Details of the offer are available at <http://www.ucc.ie/en/sit/offers/>, and include a six month contract; they also have bundle deals for phone and data.

### Software Deals

UCC Students can avail of significant savings on online software purchases from Software4Students and Campus.ie

For more information see <http://www.ucc.ie/en/sit/offers/>

## WEBSITES

Clubs should contact the Clubs Exec and Societies should contact the Societies Guild for the latest details.

## SURVEYS

Students needing to run surveys can use the on-campus LimeSurvey service (like SurveyMonkey but in-house and without the adverts) to create the surveys and gather the results. Email [webmaster@ucc.ie](mailto:webmaster@ucc.ie)

## MAILING LISTS

Mailing lists can be created for Clubs and Societies, as well as for research groups, classes, and other purposes. Use the "Create a List" form at <http://www.ucc.ie/en/it/services/maillinglists> and see the existing lists at <http://lists.ucc.ie/>

## DOCUMENT FORMATTING

Students preparing long or complex documents (theses, articles, reports, etc.) should ensure their documents are prepared in a proper layout. The Academic and Collaborative Technologies Group, which is a unit of IT Services, has software for automating the formatting of documents including bibliographies, cross-references, sectioning, quotations etc., including a thesis template for UCC theses; see <http://research.ucc.ie/latex/> for details. For help on this please contact the Group at [acts@ucc.ie](mailto:acts@ucc.ie)

### TRAINING CENTRE

<b>Location</b>	4 <sup>th</sup> Floor Kane Building
<b>Email</b>	<a href="mailto:tcentre@ucc.ie">tcentre@ucc.ie</a>
<b>Web</b>	<a href="http://tcentre.ucc.ie">http://tcentre.ucc.ie</a>
<b>Telephone</b>	021-4903749

#### Student Training

- Students can access Office training manuals directly from our website: <http://tcentre.ucc.ie/manuals>
- Online ECDL training is provided for all students via Blackboard

#### ECDL – European Computer Driving Licence

The European Computer Driving Licence or ECDL establishes standards for everyone using a computer in either a professional or personal capacity.

##### Online Training

- Students may enrol in ECDL training free of charge through their Blackboard account: ECDL training is self-paced and web based
- This online course is available to all students both on and off campus

##### ECDL Testing

- Students wishing to sit ECDL exams must register with the Training Centre Office. Information on ECDL registration can be found on the Training Centre website <http://tcentre.ucc.ie/ecdl>

**Registration for ECDL examinations takes place in the Training Centre Office on the 4th Floor of the Kane Building**

##### ECDL Exams

- There is a charge for ECDL Testing – details are online at <http://tcentre.ucc.ie/ecdl>
- Exams are held in the Computer Training Centre, 4th floor Kane Building
- Exam sessions are held each Friday at the following times: 10:30am, 11:30am, and 2:30pm
- Book an exam by emailing [ecdl@ucc.ie](mailto:ecdl@ucc.ie)

## FREQUENTLY ASKED QUESTIONS

We have compiled a full and comprehensive list of questions and answers to help solve problems that you may encounter. These are updated on a regular basis and can be found at: <http://sit.ucc.ie/faq>

### Pubble – Ask Us A Question

Ask us a question using our pubble session at <http://sit.ucc.ie>, just pop your question into the field and an answer will be posted back.

### IT Security

#### Protect Your Computer:

Four steps to protect your computer:

**Step 1: Turn on your Firewall.** A firewall helps protect your computer from hackers who might try to delete information, crash your computer or even steal your passwords or credit card details.

**Step 2: Keep your Operating System up-to-date.** High priority updates are critical to the security and reliability of your computer. They offer the latest protection against malicious online activities.

**Step 3: Use updated Antivirus and Antispyware Software.** Viruses and spyware are two kinds of malicious software against which you need to protect your computer. You need antivirus technology to help prevent viruses, and you need to keep it regularly updated.

**Step 4: Require a password to login to your computer.** Disable automatic login to your computer and enable require a password to wake the computer from sleep/screensaver.

For more tips go to <http://www.microsoft.com/protect/computer/> or <http://www.apple.com/osx/what-is/security/>

#### Protect Yourself:

Three steps to protect yourself:

**Step 1: Follow Internet safety guidelines.** You can help reduce spam, spyware and other unwanted software, and help protect yourself from scams that can be used to steal your identity.

- Set your antivirus program to actively scan all incoming files and email attachments before you open them.

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- Use your spam filter. Many email programs offer filters that can help block unwanted messages. In addition to the spam filter, your student email account allows you to filter email based on sender, subject or content. Please see <http://sit.ucc.ie/faq>
- Phishing is an attempt to fraudulently acquire your personal information such as username, password, credit card details or bank details. If you think you've received a phishing email message, do not respond to it or click on any web link provided in the email. The IT Services department will never send an unsolicited email to you requesting personal information.

**Step 2: Protect your personal information from ID theft.** Keep your personal information private to reduce the risk that a scammer or other online criminal will steal your identity.

- Create a strong password. Make it lengthy and combine letters, numbers and symbols. Use words and phrases that are easy for you to remember but difficult for others to guess.
- Do not reuse a password for other websites/services.
- Never share your password.
- Before you make an online purchase, you should check that the website is using secure technology i.e. make sure the web address begins with **https** and check to see if a tiny padlock appears in the address bar or at the bottom right of the screen. Be careful if they ask for information that is not necessary to complete the purchase such as your PPS number, bank account numbers, or your mother's maiden name.

**Step 3: Use anti-spam and anti-phishing technologies.**

- Use a modern browser (IE11+, Firefox 30+, Chrome 35+ etc.) that has built in Phishing filters. Phishing filters will recognise two types of websites, suspected phishing websites and known phishing websites.
- Use email software with built-in spam filtering to reduce spam. You should delete any junk email without opening them.

To help protect you against spam, identity theft, email hoaxes, and more go to <http://www.getsafeonline.org/>

## IT Services for Students

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### Reporting a Problem:

If you become aware of a problem with any Student IT computer you are working on, it is important to report it to the Student IT Helpdesk by emailing [sit@ucc.ie](mailto:sit@ucc.ie) or contacting a staff member. When you report a problem remember to give the location, the tag number of the computer and a brief description of the problem. With your help, we can ensure that the problem is addressed as soon as possible.

### USEFUL LINKS

<http://sit.ucc.ie>

What's here?

- Logon to Services: Umail, Blackboard and My Student Admin
- Wi-Fi: Instructions on how to connect
- Information: Student Offers, IT Training, Student IT Centres and Printing
- News Items: latest news items regarding the Student IT Centres
- IT Services and FAQs: what IT Services are available to UCC Students and how to use them

<http://booleweb.ucc.ie>

What's here?

- Your Library Record
- Exam papers
- Library Books: search for available books

### YOUR FEEDBACK

We would be grateful for any positive or negative feedback you have regarding the Student IT Facilities in UCC. Please let us know what you think of the services provided via our feedback form on <http://sit.ucc.ie> or by email: [sit@ucc.ie](mailto:sit@ucc.ie)

### FACILITIES AND GUIDELINES FOR USING STUDENT IT CENTRES

#### Guidelines for Using the Student IT Facilities

IT Services strive to provide the best possible service. With your help we can maintain and improve our high standards. Here are a few guidelines as to how you, as a student, can assist us to do this:

- Please log off your computer when finished, otherwise the next person to use this PC will have access to your account. You are responsible for any activity that takes place under your account.
- Please place all litter in bins provided and help keep the Student IT Centres tidy.
- Please do not bring food or drink into the Student IT Centres as spills can cause damage to the equipment.
- The primary function of the Student IT Centres is for academic work; during the busy periods of the year please keep leisure activities to a minimum.
- Please keep as quiet as possible as the Student IT Centres are used for study; please put your mobile phones on silent.
- If you leave your seat for more than 15 minutes, your seat may be given to the next waiting student.
- If you have any comments or suggestions, please contact a member of staff in any of our Student IT Centres or email [sit@ucc.ie](mailto:sit@ucc.ie)

#### Policies

It is important for you to be aware of the policies which govern the use of the computing facilities in UCC. The services provided by IT Services are maintained to the highest possible standard to meet students' requirements. The on-going efficient provision and access of such services are dependent on your co-operation in adhering to the policies and guidelines which govern their use. Particular attention should be paid to the Acceptable Usage Policy (AUP) below - failure to adhere to these policies will result in loss of access to the IT Services facilities. The IT Services policies can be viewed at:

<http://www.ucc.ie/ccpolicies>

In particular, the Acceptable Usage Policy (AUP), Student Email and Personal Web Site Policies should be studied. All policies are subject to change so should be checked on a regular basis.

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### Service

<b>Blackboard</b>	Learning Technologies Unit <a href="mailto:blackboard@ucc.ie">blackboard@ucc.ie</a>
<b>Umail Account</b>	Student IT Helpdesk, Boole Library <a href="mailto:sit@ucc.ie">sit@ucc.ie</a>
<b>Student IT Account</b>	Student IT Helpdesk, Boole Library <a href="mailto:sit@ucc.ie">sit@ucc.ie</a>
<b>Student Wi-Fi</b>	Student IT Helpdesk, Boole Library <a href="mailto:sit@ucc.ie">sit@ucc.ie</a>
<b>General Information</b>	Student IT Helpdesk, Boole Library <a href="mailto:sit@ucc.ie">sit@ucc.ie</a>
<b>Computer Training Centre</b>	<a href="mailto:tcentre@ucc.ie">tcentre@ucc.ie</a>
<b>Library PIN</b>	<a href="mailto:library@ucc.ie">library@ucc.ie</a>
<b>Websites and Electronic Publishing</b>	<a href="mailto:acts@ucc.ie">acts@ucc.ie</a>