



UCD IT Services Seirbhísí TF UCD



UCD IT Services

Student IT Guide

2007



Contents

Welcome	2	Laptop Services	
What's new for 2007		Purchasing your laptop	
New ITCentre in Newstead	3	Laptop clinics	
The student laptop offer	3	Wireless IT	
More Stand Up And Surf (SUAS) facilities	3	Laptop areas	
Increased file and email storage	3	Laptop loan service	
Extended wireless coverage	3	Printing from a laptop	2
Computer upgrades	3	Wireless access	2
Computer labs relocations	3	in the student residences	
		UCD Quinn School of Business	2
		and UCD Smurfit School of Business	
Getting Started		Help and Advice	
Computer accounts and passwords	4	Where to find help	3
Free IT Induction Courses	4	Online help – a 24 hour service	4
UCD Connect	5	The shortcuts	4
Logging on to the UCD Network	5	FAQ	4
in an IT Services computer lab		Service announcements	4
		Research IT support services	5
Our Standard Services		Library IT services and resources	5
ITCentres	6	Secure Computing	
Email	6	Connect and protect	7
Internet access	7	Help us to help you	8
Printing	7		
500MB file storage	7		
IT Services computer labs	7		
Classes in open access computer labs	8		
Reporting a problem	8		
Software applications	8		
eLearning through Blackboard	9		
SISWeb and online registration	0		
Increasing accessibility	0		

Welcome

We are pleased to welcome you to UCD and hope the information contained in this booklet and on the IT Services website will be of valuable assistance to you during the year.

As a student at UCD, you can access a wide variety of IT services. Email, high-speed Internet, file sharing, printing and wireless IT are just some of the standard services available. Anytime, anywhere access to IT services - on or off campus - is provided through UCD Connect.

A number of exciting initiatives are being introduced this year: the creation of a fourth ITCentre in the Newstead building, where you can drop in to get help and advice, and the UCD student laptop offer which includes exclusive access to a UCD Microsoft Student Suite including Learn, Chill and Play software. The expansion of the wireless IT service and the increase in file and email storage quota are all designed to make connection to the UCD network more flexible.

To make sure you get as much time as possible to use PCs in open access laboratories on campus, please read and digest the University's Acceptable Use Policy, which is there to protect access to information for both you and your fellow students. A full copy is available at:

→ www.ucd.ie/itservices/acceptable.html

Wishing you every success in your studies!

UCD IT Services



What's new for 2007

New ITCentre in Newstead Our latest ITCentre opened in the Newstead building in September 2007. The new ITCentre follows the same format as that of the Daedalus and Newman buildings and Health Sciences Centre, focusing on the IT needs of staff and students.
→ www.ucd.ie/itservices/itcentres

The student laptop offer UCD have a student laptop offer which includes exclusive access to Microsoft Student Suite including Learn, Chill and Play software. This laptop offer is available to all UCD students, including UCD Quinn School of Business which operates a mandatory laptop programme for all students of the school. You will find further information about the options available to you through the UCD laptop programme in your welcome pack or on the UCD IT Services website:
→ www.ucd.ie/itservices/ituclid/studentlaptop

If you are a Quinn School student, information about Quinn specific laptop requirements will be sent to you directly, please read this information carefully. To check if your programme of study is part of the Quinn suite of programmes please go to:
→ www.ucd.ie/quinnschool

More Stand Up And Surf (SUAS) facilities These facilities are designed to provide you with quick access to check email, do a web search or print a document. Following the success of the ones already installed in the Newman building and in the main Restaurant, an additional 5 units are now available in the Science hub.
→ www.ucd.ie/itservices/standups.html

Increased file and email storage The file and email storage quota has been significantly increased from 50MB to 500MB. In addition to this, IT Services will supply a free 1GB memory disk key to all 1st Year Undergraduate and Graduate students upon completion of an IT induction course.

Extended wireless coverage The Belfield campus now has over 700 wireless access points which provide Internet access in all the main campus areas. All new student residences are fitted with wireless access and older residences were fitted in 2007 to provide access.
→ www.ucd.ie/itservices/wireless/locateit.html

Computer upgrades 33 new computers were installed during the last academic year with a further 406 new computers scheduled for upgrade during the coming academic year.

Computer labs relocation During 2007, 245 open access computers were relocated from the Earlsfort Terrace campus to new facilities in the Health Sciences Centre and Newstead building on Belfield Campus.

Getting Started

Computer accounts and passwords

Once you have been offered a place at UCD you will receive details of your computer account and password in the post.

Your computer account is required to gain access to IT and eLearning services during the academic year. These details will remain valid for the duration of your academic career here in UCD, provided fees are paid and registration is completed annually. Please make sure you keep your information safe and do not divulge your password to anyone else.

Students entering UCD in 2007 can use their CAO number as their username.

Free IT Induction Courses

Acquire the knowledge quickly and obtain a FREE 1GB DISK KEY.

Induction courses are designed to help students to quickly acquire the necessary knowledge about the University's Network, email, Internet, printing, courses, timetables and just about everything needed to get started.

Even if you have all the necessary skills to use a computer, this course is still a very necessary part of your first few weeks at UCD.

Free 1GB memory disk keys are given to each year Undergraduate and Graduate student who attend the course.



UCD IT Services provide free 30 minute student IT Induction courses from 10:00am to 5:00pm, during Orientation week. Further induction courses are offered during term time but we recommend you attend the earlier courses to help get you started quickly.

Additional details can be found at:

→ www.ucd.ie/itservices/itucd

UCD Connect

UCD Connect provides access to email, calendars, eLearning, library accounts, and University news, together with a number of other services. Accessible 24 hours a day 7 days a week, you can use UCD Connect over the Internet from almost anywhere. You can personalise your UCD Connect account by adding channels that interest you; anything from Sport to News to Archaeology.

Log in from the University's home page to access:

- **IT Services** tab for all the latest IT News and equipment offers
- Your UCD email account. You have 500MB of email storage space
- **My Library** where you can search library databases and view your library account details
- **My Records** provides access to SISWeb including online module enrolment
- Your personal web-based calendar
- Your course calendars
- The latest UCD News

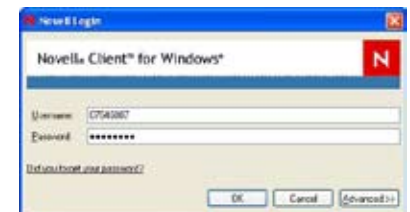
- University Announcements
- Blackboard, allowing you to download and organise study notes, projects and homework

You can also get foreign language newspapers, or keep up to date with Irish news if you are abroad.

Go to www.ucd.ie and enter your standard username and password.

Logging on to the UCD Network in an IT Services computer lab

As soon as computers in the laboratories are switched on and once the operating system has loaded, a Novell Login box is displayed.



Enter your username and password.

Once the system accepts your details, you will be able to access the full range of IT services for students.

Your account details

Please remember that you are responsible for your computer account and always ensure you keep your account information (username and password) safe. Never give your account details to anyone else.

It is important to remember that if your account is misused in any way, you alone are held responsible.

Additional details can be found at:

→ www.ucd.ie/itservices/itucd

Our Standard Services



ITCentres

The purpose-built **ITCentres** in the Daedalus, Newman, Health Sciences and Newstead buildings, provide drop in support services to both students and staff and incorporate laptop areas where you can access the University's Network via wired or wireless access.

You can use the **ITCentres** for advice on laptop use, how to configure your machines to get connected to the University's Network, as well as to ensure settings comply with UCD policy and procedures for access to services.

A detailed list of services available in the **ITCentres** together with opening hours can be found at:

→ www.ucd.ie/itservices/itcentres

Email

You automatically receive a computer and email account once you have been offered a place in UCD. Email can be accessed through UCD Connect providing users with 500MB of email storage on the University's Network.

Whether you are at home or away you can always access UCD Connect and with a user-friendly email address, it makes remembering you that much easier!

To access your email simply log into UCD Connect and you will see your email channel.

For more information:

→ www.ucd.ie/itservices/ituad/email

Internet access

UCD provide high-speed, Always On access to the Internet. Once you have logged onto the UCD Network you can access the Internet using Internet Explorer or Mozilla from any computer lab.

Please ensure you have read the Acceptable Use Policy before accessing information on the University's Network. It is not acceptable to view, download, transmit or store any offensive, indecent images or material.

→ www.ucd.ie/itservices/acceptable.html

In selected areas, Internet, email and web based resources can also be accessed through wireless connection. Full details are available at:

→ www.ucd.ie/itservices/ituad/wireless

Printing

Once you are logged onto a computer you can connect to a laser printer and print.

Reduced prices and high quality, black/white and colour laser printers are provided.

Full details on how to print and prices can be found at:

→ www.ucd.ie/itservices/ituad/printing

500MB file storage

Your personal file storage area on the Network is known as your H: drive or Home Directory. Only you have access to the information stored here. All users are assigned 500MB of file storage quota.

Unlike a home PC, it is not possible to store material on the C: drive of the computer. Instead, documentation should be stored on the H:drive.

Additional file storage: IT Services will supply a free GB memory disk key to all 1st year Undergraduate and Graduate students upon completion of an IT induction course. 30 minute courses are held during orientation week in September with further courses during term time on Wednesdays from the 2th September.

Backups: Always save files to your computer account first then back it up onto a disk, memory disk key or DVD. Always remember to keep a backup.

→ www.ucd.ie/itservices/ituad/computeraccounts

IT Services computer labs

As a student at UCD, you can access over 1,000 desktop computers in any one of 42 open access computer laboratories run by IT Services. Some colleges have additional laboratories for student use and are maintained locally.



The same software has been installed on every computer in student open access laboratories making it easier to work in any location. Software is reviewed on an annual basis.

Opening Times

Computer laboratory opening times are determined by the Services Centre in the building in which the laboratory is situated. As opening times are subject to change out of term, please check locally for details.

Opening hours during term at our main IT facility, Daedalus Building are:

The Daedalus Building, Belfield Campus	
Monday – Friday	8:30am – 9:30pm
Saturday	0:00am – 5:00pm
Sunday	Closed

A complete listing of all open access computer laboratories and their opening times can be found at:

→ www.ucd.ie/itservices/itucd/labtimes

Classes in IT Services computer labs

Daedalus Building:

During term time, computer related classes take place in most of the computer laboratories. In the Daedalus Building on Belfield campus, scheduled classes are kept to a minimum during the following times: 2noon - 2:00pm and 7:00pm - 9: 5pm.

There will also be other periods when rooms are unavailable. Please check the timetables on classroom doors.

Please note: Labs cannot be used during class time.

Other facilities

In all other facilities, rooms are booked locally so check with the Services Centre in these buildings for timetables.

Reporting a problem

If you become aware of a problem with any of the computers that you are working on, let us know by email or by phone. Remember to give the location, the tag number of the computer (a small sticker on the side of the computer) and a brief description of the problem. With your help, we can ensure that the maximum number of computers are available.

A full list of contact details is available from the **Help and Advice** section or from:

→ www.ucd.ie/itservices/itucd/help

telephone: Ext 2700

email: helpdesk@ucd.ie

web: www.ucd.ie/itservices

Over 100 software applications to choose from

All of the PCs in IT Services computer labs have the most popular applications (i.e. Microsoft Office and Internet Explorer) installed locally as standard and are available from the Start menu.

All other applications can be accessed through the **Application window** available from the **Start** menu.

A list of software available on the University's Network is located at:

→ www.ucd.ie/itservices/applications

eLearning through Blackboard

28,000 users



Almost 2,700 courses are now available online through Blackboard, the University's eLearning system. eLearning is a method of teaching online, offering you the chance to participate in virtual classrooms, access college notes and course schedules. Your tutor will let you know if your course materials are available through Blackboard.

How do I get a Blackboard account?

You automatically receive a Blackboard account in order for you to access courses on Blackboard.

Where can I access Blackboard?

You can access Blackboard directly from **UCD Connect** by clicking on the link on the **My Courses** tab. This will bring you directly into the Blackboard environment without the need for a second login. Alternatively, go to <http://elearning.ucd.ie> and log in as instructed.

Please note: Although you may have completed the University's enrolment process, **it may take a few days before your courses are actually assigned on the central system.** Blackboard needs to use this information to verify your request to login and grant access accordingly.

→ www.ucd.ie/itservices/itucd/elearning

SISWeb and online registration

SISWeb provides you with access to your academic records on the web. There are many things you can see and do for yourself which means you don't have to visit the Student Desk or your Programme Office. Some examples are:

- **Personal Information** – you can see what the university has recorded as your address, e-mail, telephone and emergency contact details.
- **Online Registration** – this is where you confirm registration to your programme, see your core modules and choose options and electives.
- **Online Timetable** – a timetable showing all your lectures, tutorials and labs is available for all undergraduates.
- **Examination Results** – this is where you can see how well you did in your assessments each semester.
- **Online Accommodation** – this facility allows you to apply and pay for on-campus accommodation.
- **Online Fee Payment** – you can use this facility to pay for your fees using a credit or debit card.

Where do you find SISWeb?

Simply click on the **My Records** tab in **UCD Connect**. If you are using a shared computer, you should remember to protect the privacy of your academic records by closing the browser window or logging out of SISWeb (click the **Exit** button in the top right hand corner of the web page).

Help and Advice

If you experience any difficulties using SISWeb, please phone **716 1555** or email studentdesk@ucd.ie and include your name and student ID number with a short message explaining the difficulty you are encountering.

Increasing accessibility

UCD IT Services are committed to increasing access to IT services for all users at UCD.

Working with the Assistive Technology Officer from the UCD Disability Support Service (DSS), we have increased access to specialist software as well as designated work stations for wheelchair users.

Specialist Software

The following is a list of specialist software currently available on equipment in our ITCentres.

Jaws is a powerful accessibility solution that reads information on your screen using synthesized speech.

ZoomText is a leading magnification and reading software for the vision impaired.

TextHelp: Read & Write is a comprehensive application toolbar that provides literacy support in any Windows application.

Wheelchair accessible IT points

Designated work stations for wheelchair users are incorporated as standard in the design of all ITCentres and new IT facilities.

The UCD Disability Support Service (DSS) works with students who have a disability to assist them in achieving their desired goals here at UCD.

telephone: Ext 7503

email: dss@ucd.ie

web: www.ucd.ie/access/dss.htm

Laptop Services



Purchasing your laptop

You can purchase your laptop online and it will be delivered to your home address. For more information on using the online ordering service go to:

→ www.ucd.ie/itservices/itucd/studentlaptop

Laptop clinics

At the start of term we'll be offering specialised laptop clinics to help you get started. For more information on these clinics contact your local ITCentre.

→ www.ucd.ie/itservices/itcentres

Wireless IT

Making connection to the UCD network more flexible, **wireless hotspots** allow laptop users to connect to the web over fast connections without the need to plug in. Over 700 wireless hotspot locations are already available on campus

with more being installed over the coming year.

→ www.ucd.ie/itservices/itucd/wireless

Laptop areas

Laptop areas where you can access IT services through wired or wireless connections are available in all ITCentres and in the Engineering & Materials Science Centre, Library Building, Student Area and Agriculture & Food Sciences Centre. Further laptop areas will be installed where space allows.

→ www.ucd.ie/itservices/laptopareas

Laptop loan service

The laptop loan out service introduced last year has been extended and now laptops are available from each of the ITCentres to borrow for longer periods of time. These laptops are available on presentation of a valid student card.

→ www.ucd.ie/itservices/itsupport/laptoploan.html



Help and Advice

Where to find help

From UCD IT Services

telephone: Ext 2700
 email: helpdesk@ucd.ie
 web: www.ucd.ie/itservices

Telephone	Helpdesk
	<p>Problems/queries can be reported by calling the Helpdesk on Ext 2700 from any open access computer laboratory:</p> <ul style="list-style-type: none"> • Staff will take a note of your query together with contact details. • Depending on the nature of your call, it may not be possible to resolve the problem immediately. In cases such as this a follow-up call may be necessary. <p>The Helpdesk opening hours (during term time) Monday – Friday 8:30am – 6:30pm</p>
Email	<p>Problems/queries can also be reported by sending an email to: helpdesk@ucd.ie</p> <p>Please provide as much information as possible in your message, including a phone number. This will help us to deal with your query more quickly. Once your query has been reviewed, we will contact you as soon as possible.</p>
24 Hours	<p>Comprehensive IT information and advice is available 24 hours a day on our website: → www.ucd.ie/itservices</p> <p>Requests for help can also be made at any time via helpdesk@ucd.ie</p>
Drop in to see us	<p>ITCentres – During Normal Office Hours</p> <p>Help is available in the ITCentres during normal office hours Monday – Friday 9:30am – 5:30pm.</p> <p>The ITCentres are located in the Daedalus, Newman, Health Sciences and Newstead buildings on Belfield campus.</p> <p>Outside of Office Hours</p> <p>During term time a limited support service is also available out of office hours at: ITCentre, Daedalus Building, Belfield Campus Monday – Friday 5:30pm – 9:5pm Saturday 0:00am – 4:45pm</p> <p>Outside of office hours basic applications support is provided to users. More in-depth software, computer account and PC/Macintosh/printer queries together with network or server problems, will be addressed during office hours.</p>

Printing from a laptop

Wireless and wired printing is available to laptop users.

The benefits are that you can print from your laptop directly to designated printers.

Full details on how to print and prices can be found at:

→ www.ucd.ie/itservices/itucd/printing/iprint.html

Wireless access in the student residences

Wireless access is also available in all UCD student residences. Students residing in these locations can contact the reception office in each area for help and advice.

→ www.ucd.ie/residences

UCD Quinn School of Business and UCD Smurfit School of Business

The ILTG group, located in UCD Quinn School of Business and UCD Smurfit School of Business, offer a number of key support functions to students at both schools. Commerce students participating in laptop programmes in both schools, can contact:

UCD Quinn School of Business
 Support Centre: room Q109
 telephone: Ext 4784
 email: iltgquinn@ucd.ie
 web: www.ucd.ie/quinn/technology.htm

UCD Michael Smurfit School of Business
 telephone: Ext 8962
 email: iltg@ucd.ie
 web: www.ucd.ie/iltg



Online Help – A 24 hour service

As a student at UCD you have access to a comprehensive library of IT information on the UCD IT Services website:

→ www.ucd.ie/itservices/itsupport

The shortcuts

UCD IT Services recognise that there are some topics you need to know about quickly and have compiled a series of **shortcut information leaflets** designed to provide information on a wide range of topics.

Printed copies entitled 'How Do I...!' are available from our **ITCentres** or from:

→ www.ucd.ie/itservices/itucd/shortcuts

FAQ – Frequently Asked Questions

As busy students we understand your need for fast solutions to IT problems and queries. Check our FAQ section for answers to your questions, from basic computing to advanced

issues, subjects covered include:

- General Computing
- My Laptop
- Printing
- Wireless
- Open Access Laboratories
- Viruses

These are updated on a regular basis and can be found at:

→ www.ucd.ie/itservices/itucd/faq

Service announcements

Announcements regarding changes to IT services are posted both on our website and on UCD Connect. These are posted regularly so please check both our website and UCD Connect for any changes to services that may affect you.

→ www.ucd.ie/itservices/serviceannouncements

UCD IT Services also carry out work on the University IT systems and networks during our weekly **Maintenance Window** every Tuesday evening between 5:00pm and 7:00pm.

This work includes, but is not limited to, routine maintenance and upgrades to ensure high availability and continuing quality of IT services thus reducing the occurrence of unplanned service outages.

→ www.ucd.ie/itservices/maintenancewindow

Research IT support services

Specialist Research IT services are available to research students through our dedicated Research IT support team. The services provided include induction training for graduate students; Research IT Data Centre for hosting IT equipment; dedicated High Performance Compute clusters; collaborative facilities; research network and security services; mass data storage; training and consultancy. Further details on these services can be found at:

→ www.ucd.ie/itservices/researchit



Library IT services and resources

UCD Library provides access to a wide range of print and electronic resources which you can access through the Library website at www.ucd.ie/library or through the links in the My Library tab in UCD Connect.

Many online information resources are available 24/7 and from any location on or off campus.

There are now many IT-based communication channels between the Library and its users – website, UCD Connect, blogs, IM among them.

Sign up to one of the Library's blogs at:

→ www.ucd.ie/library/blogs

As well as searching for print material in the online Library catalogue, you can also access and manage your Library Account and renew your loans online.

There is plenty of IT enabled study space within the various Libraries including full wireless access. Read more at:

→ www.ucd.ie/library/study_space

For further information and help check out:

→ www.ucd.ie/library/about/FAQ

Secure Computing



At UCD we take care to ensure an open and secure computing environment is available to all. Users of this environment have responsibilities to ensure they take adequate steps to protect their identities, data and use of shared resources. The following are the key recommended steps to ensuring security within UCD.

1 Change your network password regularly.

At least once per term, and choose a good password. Never reveal your password to anyone. IT Services do not ask for passwords over the phone or in email. In the IT Services tab in UCD Connect, you will find a password change facility. Good passwords should be highly random, but memorable to the user. Use letters selected from a phrase, and insert some numbers and punctuation.

2 Protect your identity. Use a different password for non-UCD websites, and never log in to external websites directly from emails. Avoid using web browser password storage or web form features. Always fully log out of a computer before allowing another person to use it. Create a special email account to use with websites that you do not trust.

3 Back up your data regularly. The best rule of thumb is that if your data is only held in one place, it's at risk. Keep copies of your important data on the network, and save versions of draft documents. At the end of the year, make an archive copy of any data you want to retain.

For users with their own computers:

- 1 Set an administrator password on your computer, and avoid using the administrator account for daily tasks.
- 2 Install Sophos Antivirus and Personal Firewall (available to all UCD Staff and Students in the IT Services tab in UCD Connect) and ensure it updates correctly.
- 3 Configure automatic updates for key software (using the UCD update servers for Windows).
- 4 Secure your email client. Configure your email client using the settings described on the IT Security webpage.
- 5 Inform yourself about common threats and internet risks. Check the IT Security alerts page regularly (in the IT Services tab in UCD Connect) for important security notices.

Users are expected to ensure that the above steps have been taken. IT Services can provide assistance in setting up your system securely. Remember also that you must use your computer responsibly, in accordance with the acceptable use policy.

→ www.ucd.ie/itservices/itsecurity

Connect and protect

Laptops purchased through the student laptop offer will not only have the anti-virus update software installed but they will also have been registered on the University's Network before you bring it in.

Laptops which have not been purchased through the student laptop offer, must have both the anti-virus update software and the Microsoft security patching service installed before registration can be completed. If you're not sure how to do this, contact a member of

the staff in the ITCentres or via the Helpdesk. Successful registration will only be granted to those with these updates installed.

Laptops found on the network with the anti-virus and/or security-patching service disabled will be removed from the network immediately and will only be reinstated when both services are re-enabled. These services are provided free of charge.

IT Services computer lab users are protected by the installation of the latest anti-virus software and security patches; however, this does not act as a guarantee against infection.

Help us to help you

Equipment in the University's computer labs needs to be maintained in good working order so that they are available to all users.

- **Dropping food or drink on equipment causes them to stop working**
Please do not bring food or drink into the laboratories
- **Using mobile phones is distracting to your neighbour**
Please turn off your mobile phone before entering a laboratory
- **Playing games and using up the equipment's valuable time is unfair to your fellow students**
Please do not play computer games in the laboratories
- **Removing chairs means other users can't sit down!**
Please do not remove chairs

- **Please be considerate**
Using the computers for none academic work during peak time is unfair to your fellow students
- **It is not acceptable to view, download, transmit or store any offensive, indecent images or material.**

The Governing Authority has stipulated that any student who seriously abuses the University's computer facilities or networks, including the access to a file or other information for which that person does not have authorisation, shall be subject to disciplinary action according to **the UCD Student Code** which may lead to sending down for a period or permanently.

Please refer to the Acceptable Use Policy for further information.

www.ucd.ie/itservices/acceptable.html



