



Information Learning Technology Group

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Laptop Information for Incoming 2010 Study Abroad UCD Quinn School Students

Firstly, the Information Learning Technology Group (ILTG) would like to welcome you to the UCD Quinn School of Business. Your IT needs while in UCD are supported by two different areas, ILTG and IT services. ILTG are responsible for E-Learning and E-Teaching and are located on the first floor in Q112 in the Quinn School of Business (QSB).

IT services (ITS) are responsible for network registration and general IT support. ITS have laptop support drop in centres and are located in many areas across the campus.

The following information will help you understand what you need to do prior to travelling to Ireland and what to do when you arrive to UCD. It should also give you a better understanding of the IT structure within the university and services available to you.

1: Laptop Owners

Prior to Travelling

- Network access will be granted on the condition that the machine is in working condition, no hardware or software faults so ensure this is the case prior to travelling.
- You should have an updated Anti Virus program and your laptop must be virus free.
- Your laptop must be free from Spyware.
- The Quinn School of Business work within a Microsoft Windows environment. All laptop use/support within the Quinn school is based around Windows XP Professional. ILTG advise you to install Windows XP professional or a later windows operating system prior to travelling.
- Your laptop must have the latest windows updates installed.
- You must have a version of Microsoft Office installed. If you are taking the course "Introduction to Computers and Information Systems" (MIS10020) then please ensure you have MS Office 2007 Professional edition installed.
- UCD are unable to provide students with licensed software so ensure you bring all required software CD's and DVD's with you when travelling.
- You should contact your laptop manufacturer for details of hardware support within Ireland as this facility is not provided by UCD.

**When you get here:
Laptop Registration**

If you are bringing a laptop to the Quinn School then it must be registered. IT Services (ITS) will provide this service Monday-Friday in one of their support centres. Laptop Registration will allow you to access the cabled network both in study areas and within the classrooms. There is no wireless in Quinn school classrooms. When visiting IT services ask specifically for: Laptop LAN Network access.

ITS Support Centres :

ITCentre	Location	Opening Hours
Daedalus Building	Ground Floor	Monday to Friday 08.30 to 21.30 <i>(in term time)</i>
Health Sciences Building	Ground Floor	Monday to Friday 09.30 to 17.30
Newman Building	1st Floor, D Block, Room 108a	Monday to Friday 09.30 to 17.30
Newstead Building	Ground Floor	Monday to Friday 09.30 to 17.30 <i>(in term time)</i>

During your stay

- If your laptop's anti-virus programme expires before your semester ends, you can install UCD's campus anti-virus software (Sophos). This must be uninstalled when you leave the Quinn School.



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2: UCD Account Services Information

UCD Student Account You will receive this account information during registration. This account will give you access to several IT systems within the college such as Blackboard (virtual learning environment), e-mail and printing.

3 E-mail

All E-mail communication from students to staff must come from your UCD E-Mail address To access your UCD e-mail account go to www.ucd.ie and login using your UCD account information.
E-mail addresses follow this naming convention: Firstname.lastname#@ucdconnect.ie
Your UCD E-mail should be read regularly as all Staff use this address to communicate important information.

3 Virtual Learning Environment

Blackboard is an online course tool used by lecturers, programme managers and students within UCD To access your online courses login to www.ucd.ie Once logged in click the top right hand button "Blackboard".

Blackboard General Course information Within blackboard there are two areas that will hold important non course specific information:
Quinn School Student Area-QSBSTU- is for general information for the QSB including ILTG technical information.
Study Abroad Programme- QSBSAP- general area for Study Abroad students

5 Common IT queries with Study Abroad students

Using AOL & Yahoo Messenger in Quinn Yahoo messenger and ICQ in Quinn School requires you to use the following proxy setting:
proxy1.ucd.ie & port 8484

Wireless connectivity at home UCD cannot offer any support for wireless networks in your non UCD accommodation.

Other IT Facilities in the Quinn School. Printing facilities, purchase consumables. Copi-Print are responsible for the student printing system within the Quinn School if you wish to use this system then you should organise an appointment with them directly in room Q120. Copi Print also sell hardware consumables and network cables.