

IT Services for Students

TABLE OF CONTENTS

INTRODUCTION	1
STUDENT IT SERVICES WEBSITE	2
MAP OF STUDENT IT CENTRE LOCATIONS	3
ACCOUNT DETAILS	5
STUDENT IT ACCOUNT	5
LOGGING ON AND OFF THE OPEN ACCESS COMPUTERS	5
PRINTING COPYING AND SCANNING	6
WI-FI - EDUROAM	7
STUDENT RESIDENCES AND CONNECTING TO THE NETWORK	8
UMAIL – STUDENT EMAIL ACCOUNT	8
OFFICE 365	9
CANVAS.....	9
TURNITIN	11
MYSTUDENTADMIN	11
LIBRARY	12
MY TIMETABLE.....	13
LAPTOP LOANS.....	13
ASK UCC	14
UCC CONNECT	15
STUDENT OFFERS	16
WEBSITES	16
SURVEYS	16
MAILING LISTS.....	16
IT TRAINING	17
FREQUENTLY ASKED QUESTIONS.....	22
IT SECURITY	18
FACILITIES AND GUIDELINES FOR USING STUDENT IT CENTRES	21
USEFUL LINKS	21
YOUR FEEDBACK	22

INTRODUCTION

Welcome to the UCC IT Services Student Guide 2019/2020. 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 the Student IT Services website.

Student IT Services Website – SIT.UCC.IE

We have a dedicated website for Student IT Services in UCC, sit.ucc.ie with the most up-to-date information for all the online and IT related services. Information is updated regularly and also includes service announcements, 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 Wi-Fi on your own device and a Frequently Asked Questions (FAQ) section. In addition, you can also use the SIT website to logon and use your Student Services; UCC Student Email, Canvas, MyTimetable, My Student Admin, and Office 365.

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 the SIT website and select the link [SIT Video Tutorials](#)

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 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, telephone or log a [support call](#).

IT Services for Students

Open Access IT Centre Locations	
1	Kane Building, 3rd Floor (86 PCs)*
2	Boole Basement, near lecture halls (270 PCs)*
3	Boole Library (212 PCs)*
4	Connolly Building (36 PCs)*
5	Enterprise Centre, Unit 23 (26 PCs)*
6	Mercy Hospital (4 PCs)
7	Brookfield Health Sciences Library (80 PCs)*
8	Western Gateway Building (12 PCs)*

***Printers are available in these centres**

IT Services for Students

ACCOUNT DETAILS

UCC computer and networked services require authentication for access. As a student you are provided with a Student IT Account, consisting of a username and password.

STUDENT IT ACCOUNT

A personalised Student IT Account is available to all 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
- Logon to Google print
- Student Email (Umail)
- Canvas
- Student Administration
- My Timetable
- Office 365

The Username is your UCC email address. Your first Student IT password is sent to you by the Admissions Office on acceptance of your place in UCC. You should change this as soon as possible after your first logon to Student IT Services. You can do this from the SIT website by selecting the link [Password Reset](#).

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

Open Access Computers are available to all registered students. The computers are located in the Student IT Centres and Libraries.

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 log in the usual way. The computers currently run Microsoft Windows 10 and have Microsoft Office and other software installed, for a complete list please go to the SIT website and select the link [PC Labs](#)

Logging Off

Always remember to log off when finished. Failure to do so can give unauthorised access to your account and possibly your personal details. 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:

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

To release your print and copy jobs you will use your Student ID card. You can top up for the print and copy service through the website uccprint.ucc.ie Scanning is a free service.

By default, our computers are set to print double-sided, for information on how to print single-sided please see our online FAQ at [Ask UCC](#)

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.

Google Print

Print from any device using Google Cloud Print

Students can use Google Cloud Print to send print jobs from Android, Chromebooks, Chrome Browser or the Google Apps on iOS.

To use Google Print:

- Using the Chrome browser sign in to your Umail account.
- Open your document and choose File > Print.
- Choose the SIT printer from the list and print.
- Your job can now be released from the SIT printers in campus.

For more information on printing in the open access IT centres please visit sit.ucc.ie and click on the Print, Copy, Scan icon.

Wi-Fi - eduroam

Registered students can connect their laptop, smartphone, or other mobile devices to the UCC campus Wi-Fi service called eduroam. There are wireless hotspots all across the University, both on and off campus, in the libraries and lecture theatres as well as in collaborative and recreational spaces. See the growing list of Wi-Fi locations on the SIT website.

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 other devices, get further details of the service, terms of use and other information see the [Wi-Fi](#) section on the SIT website.

eduroam

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

For more information go to the SIT website and select the link for [Wi-Fi](#)

IT Services for Students

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 the SIT website and select the link for [Wi-Fi](#) to get connected.

However, in UCC Victoria Lodge, students have access to UCC's wired network only. Students should contact reception in the accommodation they are staying to connect to the network.

How do I access my Student Services?

1. Go to sit.ucc.ie
2. Click on the relevant service icon
3. Logon using your Student IT Account username and password

UMAIL – STUDENT EMAIL ACCOUNT

A student email account is automatically created for every registered UCC student. Your account can be accessed from the SIT website.

Your email account is in the form of yourstudentnumber@umail.ucc.ie

How do I logon to my Umail account?

1. Go to sit.ucc.ie
2. Click on the Umail icon
3. Logon using your Student IT Account username and password

Alternatively, you can access Umail directly at umail.ucc.ie

If you have any further queries regarding your Umail account, please visit ask.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.

IT Services for Students

Your Umail service also gives you access to a number of Google Education suite services such as;

Your Calendar: You can share your calendar university-wide or with selected 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 your mobile devices. We encourage students to save your work to your UCC Google drive rather than on USB drives.

Email/Calendar/Docs Problems? If you have any questions or queries, contact a Student IT staff member or visit ask.ucc.ie

For additional FAQs and tips please check the SIT website.

OFFICE 365

Microsoft Office 365 Pro Plus is available at no additional cost to all registered students and can be installed on up to five devices. Students can also save documents to the cloud using OneDrive.

Please note that access to OneDrive is only available to registered students. Students will lose access to OneDrive after graduation.

To access Office 365:

Go to www.ucc.ie/o365

Logon using your *student_number@umail.ucc.ie* and Student IT password.

Further information on Office 365 can be found on the SIT website in the [Software](#) section.

CANVAS

UCC Canvas is where you may find your course materials, lecture notes, assignments, communications, etc. for each of your registered modules.

A Canvas account will automatically be created for you within 24 hours of completing all parts of the student registration process. Canvas is new to UCC this year and replaces a system called Blackboard.

How do I logon to my Canvas account?

1. Go to sit.ucc.ie
2. Click the **Canvas** icon
3. Logon using your full student Umail address and Student IT password

Alternatively, you can access Canvas directly at canvas.ucc.ie. If you are unable to logon to Canvas, please visit Student Computing to manage your student account credentials at sit.ucc.ie

The **Canvas Student App** is available free for Android and iOS devices. When you open the app you will be asked to search for your school – enter “University College Cork” and hit the arrow to continue. Enter your Umail address and Student IT password, and then authorise the Canvas app to access your account.

You can also link Canvas with your UCC Umail and Office 365 accounts.

How do I use Canvas?

A Canvas Orientation course for students is accessible via your Courses list on Canvas to help you get started. We recommend you pay a visit!

If you need help when using Canvas, click ‘Help’ on the left-hand menu once you have successfully logged in. You can access our 24/7 online chat, email and phone support, as well as the Canvas guides.

How do I see the modules I am enrolled in?

Once you log in, you will see your ‘Dashboard’, which displays information about your current modules, announcements, and an activity stream that shows recent activity in all your modules.

Not all of your modules may appear in your Dashboard. In order to see all of your registered modules, click the **Courses** link on the left-hand menu, and then click ‘**All courses**’.

- If your module is listed as published, then you can click the link and view the content. You can also ‘star’ the modules you want to appear on your dashboard.

IT Services for Students

- If your module is listed as not published, then your lecturer has not yet released the module to students. Please discuss with your lecturer if necessary.

If one or more of your modules is not listed in the All Courses list, you should validate your registration via MyStudentAdmin. Please note it can take up to 24 hours for registration changes to be reflected in Canvas.

TURNITIN

Access to Turnitin plagiarism detection service is dependent on your lecturer creating a Turnitin Assignment within your Canvas course. If you submit to Turnitin, it will generate an 'Originality Report', which identifies unoriginal submitted material.

Turnitin's Originality Check helps you to check work for improper citation or potential plagiarism. Turnitin takes a piece of work that you have written and compares the text to an extensive online database of other writings. It generates an originality report that shows the percentage of text from your work that matches an outside source.

Any matching text Turnitin finds is detailed in an Originality Report. An originality report can take anything from a few minutes to more than 24 hours for the first submission, depending on how busy the system is. Originality Reports for subsequent submissions will not appear for at least 24 hours.

For Online Tutorials and more information on Originality Reports, view Turnitin Student Training at: <https://help.turnitin.com/>

Turnitin is a text analysis tool. *It does not accept images scanned to .pdf format.* Turnitin is not suitable for PowerPoint submissions, spreadsheet files, or files saved in Microsoft Works or AppleWorks format. Turnitin only accepts files in the following formats: MS Word (.doc or .docx), WordPerfect, HTML, RTF, PDF, PostScript, and Plain Text format.

MYSTUDENTADMIN

“MyStudentAdmin” stores your registration information, term time address and, later in the year, your exam timetable and results.

How do I logon to my Student Administration account?

IT Services for Students

1. Go to 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 sreo@ucc.ie

LIBRARY

How do I logon to my Library services?

1. Go to library.ucc.ie/patroninfo
2. Instructions on accessing your library account can be found here <http://libguides.ucc.ie/libraryessentials/mylibraryaccount>

Your Library Account login is your Student IT username and password.

What's included in my online Library Services?

From the Library website homepage libguides.ucc.ie/library you can access the following services

- My Library Account
- Databases
- Journals
- eBooks
- Exam Papers
- Opening Hours
- Ask Us/FAQ
- Library Essentials Guide
- Subject Guides
- Research and assessment help

If you have any questions please contact the Library via [Ask Us](#) or by email library@ucc.ie

What is My Library Account?

Your Library Account is your access to the library online 24/7.

MY TIMETABLE

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

When you have received the details of your academic timetable from your department, you can create your own personalised timetable on MyTimeTable 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.

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

Details of how to set up your personalised timetable on MyTimeTable can be found on the SIT website in the [My Timetable](#) section or in [Ask UCC](#).

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

LAPTOP LOANS

72 Chromebook laptops are available for students to borrow within the UCC Boole Library and 24 are available for use within Brookfield Library. Students can use the automated locker system and their student cards to borrow a laptop for 4 hours.

Where is the Lapsafe locker system located?

In the Boole Library the Lapsafe is located on the ground floor beyond the self-issue machines and opposite the main lifts. In Brookfield the Lapsafe is located to the right after entering through the turnstiles.

Who can borrow laptops?

UCC students of all levels with a valid student card and library record.

How do students log into the Chromebook laptops?

Using their student IT account and password.

Further Information on Laptop Loans can be found on the SIT website in the [Laptop Loans](#) section or in [Ask UCC](#).

ASK UCC

ask.ucc.ie is your first point of contact for questions about registration, exams, IT services and more. You can find Ask UCC in any of the following ways.

- Clicking the Ask UCC option from the SIT website.
- Opening the main UCC menu from anywhere on the website and choosing Study -> Ask, or
- Visiting ask.ucc.ie

Alternatively, you can find Ask UCC on the Connect App (for iPhone and Android, see page 15).

How do I use Ask UCC?

1. Open the [Ask UCC](#) page
2. Type a keyword like “IT labs”, “laptop loans”, “exams” or “fees” into the search box
3. If your question appears in the drop down menu, click straight on it. If not, click the green “Search” box to bring up a full list of questions related to your topic.

If you can't find the answer to your question or if you need additional support, click on the last link in the answer to submit a question through our web enquiry form.

IT Services for Students

UCC CONNECT

UCC Connect is an app designed to bring UCC to your smartphone. UCC Connect will ensure the quickest and easiest access to UCC services right at your fingertips.



Scan for Android App



Scan for iPhone App

Features:

- Campus Map - a fully interactive map - features the most authoritative and comprehensive information about hundreds of locations on and off campus, including lecture halls, dining, shopping and recreation.
- Latest News and Events from sports, societies, and all across UCC
- Department List featuring contact details.
- Customize your own app dashboard with student services you use most.
- Watch your lecture streams
- Access UCC's Knowledge Base
- Special Offers and more!



Information on UCC Connect can be found on the SIT website in the [UCC Connect](#) section.

STUDENT OFFERS

Software Deals

UCC Students can avail of significant savings on online software purchases from [Software4Students](#), [Campus.ie](#) and the [HEAnet](#) store.

For more information go to the SIT website and select the link [Student Offers](#)

WEBSITES

Clubs should contact the Clubs Executive. Societies should contact the Societies Guild for information on setting up a website.

SURVEYS

Students that need to run surveys can create the surveys and gather the results using a variety of survey tools. Click [here](#) to view more information on the available survey tools in UCC.

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 lists.ucc.ie

IT TRAINING

Location	4 th Floor Kane Building
Email	ittraining@ucc.ie
Web	ittraining.ucc.ie

Student Training

- Students can access Office training manuals directly from our website: ittraining.ucc.ie/manuals
- Online ECDL training is provided for all students via Canvas

ECDL – European Computer Driving Licence

The European Computer Driving Licence (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 Canvas account: ECDL training is self-paced and web based
- This online course is available to all registered students

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 ittraining.ucc.ie/ecdl

ECDL Exams

- There is a charge for ECDL Testing – details are online at ittraining.ucc.ie/ecdl
- Exams are held in the Computer Training Centre,
- 4th floor Kane Building
- Book an exam by emailing ecdl@ucc.ie

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 ensure a password is required to wake the computer from sleep/screensaver.

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.
- 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 the [Frequently Asked Questions](#) section on the SIT website.
- 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 criminals 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 (Firefox 68+, Chrome 74+ 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 www.getsafeonline.org

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 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.

Social Media Use

When you are posting online please ensure that you are respectful of fellow students, staff, local residents and other members of the general public. **Never** post material for the purpose of embarrassing people or which will bring that person or the University into disrepute. Be engaged and respect

the views, values and beliefs of others to help ensure that the University community is free from intimidation and discrimination.



Before you click, THINK!

Is it **T**RUE?

Is it **H**URTFUL?

Is it **I**LLEGAL?

Is it **N**CESSARY?

Is it **K**IND?

In addition to these guidelines, students should ensure compliance with all relevant University rules and policies including but not limited to:

[Student Policies and Procedures](#)

[IT Services Policies](#)

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.
- Please do not unplug the computers.
- 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.

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:

www.ucc.ie/en/it-policies/

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.

USEFUL LINKS

sit.ucc.ie

What's here?

- Logon to Services: Umail, Canvas 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

booleweb.ucc.ie

What's here?

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

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 on the SIT website in the [Ask UCC](#) section.

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 sit.ucc.ie

IT Services for Students

Service	Information
Canvas	canvas.ucc.ie
Umail Account	Student IT Helpdesk, Boole Library sit.ucc.ie
Student IT Account	Student IT Helpdesk, Boole Library sit.ucc.ie
Student Wi-Fi	Student IT Helpdesk, Boole Library sit.ucc.ie
General Information	Student IT Helpdesk, Boole Library sit.ucc.ie
Student Records and Examinations	Web Enquiry Form
Fees Office	Web Enquiry Form
MyStudentAdmin	mystudentadmin.ucc.ie
MyTimetable	mytimetable.ucc.ie
IT Training	ittraining@ucc.ie
ECDL	ecdل@ucc.ie
Students Union	info@uccsu.ie