



Instructions for Setting Up Your UCD Connect Account as an Extern Examiner

Once your appointment as a UCD Extern Examiner has been approved, you will need to set up a UCD Connect Account to access IT services. You will receive two emails:

1. A confirmation of your approval from ACCE@ucd.ie
2. An invitation from UCD IT Services (noreply@ucd.ie) with instructions to activate your UCD Connect Account.

Please note that this UCD Connect Account has limited visitor access, for example there will be no UCD email address assigned to you.

Step 1 – [Request Your UCD Connect Account](#)

Click the link provided in the invitation email from IT Services. This will bring you to a UCD InfoHub screen, where your UCD Affiliate/Visitor Identity Number (V Number) will already be populated. This triggers a second email (Step 2), containing a secure, time-limited link to complete the account setup process.

Note: This link is valid for 20 minutes. If it expires, simply repeat Step 1 to request a new link.

Step 2 – Set Your Password

Click the link in the second email to access the password setup screen in InfoHub. You will be prompted to create a strong password, which will become your UCD Connect password for future logins.

Reminder: If the link expires before you complete this step, you can return to the Step 1 email and repeat the process.

Step 3 – Review and Accept UCD's Acceptable Use Policy

After logging in for the first time, you will be required to review and accept UCD's Acceptable Use Policy. Once accepted, click the **Create UCD Connect Account** button to finalise your account setup.

Step 4 – Accessing Your UCD Connect Account

Once activated, your UCD Connect account details will be displayed, including your username. You will also receive a confirmation email with your login information and guidance on where to find IT support. We recommend reviewing the [IT Access FAQs for Extern Examiners](#) for more information.

When logging in with UCD Connect for the first time, you will be prompted to set up Multifactor Authentication (MFA) using a mobile phone or tablet with the Duo mobile application. An application to verify Device Health will also need to be installed on any Windows or Mac computer you intend to use on UCD systems.

Multi-Factor Authentication (MFA) adds a second layer of security to help prevent anyone other than you from accessing your sensitive information online. The service UCD uses for MFA is called Duo.

Device Health - Device Health is a process of analysing a device to determine whether it meets approved security requirements and is thereby trusted and authorised to do something, for example accessing University digital resources.

What to do if there are issues logging on?

Extern Examiners can get technical support by contacting the UCD IT Helpdesk at +353 1 716 2700.

Requests can also be submitted online at ucd.ie/ithelp however it is suggested a phone call is the advised route for username/password issues as sensitive information cannot be transmitted by email.

UCD IT Services hours of service are 9.00am to 5.30pm, Monday to Friday. It can take 24-48 hours for issues to be resolved.

- MFA/Device Health - please contact UCD IT Services
- **Forgotten password:** Extern Examiners can use the Forgotten Password link on the login page to reset their password themselves.
- **Forgotten username:** The UCD Assessment Unit with Registry (externexaminers@ucd.ie) or the relevant School contact can advise the Extern Examiner of their username.