



IT SERVICES STUDENT GUIDE 2021/2022



UCC

University College Cork, Ireland
Coláiste na hOllscoile Corcaigh

<https://sit.ucc.ie>

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INTRODUCTION

Welcome to the UCC IT Services Student Guide 2021/2022. This guide provides introductory information to help you find and use the IT facilities and online services available to all registered students of University College Cork.

With social distancing restrictions due to Covid19 impacting lecturers and campus activities, a greater emphasis has been placed on Remote Learning. Information on the University's response to Covid19 can be found here: <https://www.ucc.ie/en/emt/covid19/>

We recommend all students download the Covid 19 tracker app. <https://covidtracker.ie/>

Students can also download the UCC Covid Tracker and Day Pass App. www.ucc.ie/en/emt/covid19/ucc-covid-app/

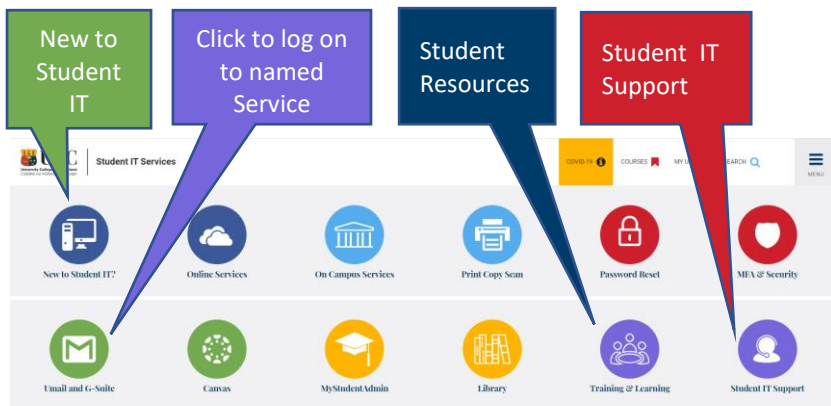
GETTING STARTED

STUDENT IT SERVICES WEBSITE

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 includes service announcements, and a link to our Twitter page, so check it out on a regular basis. The website will provide you with information on the locations of the Open Access Computers, how to use the print, copy and scan service, and how to set up Wi-Fi on your own device. In addition, you can also use the SIT website to logon and use your Student Services; UCC Student Email, Canvas, My Student Admin, and Office 365.

How do I access my Student Services?

1. Go to sit.ucc.ie
2. Click on the relevant service icon
3. Logon using your UCC Student IT Account username and password.
(see page 6 for Student IT Account information)



IT Services for Students

If you are an incoming first year student, you should visit [New to Student IT](#). Here you will find a useful information and links, including;

- First Year Introduction to Student IT Services
- How to contact Student IT Support
- How to reset your Student IT account password
- Information on your Student IT Account
- Information on software available to students
- Information on Laptop Loans
- Information on our Open Access Computer labs
- Information on the eduroam Student Wi-Fi service
- Advice on purchasing laptops
- Student IT News
- Student Success Zone

IT Services for Students

STUDENT IT SUPPORT

Your primary point of contact for IT Services queries is the Student IT Service Desk. You can contact us by telephone 021 4902120 or email sit@ucc.ie or alternatively log a [support call](#). You can also [chat](#) to us using MS Teams

Opening Hours	Monday – Friday:	08:30 – 21:00
	Saturday:	10:00 – 17:00
	Sunday:	10:00 – 17:00

Email – sit@ucc.ie

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

Website - sit.ucc.ie

Telephone - +353 21 490 2120

Instagram [@uccstudent.it](https://www.instagram.com/uccstudent.it) <https://www.instagram.com/uccstudent.it/>

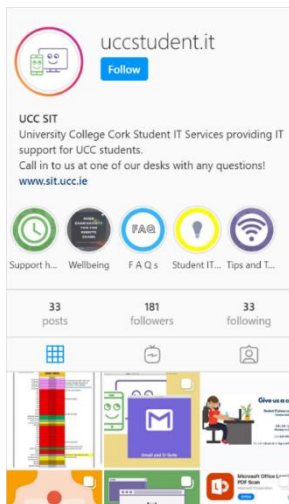
The student IT Helpdesk is located at the main desk in the library. While on Campus you can call in and speak to one of the student IT staff. You can also bring any devices such as laptops or phones and have them configured.

Student IT Services also runs an Instagram account, [@uccstudent.it](https://www.instagram.com/uccstudent.it)

Our Instagram account is run by our student team for students.

Follow us for daily updates on all your student IT needs!

Our helpful resources include video tutorials on printing, software, and advice on digital wellbeing.



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

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.

STUDENT IT ACCOUNT

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.

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
- Student Email (Umail)
- Canvas
- Student Administration
- 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. When you first logon to any service after your fully registered you will be

IT Services for Students

asked to complete MFA setup. Then you will be directed to SSPR to reset your password.

Self Service Password Reset (SSPR) enables you to reset your Student IT account password without the need to contact our Service Desk. Self Service Password Reset can be used when you have forgotten your password, or you wish to change your current password.

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

MULTI-FACTOR AUTHENTICATION

Multi-factor authentication (MFA) is an extra layer of security for your Student IT account. Verifying your identity using an additional factor prevents others from accessing your account, even if they know your password.

Additional factors used for verification include; security codes sent as text messages to mobile phones, mobile phone approval apps or automatically generated telephone calls to your mobile phone.

For more information on MFA please visit www.ucc.ie/en/sit/mfa/

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?

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. For queries about your student record please contact sreo@ucc.ie

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.

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.

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

CLOUD STORAGE

Your Google Drive

Every student has 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.

OneDrive

OneDrive is a cloud storage facility for UCC students to store and share files. You can access your files from any device as long as you have an internet connection.

You can share any file you have on your OneDrive with UCC staff and students.

You can edit documents in real-time, multiple users can edit a shared document at the same time.

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

TEACHING, LEARNING AND COLLABORATION

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.

How do I logon to my Canvas account?

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

Alternatively, you can access Canvas directly at canvas.ucc.ie. If you are unable to logon to Canvas, please contact [Student IT support](#).

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.

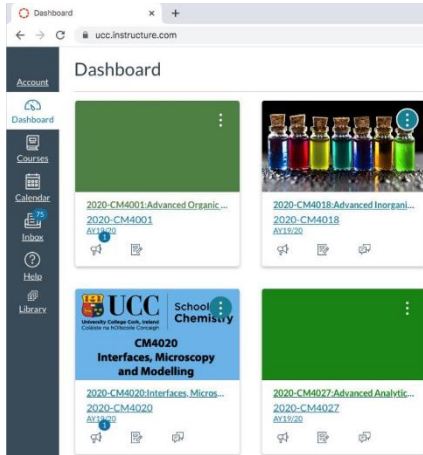
How do I use Canvas?

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!

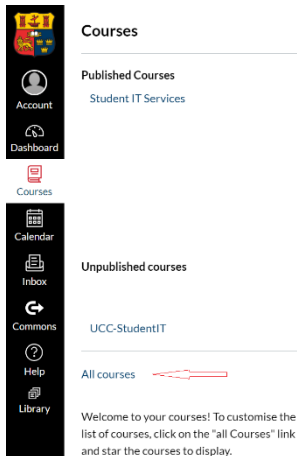
If you need help when using Canvas, click ‘Help’ on the left-hand menu once you have successfully logged in. You can access our 24/7 online chat, email, and phone support, as well as the Canvas guides.

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.



All of your modules may not 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'**.



IT Services for Students

- 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.
- 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.

REMOTE LEARNING

In the current environment, there is a lot of uncertainty regarding lectures and tutorials on campus. If you are studying remotely, make sure you have what you need to access content online in terms of reliable internet access and a reliable desktop or laptop.

If you cannot secure reliable internet access, please ensure your lecturer/module coordinator is made aware of the challenges you are facing.

What do you need for Remote Learning?

- You will need access to a laptop or desktop computer running a modern supported operating system with all software updates
- Some of UCC's services (e.g. the Canvas Virtual Learning Environment) also have mobile apps for iOS and Android Devices that you may wish to use
- You should always use the most current version of your preferred browser. We recommend the Chrome Web browser (N.B. Internet Explorer will not work with Canvas)
- You will need access to a reliable broadband connection with at least 2Mbps or more
- You will require an Office suite of software. Registered UCC students have access to Office 365 which includes software such as Microsoft Word/Excel etc.

Services available for Remote Learning

Almost all UCC digital services are available from anywhere 24/7 including:

- Canvas
- G Suite (Umail)
- Office 365
- MyStudentAdmin
- Microsoft Teams

Accessing Course Content

All students are automatically added to their registered modules in [Canvas](#), and lecturers use this for sharing lecture notes, reading materials, as well as building assessments and various types of digital content including recorded and live video.

Support for Remote Learning

- You can get technical support on our platforms from Student IT Services at: www.ucc.ie/en/sit/support/
- Canvas has 24/7 support for students. Select the Help button on the left of the screen when you're logged in to Canvas and you can call, chat or email the Canvas support team. You can also call the Canvas Support Hotline on Freephone 1800 852 159.
- The Remote Working section of the UCC Library outlines the services available to you while you study from home. libguides.ucc.ie/Remote_Working

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.

To access Office 365:

Go to www.ucc.ie/o365

Logon using your Student IT Account username and password.

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

LIBRARY

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 assignment help

How do I log on to my Library services off campus?

Log on with your UCC email address and Student IT Account password.

What is My Library Account?

Your library account allows you to

- see when items are due to be returned
- renew items you have borrowed
- view any outstanding fines
- view your borrowing history
- reserve / put a hold on an item that someone else has borrowed

Instructions on accessing your library account can be found here

<https://libguides.ucc.ie/libraryessentials/mylibraryaccount>

If you have any questions, please contact the Library via Ask Us or by email

library@ucc.ie

IT Services for Students

MICROSOFT TEAMS

All students in UCC can also use Microsoft Teams to create ad-hoc digital collaboration spaces, to host meetings, distribute files, and collaborate in real time with other students, UCC staff, and even people from outside UCC.

Team's meetings can be scheduled in the Gsuite calendar and lecturers will use Teams for online classes.

A guide to using Microsoft Teams is available online at:

[www.ucc.ie/en/media/support/itservices/TeamsQS\(3\).pdf](http://www.ucc.ie/en/media/support/itservices/TeamsQS(3).pdf)

You can access Microsoft Teams through the web here

teams.microsoft.com

You can download the desktop app here [Microsoft-teams/download-app](https://microsoft-teams/download-app)

You can download the mobile app. [iOS](#) [Android](#)

GOOGLE MEET

Google Meet is a video conferencing application, all students in UCC can access Google Meet using their Umail address and password. With Google Meet, you can video conference, chat, share your screen and take part in virtual classrooms.

A guide to using Google Meet is available online at:

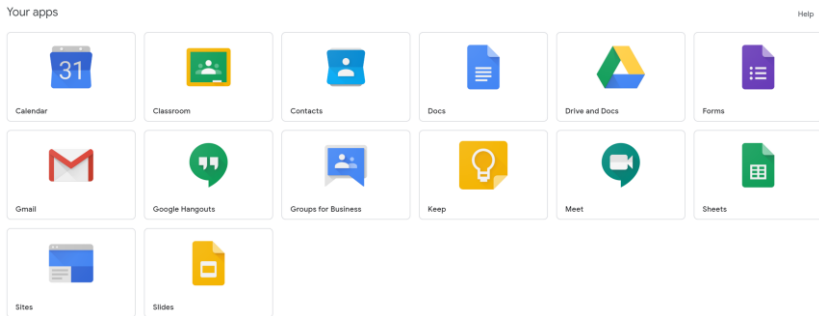
<https://support.google.com/a/users/answer/9300131?hl=en>

G SUITE

G Suite is a suite of productivity applications that includes the following: Google Drive, Google Forms, Google Meet, Google Groups, Google Docs, Google Slides, Google Sheets, Google Sites, Google Calendar and Google Classroom.

IT Services for Students

All UCC students can access G Suite using their Umail address and password. apps.google.com/user/hub



Google Drive is a cloud storage solution that enables you to create and store documents online.

Google Forms allows you to create and analyse surveys from your mobile or web browser.

Google Meet allows you to hold video meetings, virtual training classes, remote interviews and more.

Google Docs, Slides and Sheets are the Google equivalent to Microsoft Word, Excel, and PowerPoint.

Google Groups allows you to create and participate in online forums and email-based groups.

Google Sites allows you to internal project hubs, teams sites and more.

Google Calendar allows you to schedule meetings and events and get reminder about upcoming activities. You can also schedule a Teams meeting directly in your Google Calendar.

Google Classroom allows for assignment creation and distribution.

IT Services for Students

ON CAMPUS SERVICES

OPEN ACCESS COMPUTER LABS

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).

Opening Hours	Monday – Friday:	08:30 – 21:00
	Saturday:	10:00 – 17:00
	Sunday:	10:00 – 17:00

For a full list of all Student IT Centres' opening hours and out of term opening hours please go to the SIT website and select the link [PC Labs](#)

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. New locker units in the Hub are coming soon. 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. New Lapsafe locker units in the Hub are coming soon.

Who can borrow laptops?

UCC students 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](#).

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 top up for the print and copy service through the website uccprint.ucc.ie Scan to Umail 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, the Western Gateway building, the Kane building and in 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.

Printing from Open Access Computers

Open Access Computers are configured to print to the Student IT Print Service, you don't need to select or configure a printer. Having logged on the Open Access Computers, you can use the standard built in print options of any of the installed applications, e.g. Microsoft Word, PowerPoint...etc.

Printing from a Laptop

Students using a laptop can print.

In a web browser go to <http://uprint.ucc.ie>

Login using your Student IT Account

Upload the document you wish to print or enter a web address

Click Submit

You will see the message You have successfully submitted your job!

Your job is now sent, you can release it at any of the Open Access Printers

Your job will remain in the queue for 6 hours as standard

To Print

The Managed Print Service in UCC, uses Touch-Free Printing. When you present your Student ID card at the printer, all of your queued print jobs will be printed immediately.

If you need to check or delete queued jobs, you can do so at:

<https://mps.ucc.ie/mom/>

To Copy

Tap your student card on the Card Reader to log in.

You will be logged into the Home Screen where you can select Copy.

Select your Print Requirement: Black or Colour

Select your Paper Requirement: Paper tray/size

Select type of 2-sided copying

Load the documents you wish to copy.

Use the number buttons to select the quantity you require and press the green start button.

To Scan

Tap your student card on the Card Reader to log in.

You will be logged into the Home Screen where you can select to Scan and Send your document to your e-mail.

Press the Scan 2 Umail button.

Load the documents you wish to scan and press the green start button.

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 logon 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.

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. 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.

IT Services for Students

Open Access IT Centre Locations	
1	Kane Building, 3rd Floor (35 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

UCC WI-FI (EDUROAM)

Registered students can connect their laptop, smartphone, or other mobile device to the UCC campus Wi-Fi service called eduroam. There are wireless hotspots across the University, in the libraries and lecture theatres as well as in collaborative and recreational spaces.

To connect to eduroam:

- Select **eduroam** from the available Wi-Fi networks on your device
- Enter your Student IT Account username and 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.

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](#)

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 in to connect to the network.

IT TRAINING AND SUPPORT

MICROSOFT LEARNING PATHWAYS

UCC Microsoft Learning Pathways is a Microsoft self-learn tutorial portal, which has been customized for use in UCC.

The portal contains Microsoft's own tutorials for all their applications - including:

- Office 365, OneDrive, Forms and Teams
- Word, Excel, PowerPoint, and many more

Scenario-Based Learning

It also provides some scenario learning, which is designed to aid users in getting the most out of remote working and online collaboration.

Always up to Date

As the training is Microsoft's own, it is regularly updated to reflect any changes to the applications. You can be sure that this training is the most up to date training available on Microsoft software.

How do I access it?

Simply follow the link below and log in with your Student IT Account.

[Access Learning Pathways](#)

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: ucc.ie/en/ittraining/manuals/
- Online ICDL training is currently provided for all students via Canvas

IT Services for Students

ICDL – International Computer Driving Licence

The International Computer Driving Licence (ICDL) establishes standards for everyone using a computer in either a professional or personal capacity. The UCC Test Centre is currently working with ICDL Ireland to offer a new improved service and to simplify its processes.

We aim to be offering on-line training and testing in early 2022 for all new UCC students.

Check our website for updates on this ucc.ie/en/ittraining/icdl/ /or email icdl@ucc.ie

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 this link [SIT Video Tutorials](#)

IT Micro Session recordings are available to view on the IT Training website. ucc.ie/en/ittraining/onlinetraining/microsessions/microteams/

These videos are a great resource for students and cover topics such as Office365, OneDrive, Word, Excel, Teams, and Pixlr,

TIPS AND TRICKS

We have compiled a full and comprehensive list of tips and tricks to help solve problems that you may encounter. You can access them here:

www.ucc.ie/en/sit/tips/

USEFUL INFORMATION

STUDENT OFFERS

Software Deals

UCC Students can avail of significant savings on online software purchases from [Software4Students](#), 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 send the survey to surveys@umail.ucc.ie

LAPTOP AND CHROMEBOOK ADVICE

Before purchasing a laptop or Chromebook for college you should consider the following:

- What modules are you taking?
- How will you use your device? Web browsing, email, office, or video editing?
- Weight, you will be carrying the device between lectures.

Chromebooks use cloud storage to store files and use online versions of Microsoft Office. Lightweight and affordable, Chromebooks are a good choice if you just need to use a web browser. Chromebooks can also be borrowed from the library.

If you are considering purchasing a laptop, these are the minimum specifications you should consider:

- i3 Processor or equivalent
- 8GB Ram
- 256GB SSD Hard Drive
- 10 Hour battery life
- 14" Screen

HEANET STUDENT OFFERS

HEAnet have a number of offers available from Microsoft, Meteor, Eir, and Compub. Students can avail of offers on Microsoft Office, Mobile and Unlimited broadband, Apple TV, iPad devices, Macs, Dell laptops and accessories.

To view these offers please visit www.heanet.ie/store

LINKEDIN LEARNING

Aligned with our Graduate Attributes programme, all students who are undertaking a work placement as part of their course (both undergraduate or postgraduate), can get access to LinkedIn Learning for free for the year. This is an excellent service option, managed by UCC Career Services that all students should consider. You can enhance your work readiness for placement by customising your learning experience. These services are all integrated into your office 365 login and MS teams applications, so you can access this content from any device, anywhere at any time. Want to know how to get this service, contact your dedicated Work Placement Manager in your programme to check if you are eligible to take part in this.

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.
- 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.

IT Services for Students

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 77+, Chrome 83+ 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

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

libguides.ucc.ie/library

What's here?

- Your Library Account
- 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 [sit/support/](#)

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
IT Training	ittraining@ucc.ie
ICDL	icdl@ucc.ie
Students Union	info@uccsu.ie
Student IT Helpdesk	021 4902120 (option 2) sit@ucc.ie