

UCC
Coláiste na hOllscoile Corcaigh
University College Cork, Ireland

STUDENT IT GUIDE

2026-2027

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INTRODUCTION

Welcome to the UCC IT Services Student Guide 2026/2027. This guide provides introductory information to help you find and use the IT facilities and online services available to all registered students at University College Cork.

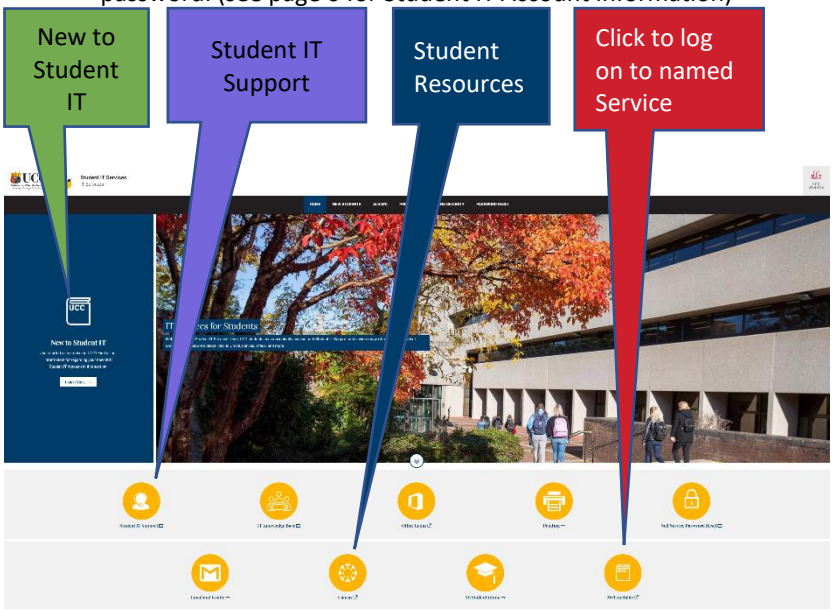
GETTING STARTED

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, so make sure to 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 device. In addition, you can also use the SIT website to log on 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. Log on 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 useful information and links, including:

- Student IT Account
- Registration Landing Page
- Student IT Guide 2026/2027
- Setting up Multi-Factor Authentication (MFA)
- Self Service Password Reset (SSPR)
- Contact Student IT Support
- Umail and Google Workspace
- Canvas
- MyStudentAdmin
- Print, Copy, Scan
- Wi-Fi
- Open Access Labs
- My Timetable
- Laptop Loans

STUDENT IT SUPPORT

Your primary point of contact for IT Services queries is the IT Services Desk. You can contact us by calling 021 4902120 and selecting option 2, or by visiting our desk in the Boole Library.

Opening Hours

Monday – Friday:	08:30 – 21:00
Saturday:	10:00 – 16:00
Sunday:	10:00 – 16:00

Log a support ticket. portal.ucc.ie
If you are having issues accessing your account, use the MFA and Password Reset Form: MFA / Password Reset
Telephone - +353 21 490 2120
Website - sit.ucc.ie

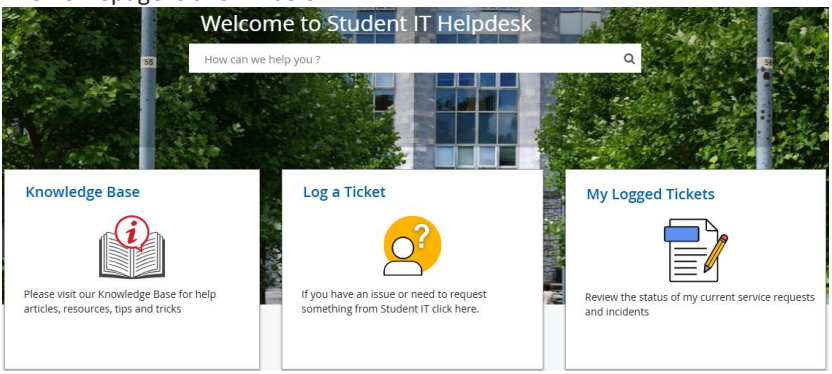
The student IT Helpdesk is located at the main desk in the Boole Library. While on campus, you can call in and speak to one of the student IT staff. You can also bring any devices, such as laptops or phones, and have them configured.

Student IT Services also runs an Instagram account: @uccstudent.it
Our helpful resources include video tutorials on printing, software, and advice on digital wellbeing.

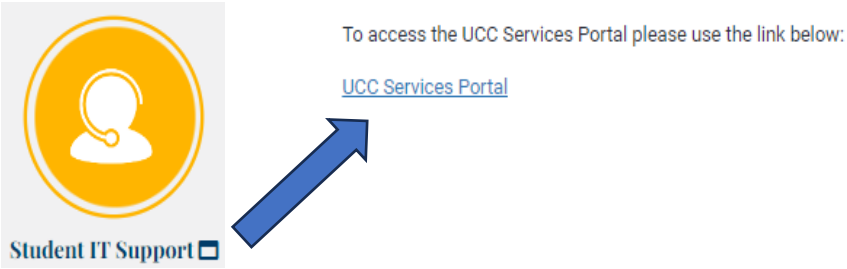
UCC SERVICES PORTAL

UCC Services Portal is your first port of call for student IT queries or issues. Here you can log your own support ticket with our Student IT Helpdesk and view any tickets you've previously logged.

The homepage is shown below:



To access the UCC Services Portal, please visit [sit.ucc.ie](sit.ucc.ie) and click on the Student IT Support icon followed by the UCC Services Portal link.



If you cannot access your Student IT account and need to reset your MFA or UCC Student IT Password, please use the above MFA and Password Reset form to regain access: MFA / Password Reset

KNOWLEDGE BASE

In the student knowledge base, you can search for questions on common issues and queries that you may have. To access the knowledge base, click on the "**Knowledge Base**" widget.

Logging a call

If you still need assistance after searching the knowledge articles, you can log a ticket with the student IT Services Desk. To do this click on "**Log a Ticket**".

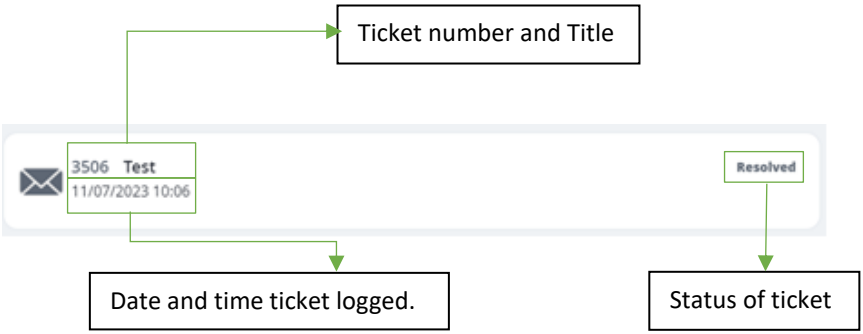
Ticket options include:

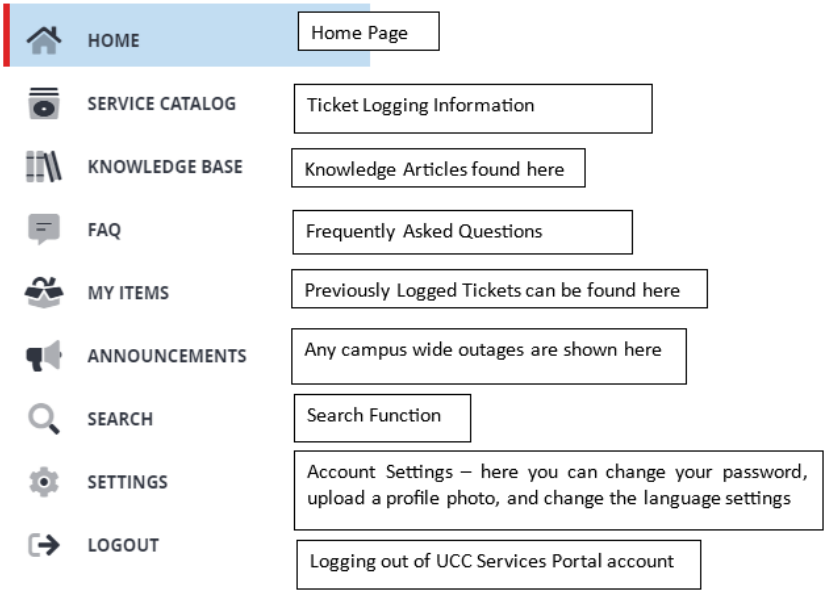
- Request to reset MFA.
- Request to set a password.
- Requesting a print refund.
- Umail alias request.
- Software license key request e.g., NVivo/SPSS.
- Log an incident.
- Request for information.

Note: You can log an incident if you are experiencing unexpected errors or issues. If you have a general query or request, you can log it under the "**Request for Information**" call.

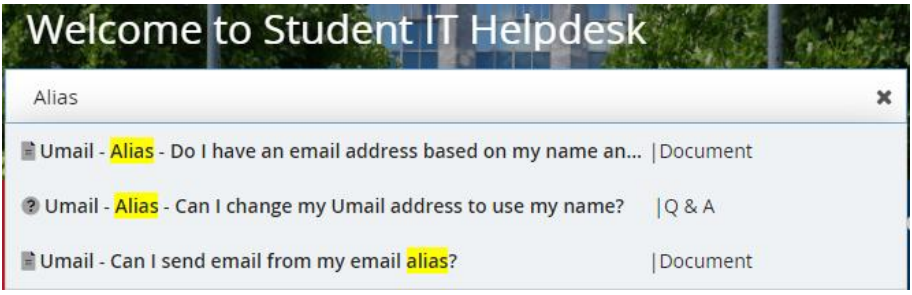
My Logged Tickets

You can track the status and any notes in your tickets by going into "**My Logged Tickets**".





On the home page you can instantly search for queries.



ASK UCC

ask.ucc.ie is your first point of contact for questions about registration, exams and more. You can find Ask UCC by

- Clicking the Ask UCC option on 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 “Registration”, “student ID”, “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 online services require authentication for access. As a student, you are provided with a Student IT Account, consisting of a username and password.

Your Student IT Account is required for use with the following services:

- Log on to the Open Access computers.
- Using your personal device on the eduroam Wi-Fi Service
- Using the eduroam Wi-Fi service at other eduroam locations
- Student Email (Umail)
- Canvas
- Student Administration
- Office 365

The username is your UCC student email address (StudentNumber@umail.ucc.ie). Your initial password is sent to you by the Admissions Office on acceptance of your place at UCC. You will need to secure your Student IT Account by setting up Multi-Factor Authentication

(MFA) and changing your password before you can access UCC's student services, including MyStudentAdmin.

Your Student IT Account remains active as long as you are a registered student at 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. You must set up your MFA before accessing your Student Services.

To set up MFA on your Student Account, please navigate to https://myapps.microsoft.com/ucc.ie and log in with your UCC email address and the password contained in your registration email.

From here, you will be prompted to set up MFA with the Microsoft Authenticator App. This is the recommended verification method for your student account. You can also use text messages to authenticate your account.

For more information on MFA please visit Student Password, MFA and Security | IT Services for Students | University College Cork
For a helpful step-by-step guide to setting up Multi-Factor Authentication (MFA) for the first time, please click the following: MFA Set Up Guide

MYSTUDENTADMIN

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

How do I log on to my MyStudentAdmin account?

1. Go to sit.ucc.ie
2. Click on the MyStudentAdmin icon
3. Log on using your UCC Student Email Address 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 log on to my Umail account?

1. Go to sit.ucc.ie
2. Click on the Umail icon
3. Log on using your UCC Student Email Address and password

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

If you have any further queries regarding your Umail account, please visit the Student IT Knowledge Base

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. Therefore, 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 UCC Services Portal

CLOUD STORAGE

Cloud storage allows students to save files to remote servers accessed via the web. This ensures that important documents and projects are safely stored and easily accessible from any device at any time.

Microsoft OneDrive

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

You can share any files you have on your OneDrive with UCC staff and students. You can also share files with external users and edit documents in real-time. Multiple users can edit a shared document at the same time. OneDrive and other Microsoft 365 apps can be accessed through https://m365.cloud.microsoft/apps

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 mobile device. All students receive 15GB of cloud storage space through their UCC Google Drive.

We encourage students to save their work to their UCC Google Drive or OneDrive rather than on USB drives.

GOOGLE DRIVE AND ONEDRIVE STATUS AFTER GRADUATION

Student access to Google Drive and OneDrive is linked to your registration status. Students lose access to these services 30 days after their registration period ends.

If you are a final-year student who graduates in November, you will usually cease to be registered on 30 September.

In this scenario, you would lose access to Google Drive and OneDrive on 30 October.

Students on courses that run from January to December should expect to lose access to Google Drive and OneDrive 30 days after their registration ends. You can contact your department to confirm when your registration period ends.

TEACHING, LEARNING AND COLLABORATION

CANVAS

UCC Canvas is where you may find your course materials, lecture notes, assignments, and communications 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 log on to my Canvas account?

1. Go to sit.ucc.ie
2. Click the **Canvas** icon
3. Log on using your UCC Student Email Address and password.

Alternatively, you can access Canvas directly at canvas.ucc.ie. If you are unable to log on 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.

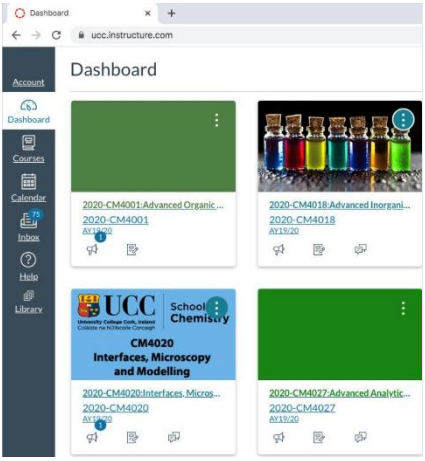
How do I use Canvas?

A Canvas orientation course, the Student Success Zone, for students is accessible via your Courses list on Canvas to help you get started. We recommend you pay it a visit!

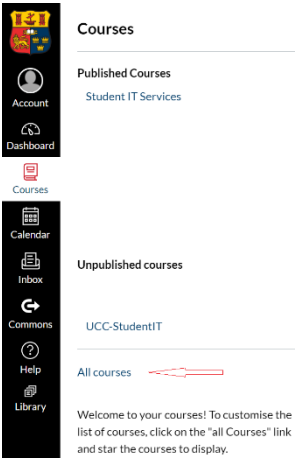
If you need help when using Canvas, click "**Help**" on the left-hand menu once you have successfully logged in. You can access our 24/7 online chat, email, and phone support, as well as the Canvas guides.

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 across all your modules.



All your modules may not appear in your Dashboard. 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.
- 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 the 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 your work for improper citations 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 anywhere 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. Turnitin only accepts files in the following formats: MS Word (.doc or .docx), WordPerfect, HTML, RTF, PDF, PostScript and Plain Text format.

MYTIMETABLE

You can create your own personalised academic timetable by using the "MyTimetable" web application. This is available on the SIT homepage or directly via the following link: MyTimetable

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.

Timetables on the MyTimetable application will be updated with any added information as soon as your department changes it. Thus, it will always display the most up-to-date timetable information.

Details of how to set up your personalised timetable on MyTimetable can be found on the SIT website in the My Timetable section.

To access MyTimetable, log in to mytimetable.ucc.ie using your UCC email address and password.

MICROSOFT 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. See the Knowledge Base article for instruction on installing Office 365: Software - Office - How to Download Microsoft 365
Students can also save documents to the cloud using OneDrive.

To access Microsoft 365:
Go to https://m365.cloud.microsoft/apps
Log on using your UCC email address and password.

LIBRARY

What is 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
- Library Canvas courses: https://ucc.instructure.com/courses/55

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

Log on with your UCC email address and 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 at the following link: https://libguides.ucc.ie/libraryessentials/home

If you have any questions, please contact the Library via Ask Us or by email library@ucc.ie

MICROSOFT TEAMS

All students in UCC can access Microsoft Teams to join meetings, distribute files, and collaborate in real time with other students, UCC staff and people from outside UCC.

Students cannot schedule a meeting directly from Microsoft Teams because student calendars are hosted in Google Workspace. To schedule a Teams meeting, students can use the Teams Meeting Add-On in their Google Calendar. For full information, see our Knowledge Article on scheduling Teams meetings through your Google Calendar: Schedule Teams Meetings via Google Calendar.

Teaching staff may use Microsoft Teams for online classes. Invites to Teams meetings can come via email or Canvas. Please log in with your UCC email address and password when joining a meeting.

You can access Microsoft Teams through the following link: Microsoft Teams

Download the desktop app: Microsoft-teams/download-app

Download the mobile app: Teams iOS / Teams Android

A guide to using Microsoft Teams is available online at:
Microsoft Teams Help & Learning

GOOGLE MEET

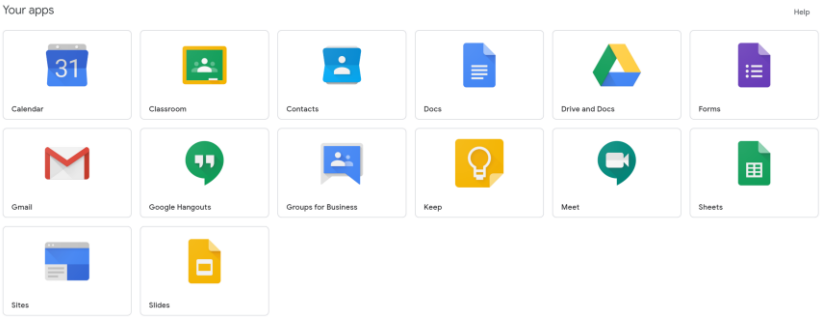
Google Meet is a video conferencing application, all UCC students can access Google Meet using their UCC student email address and password. With Google Meet, you can video conference, chat, share your screen and take part in virtual classrooms.

View Google's guide to using Google Meet is available online

GOOGLE WORKSPACE

Google Workspace 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.

All UCC students can access Google Workspace using their UCC email 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 create internal project hubs, team sites and more.

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

Google Classroom allows for assignment creation and distribution.

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 the main campus (maps and locations on the following pages). Within these labs, students have the option to use the open access computers supplied by Student IT or connect their devices to the docking stations provided.

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 Open Access Labs

LAPTOP LOANS

There are 132 Chromebook laptops available for students to borrow from multiple locations on campus. Students can use the automated locker system and their student cards to borrow a laptop for 4 hours.

72 are available from at the Boole Library
24 are available from at the Brookfield Library
36 are available from at the UCC Student Hub

Where are the library locker systems located?

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

Where is the Hub locker system located?

In UCC Student Hub, the locker system is in the Global Lounge upstairs behind the kitchenette.

Who can borrow Chromebook laptops?

UCC Students with a valid student ID card can borrow Chromebook laptops.

How do students log into the Chromebook laptops?

Students can log in using their UCC student email address and password.

PRINTING COPYING AND SCANNING

Printing, copying, and scanning are 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 access the printers and release your print jobs, and to copy or scan documents, you use your Student ID card. You can top up for the print and copy service through the website: UniFlow Online Login
By default, our computers are set to print double-sided, for information on how to print single-sided, please see the following Knowledge Article: Print/Copy/Scan - Edit Print Jobs (Change Colour, Number of Copies, Double Sided etc.)

Colour and A3 copying, and printing are available at Q and Q+3 in the Boole Library, the Western Gateway building, the Kane building 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.

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 to 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 or Other Mobile Device

Students have the ability to submit print jobs from personal laptops or mobile devices through our online printing portal. View our online Knowledge Article for detailed instructions on submitting print jobs through this online portal Print/Copy/Scan - Options for Submitting a Print Job

To Print

Once you have uploaded your print job to the online printing portal, you can complete your print job at any of our Student IT printers by releasing this print job. For detailed instructions on releasing print jobs from the Student IT printers, see our Knowledge Article Print/Copy/Scan - Release a Print Job from a Student IT Printer

If you want to edit a print job, such as selecting Colour Printing instead of Black & White or adjust the number of copies you need to print, you must do this when releasing a print job from a Student IT printer. For detailed instructions on editing a print job, see our Knowledge Article Print/Copy/Scan - Edit Print Jobs (Change Colour, Number of Copies, Double Sided etc.)

To Copy

Students can use the Student IT printers to make copies of documents. For further information on the process for photocopying at Student IT printers, see our Knowledge Article Print/Copy/Scan - Photocopying from a Student IT Printer

To Scan

The Student IT printing services also allow students to scan documents and send the digital copy of these scans to your student email. For further information on scanning documents to your student email, view our Knowledge Article Print/Copy/Scan - Scan Documents and Send to Umail.

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 logging on before they can be used. You use your UCC student email address and password to log on in the usual way.

The computers currently run Microsoft Windows 11 and have Microsoft 365 and other software installed, for a complete list please see the link PC and Laptops - Open Access Lab Locations & Information

Logging Off

Always remember to log off when finished. Failure to do so can result in unauthorised access to your account and your personal details. Remember: You are responsible for any activities that take place using your Student IT Account.

Reporting a Problem:

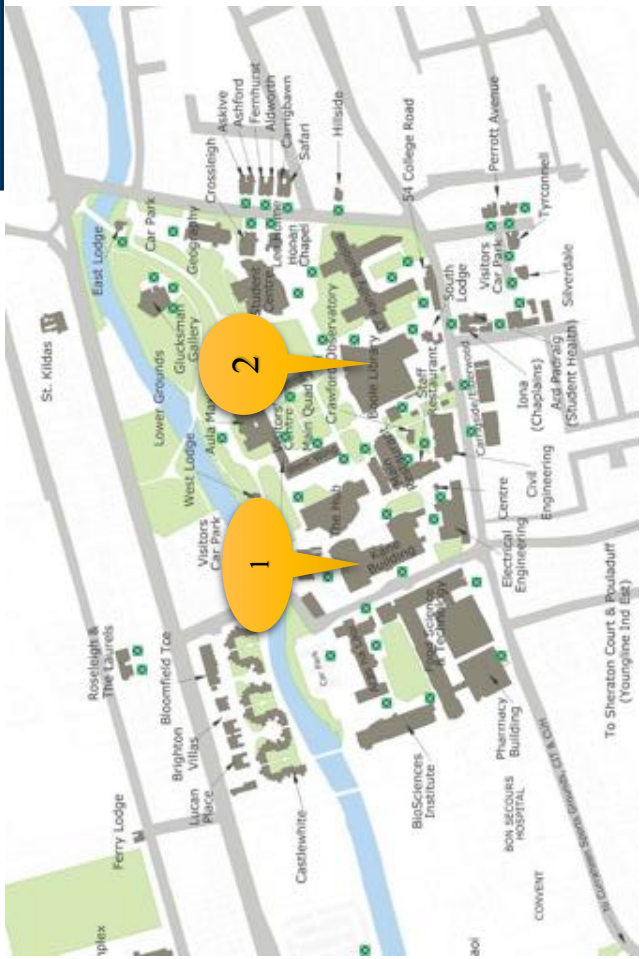
If you become aware of a problem with any Student IT computer you are working on, it is important to report it to the Student IT Helpdesk. When you report a problem, remember to give the location, the tag number of the computer and a brief description of the problem. With your help, we can ensure that the problem is addressed as soon as possible.

Open Access IT Centre Locations	
1	Kane Building, 3rd Floor *
2	Boole Library *
3	Brookfield Health Sciences Library *
4	Western Gateway Building *

***Printers are available in these centres**

East to: 3, 4

MAP OF STUDENT IT CENTRE LOCATIONS



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 UCC student email address and password
- Choose **Connect**

To connect other devices, get further details about 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 all UCC student residences. 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 and then select Configuration Instructions to get connected.

Victoria Lodge and Victoria Mills provide a separate local Wi-Fi service, and students should contact reception in the accommodation where they are staying to obtain authentication details.

IT TRAINING AND SUPPORT

MICROSOFT LEARNING PATHWAYS

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

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

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

Scenario-Based Learning

It also provides some scenario learning, which is designed for students to get 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 made 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 UCC student email address and password.
Access Learning Pathways

USEFUL INFORMATION

STUDENT OFFERS
Software Deals

UCC Students can avail of significant savings on online software purchases from Software4Students, and the Asiera store.

WEBSITES

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

SURVEYS

Students who need to run surveys can send the survey to surveys@umail.ucc.ie
You can find the guidelines for creating and distributing surveys at the following link: Survey Guidelines.

Qualtrics

Qualtrics can be accessed using your Umail credentials.
You can auto enrol in Qualtrics by clicking on this link
https://ucc.eu.qualtrics.com/
Further information about Qualtrics is available at
https://uccireland.sharepoint.com/sites/QualtricsUCC.

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 365. Lightweight and affordable, Chromebooks are a viable choice if you just need to use a web browser. Chromebooks can also be borrowed from the Boole and Brookfield libraries and the Hub.

Every Chrome device receives regular updates from Google until it reaches its Auto Update Expiration (AUE) date, subject to support from component manufacturers. When a device reaches AUE, automatic software updates from Google will no longer be provided. Please check the AUE date when making a purchasing decision.
Google Chromebooks
Find more information on device purchasing at the below link:
https://www.ucc.ie/en/sit/new-to-student-it/device-purchasing/

ASIERA STUDENT OFFERS

HEAnet has several offers available. 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.asiera.ie/store

IT SECURITY

Protect Your Computer:

Follow these 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 used against which you need to protect against.

Step 4: Require a password to log in to your computer. Disable automatic login to your computer and ensure a password is required to wake the computer from sleep/screensaver status.

Protect Yourself:

Three steps to protect yourself:

Step 1: Follow Internet safety guidelines. You can help reduce spam, spyware, and other malicious software, and protect yourself.

- 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 emails 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.

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-hand side 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 number, or your mother's maiden name.
- A guide to creating your Student IT password can be found Student IT Password Guide.

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

- Use a modern browser (Firefox 153 and Chrome 150+) that has built in Phishing filters. Phishing filters will recognise two types of websites, suspect phishing websites and known phishing websites.

- Use email software with built-in spam filtering to reduce spam. You should delete any junk emails without opening them.

To help protect you against spam, identity theft, email hoaxes and more, see our IT Security Learning Pathway:
https://uccireland.sharepoint.com/sites/UCCM365/SitePages/IT-Security.aspx

SOCIAL MEDIA USE

When you are posting online, please ensure that you are respectful of fellow students, staff, residents, and other members of the public. **Never** post material for the purpose of embarrassing people. Be engaged and respect the views, values, and beliefs of others to help ensure that the University community is free from intimidation and discrimination.



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 the 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 at UCC. The services provided by IT Services are maintained to the highest possible standard to meet students' requirements. The ongoing efficient provision and access of such services are dependent on your cooperation 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?

- Log on 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

IT Services for Students

Service	Information
Canvas	canvas.ucc.ie 1800 852 159
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
Students Union	info@uccsu.ie
Student IT Helpdesk	021 4902120 (option 2)