Welcome to Information Services

ICT

ulster.ac.uk
What ISD provides for students

- **Student Workstations in Library and Student IT Labs** (with exception of Faculty Owned Labs)

- **Online systems** (e.g. Portal, Email)

- **Wireless Support for personal devices**

- **Student Printing, Scanning and Copying**

- **Service Desk**

Please note: we cannot provide technical support for personally owned devices e.g. operating system or hardware failures.
The Student Experience

Check out this web page for easy access to advice on a range of ICT services and how to get started.

https://www.ulster.ac.uk/isd/students
Student Wireless

- Widely available across the campuses
- Automatic re-connection within eduroam service range.
- Connect to wifi at other participating eduroam institutions.

Want to connect your wireless devices? See:
- Printed step-by-step guides at Library Information Point
- **Home Service Setup** Guides at: [http://www.ulster.ac.uk/isd/services/wireless-services](http://www.ulster.ac.uk/isd/services/wireless-services)

ISD will offer **Wireless Clinics** to assist device connections
You need:
Your student ID card with a ‘B’ number

…and a network password

Acceptable Use Code of Practice (AUCoP) – you must abide by this

Used for:
• Borrowing books / Self Issue
• Printing/copying
• Security access to buildings
• Exams

DO NOT
• … share your Network login details.
• … give anyone else your ID card
Welcome to the Ulster University Portal

Ulster University ID

Enter Student ID number

Password

Enter Network Password

LOGIN

Forgotten your password?

Useful Portal links
50GB mailbox

Advice on configuring Office 365 for email client/mobile devices and auto-forwarding of University emails (not for PhD students):

https://www.ulster.ac.uk/isd/students/email

Note: The University will ONLY contact you officially via your Microsoft Office 365 email account. Check it regularly!
Saving your work

Student PCs do not offer permanent file storage – when you log out, your work is lost and is not recoverable.

You MUST save your work to your 1TB cloud storage* or an external USB device.

Do not rely solely on USB/flash drives
- Lost
- Damaged
- Stop working

More Info: http://www.ulster.ac.uk/isd/students/onedrive

* while a student
Blackboard Learn

Note: access to Blackboard is available 24 hours AFTER successful completion of online enrolment

If you cannot login to Blackboard Learn after 24 hrs:

• Make sure your Banner Enrolment Status = “RE” (Registered)
• Ensure you’re enrolled against the correct Module Code and version (CRN)
• Check that lecturer has actually released the module content.

Recommended: Blackboard Learn wiki
See: Student Experience webpage for help
www.ulster.ac.uk/isd/students/blackboard-learn
Free Software and Offers

Free software such as McAfee and SPSS via Portal – My Studies – Uni Experience channel.

Other Student Offers and Discounts

Office 365 ProPlus

**Free** Office software *while you study* at Ulster University.

[http://www.ulster.ac.uk/freesoftware](http://www.ulster.ac.uk/freesoftware)
Print / copy / scan

- Multi-functional devices (MFDs) - in Library & IT Labs
- Operated using your student ID card
- See: UniFlow link in the Portal (Admin & Services tab) for how to purchase credits and top up your account
- For support, email printpayment@ulster.ac.uk

See: online support in Student Experience page and leaflets available in the Library.
What the Library Provides for Students

Books
- Hundreds of thousands of books and e-books

Journals
- 80,000 e-journals
- 1000+ print journals

Subject-specific Databases
- 300+ subject sources

Online Reading lists

80 Subject Guides

Online Document Delivery Services

Networked computers + Wi-Fi

4 Libraries = 1 service

ICT labs are available outside Library opening hours.

Electronic resources available 24/7 via the internet
Choose from:

• Informal spaces

• Group study rooms
  Online self booking via Library tab in Portal or Library Homepage

• Individual study spaces

• Silent zones or quiet areas
Laptop Lending

- 24 laptops available – ask at Information Point
- Library use only
- First come, first served.
- Standard software installed

Note*
Files are deleted after each use!
SAVE your work to USB or OneDrive
Library & ICT tab in Portal

A-Z of Databases by name.

For information on Databases for YOUR subject, see the Subject Guides in Key Services

Key Services
Links to top Library resources

Check book due back dates, renew loans or pay any fines online

All this (and much more) is also available on the full Library homepage
Borrowing books

You can borrow up to 20 books at a time, comprising:

12 x Standard Loans (2 months) and
4 x Two week Loans and
4 x Two Day Loans

Subject to recall after ONE week

Want to avoid Fines?

Check your student email regularly for 48hr advance reminders
Borrow & renew books at Self-Issue Kiosks

Need Student ID card

You cannot borrow if you have:

- Recalled items
- Overdue books

Any problems - go to Information Point.

Keep an eye on your library account

Leave your books back at the Book Return
Using the Library catalogue

Search by author, title or keywords (or a mix of these)

Keep an eye on what you’ve borrowed and renew online.
Results display in ‘Relevance order’ but you can also sort by date...

You can also limit by campus or type, e.g. eBooks

.. or use the date slider to limit results to more recent books.
Individual book record

Click to request or reserve a book. You will be emailed when it’s available to collect.

Shelf number – location of book in the Library

Note the different loan types
Finding eBooks

• eBooks available 24/7 from the Library catalogue

• Use them anywhere you have internet access

• We pay, you use for free!

• Access with your Ulster email address and Network password
Electronic Journals link – use it…

If you want to know if the Library has online access to a specific journal, e.g.

‘British medical journal’

OR

You have an article reference, e.g.


... but don’t know which (if any) of the Library databases can supply the full-text online.
In either scenario...


Enter only the **name** of the journal into the search box

Don’t use the Electronic Journals link to find articles on a TOPIC. For this type of query, use subject databases or

Choose relevant Supplier. Scroll to year and part as given in reference.

Check ‘Full text access’ dates to ensure the supplier holds it for the date you need.
E-books, e-Journals & Databases

Now enter your Ulster email address and network password

[Enter your Ulster email address]

[Enter your Portal/IT workstation password]

Sign in

For lots more help

See:
Off-Campus support in the Subject Guides
Getting started with your subject
Subject Guides

Choose from 80 Library Guides for detailed help with your particular subject area...

..including recommended databases, websites, referencing support etc.

For detailed support, make sure you attend your follow-up Library subject session. Ask your lecturer for details
Help and Support
UniDesk Self Service Portal

**Non-Urgent** IT queries

- Check for solutions to common IT issues or log calls for IT help
- Staffed: Mon – Thurs 9.00am – 5.00pm, Fri 9.00am – 4.00pm

Log in: Same details as Office365 email account

https://www.ulster.ac.uk/isd/getting-help/unidesk
For More Help

If ICT and Urgent

• ISD Service Desk  
  Mon-Thurs 9.00am - 5.00pm  
  Fri 9.00am - 4.30pm

• Out-of-Hours Support*  
  All other times, incl. weekends & bank holidays

• For both, phone or email:  
  028 9036 6777 and servicedesk@ulster.ac.uk

If Library-related

• Library Information Point  
  OR

• Your Subject Librarian  
  OR

• Online  
  OR

• LibChat

* Some out of hours queries may need to be passed to the full Service desk the following day.

Blackboard: call 903 68686 or email:
blackboardhelpdesk@ulster.ac.uk

Printing: printpayment@ulster.ac.uk
9.00am - 5.00pm only
News and Alerts via Twitter

- @UlsterUniLib - Library
- @UlsterUniISD - ICT Services

Please note:
Don't use Twitter to report IT issues. Contact the ISD Service Desk

- Subject Blogs
SafeZone App

- Free App - for your 24/7 safety on campus
- Support for iOS, Android and Windows Phone
- Help, First Aid & Emergencies

http://www.ulster.ac.uk/safezone
Sign up to EDGE

- Employability Award for full & part-time undergraduates
- Boosts career prospects
- Complete minimum of 4 activities to obtain award
- To register – See My Career tab on Portal

- Library activity available
- ‘Assessing your research skills’
- Interested? Speak to your subject librarian
Your feedback is important to us

- Annual Student Survey
- Related only to central ISD services, not other IT services provided by your Faculty or Blackboard
- Your opportunity to give ISD feedback and help us improve services to you.
- Comments forms are available at the Library Information Point.

www.ulster.ac.uk/isd/students/student-it-satisfaction-survey
Finally...

Thanks for listening.

If you have any questions at any point, please do ask for help.