

Guide for Extern Examiners for Taught Programmes: How to get access to UCD systems

Access to UCD systems

This guide will provide an overview of how to get access to the following UCD systems:

UCD system	What information will this provide you with?
School Grading Summary Reports in InfoHub (UCD's Reporting System)	Access to view grading summaries and distributions relating to individual modules and as well as subjects
Module access in Brightspace (UCD's Virtual Learning Environment (VLE))	Access to view a module's curriculum, assessment and feedback

Access to UCD systems

**Extern
Application
Approved
by ACCE**

**1. Confirmation of
appointment email
issued.**

**2. Email from UCD IT
Services with
instructions to
activate your UCD
Connect Account
issued.**

**Activate UCD
Connect
Account**

**School Level
Grading Reports
Accessible**

**Specific
Modules
Accessible in
Brightspace**

As outlined in the process above, you will receive two emails:

- 1) confirming your appointment to the Extern Examiner for Taught Programmes role from UCD, and
- 2) inviting you to activate your UCD Connect account.

Once you receive the two emails you will need to:

- 1) activate your UCD Connect account to allow you to view School Grading summary reports (see slides 5-8)
- 2) liaise with the relevant School Administrator in UCD, to gain access via the Brightspace VLE to the specific modules you are required to review (see slide 11).

1. Confirmation of approval of appointment as an Extern Examiner for Taught Programmes

Upon your appointment to the role of Extern Examiner, you will receive a confirmation email from UCD (acce@ucd.ie). This email will contain important information such as your main points of contact (academic and administrative) in UCD and your **V number** (a code starting with the letter V, for example V10721543). See sample confirmation of appointment email below:

Re: Appointment as Extern Examiner for Taught Programmes in UCD

Dear

On behalf of University College Dublin (UCD), I wish to confirm that you have been appointed as an Extern Examiner for Taught Programmes for the University. Extern Examiners for Taught Programmes play a vital role in assisting UCD in fulfilling its obligations of assuring the academic standards and integrity of its programmes and supporting the continued improvement of the quality of its programmes. Information regarding the role and responsibilities of Extern Examiners for Taught Programmes can be viewed on the [UCD Assessment Website](#).

The areas you have been appointed to are: Subject Area:

Duration: 4 years

2025/2026

2026/2027

2027/2028

2028/2029

Your main points of contact are:

School/Unit:

Head(s) of School/Unit:

Academic Contact:

Administrative Contact:

Please contact the School directly to ensure that you receive the appropriate documentation in relation to the programmes in advance of your visit. Extern Examiners for Taught Programmes reports are due by **Wednesday 30 September 2026**. For 18-month programmes, the deadline is **Wednesday 31 March 2027**. You can submit your annual report on [UCD Infohub's External Services Portal](#).

To access the above link and other UCD systems, you will need a **UCD Connect** username and password. If you do not already have one, you will shortly receive a separate email with a simple set of steps to activate a new UCD Connect account linked to your Extern Examiner ID **V10721543**. More information is available in this UCD IT Services knowledge article: [How do I activate my new Connect IT account?](#) Use of any UCD IT system is subject to the [Acceptable Use Policy](#).

Information on how to claim fees and expenses can be viewed on the [UCD Assessment Website](#) and further guidance can be found on the UCD [Human Resources Website](#). In addition, please see the [UCD Institutional Profile](#).

I would like to take this opportunity to thank you for agreeing to perform this role which is key to the enhancement of teaching, learning and assessment in the University.

If you have any queries, contact us at +353 1 716 1600 or email externexaminer@ucd.ie.

Yours sincerely,

Professor Colin Scott

Registrar, Deputy President and Vice-President for Academic Affairs

Please note that a copy of this email has been sent to the Head(s) of School/Unit and Administrative Contact(s) listed above.

Measúnú | Assessment
Clárann UCD | UCD Registry
www.ucd.ie/registry



2. Setting up your UCD Connect Account

This is an example of the second email you will receive inviting you to activate your UCD Connect account. **Click on the link** contained in the email.

UCD IT Services

Dear

You are now entitled to receive a UCD Connect account.

In order to set up and activate your UCD Connect account, you will be guided through the following four steps:

Step 1 - Request UCD Connect account

Step 2 - Set New Password

Step 3 - Review details and the Acceptable Use Policy

Step 4 - Your UCD Connect account details.

Click [here to Request UCD Connect account](#). You will be asked to enter your Personnel/Visitor Number (V10721543) in order to receive a secure email with a temporary encrypted link.

For additional guidance on the process please visit [our website](#).

If you have any queries about this email you can contact our UCD IT Helpdesk at [IT Support Hub](#).

Yours sincerely,
UCD IT Services

This screen will appear, with your V number prepopulated. **Select 'Complete Step 1'.**

Request UCD Connect Account - Step 1

Enter the Personnel/Visitor Number you received in the email and click the 'Complete Step 1' button.

Personnel/Visitor Number

V10439780

Complete Step 1

A green notification will appear. **A further email will be sent to your personal email account containing a temporary link to change your password.**

Request UCD Connect Account - Step 1

Enter the Personnel/Visitor Number you received in the email and click the 'Complete Step 1' button.

Personnel/Visitor Number

V10439780

Complete Step 1

Step 1 is complete. You will now receive a secure email with a temporary link to change your password and generate your UCD Connect account.

2. Setting up your UCD Connect Account

This is an example of the email that will be sent to your personal email account containing a temporary link to change your password, as part of the setup process. **Click on the link** contained in the email. If the link expires before you complete this step you can return to the previous email and repeat the process.

Dear

Below is a temporary link to allow you to set your password and activate your UCD Connect account. This link will expire on 07/05/2025 at 11:18.

Please click [here](#) and follow the instructions to set your password.

For security reasons, once you set your new password you will be asked to log in using your Personnel/Visitor Number and this new password.

If you did not request this email or have any queries, you can contact our UCD IT Helpdesk at [IT Support Hub](#).

Yours sincerely,
UCD IT Services

Set your new password and click save. Enter your username (V number) and your new password in the login screen.

Set New Password

Enter your new Password twice and click the 'Save' button. For security reasons you will be asked to log in with your new Password when changed. Your new Password must be at least 10 characters long and include a minimum of 1 lowercase letter, 1 uppercase letter and 1 number.

New Password*

Must be at least 10 characters long and include a minimum of 1 lowercase letter, 1 uppercase letter and 1 number.

Re-enter New Password*

Save

New Password successfully set; please log in.

You must login with an Existing Account to access this page.

Use an Existing Account

Email, UCD ID or UCD Connect
Username

V10439780

×

Password

Login

[Forgot Password](#)

2. Setting up your UCD Connect Account

Review your personal details to ensure they are accurate.

Read and accept the UCD Acceptable Usage Policy. Click on the Accept AUP button. This is required in order to continue.

Once you accept the AUP, the **'Create UCD Connect Account'** becomes enabled, **click on the button.**

Review personal details and the Acceptable Usage Policy - Step 3

1. Personal Details

Before creating your UCD Connect account please review your name details and ensure they are correct. These are used to generate your UCD Connect username and UCD email address and **cannot** be changed once generated. Please note: your personal email address will be used for self-service password recovery in the event of a forgotten password.

First Name	Known As	Last Name	Personal Email

Your personal email address can be amended [here](#).
If the name details above need to be amended, staff should contact UCD HR by emailing HRhelpdesk@ucd.ie or by calling 716 4900.
Sponsored visitors can contact the IT Helpdesk at ithelpdesk@ucd.ie or by calling 716 2700.

Please ensure your personal details are correct before creating your UCD Connect account

2. Acceptable Usage Policy

You will also need to view and accept the Acceptable Usage Policy before the 'Create UCD Connect account' button becomes available.

[Acceptable Usage Policy.](#)

By selecting the Accept AUP button, I confirm that I have read and agree with the Acceptable Usage Policy.

Accept AUP

3. Create My UCD Connect Account

This button will become active once you have accepted the Acceptable Usage Policy above.

Create UCD Connect account

2. Setting up your UCD Connect Account

Your UCD Connect account should now be activated and you will see the below screen.

You now have a UCD Connect Username which can be used to log into the External Services Portal. The password will be the one set here.

Your UCD Connect account - Step 4

Your UCD Connect account is now ready

Your UCD Connect username and email address details are below. The password is the same as the password you entered earlier. Please keep these details safe.

UCD Connect Username	UCD Email Address
man	

You have now completed the process.

You can click the link below to get more information about your UCD Connect account. If you require any help, you can call our IT Helpdesk on 01 716 2700 (Monday to Friday 9am - 5.30pm) or email ithelpdesk@ucd.ie. Alternatively, you can drop into one of our IT Centres in the Daedalus or Health Sciences buildings.

[New to UCD Guide](#)

3. Set Up Multifactor Authentication (MFA) and Device Health Check

Upon first login, you will be prompted to configure Multifactor Authentication ([MFA](#)) using the Duo Mobile app on your phone or tablet. You will also need to install a [Device Health verification application](#) on any Windows or Mac device you intend to use to access 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.

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.

If you experience any issues with MFA or Device Health, please contact UCD IT Helpdesk at +353 1 716 2700 requests can also be submitted online at [ucd.ie/ ithelp](https://ucd.ie/ithelp). UCD IT Services hours of service are 9.00am to 5.30pm, Monday to Friday. It can take 24-36 hours for issues to be resolved.

4. Accessing School Grading Summary Reports

When your UCD Connect Account has been activated, you will automatically receive access to the relevant School Grading Summary Reports. This will permit you to view all modules associated with the UCD School to which you are linked. Your School contacts will provide you with more guidance on these reports.

Extern Examiners

Examiner Actions



My Active Extern Examiner for Taught Programmes appointments
View details of your appointments as Extern Examiner for Taught Programmes in UCD



Guidelines for Extern Examiners for Taught Programmes in UCD
Link to webpage with guidelines for Extern Examiners for Taught Programmes



My Exam Committee Tasks
Click here to view students and tasks assigned to you in your role as Exam Committee member.



School Grading Summary
View school grading progress and module grade distribution



UCD Brightspace
Access to UCD's Virtual Learning Environment, Brightspace (Consult school for content authorisation)


5. Accessing Modules on Brightspace

Once your UCD Connect Account has been set up, your School administrative contact will ensure that you receive access to the specific modules in Brightspace, which fall under the subject area you have been appointed to review.

Extern Examiners

Examiner Actions




My Active Extern Examiner for Taught Programmes appointments
View details of your appointments as Extern Examiner for Taught Programmes in UCD 



Guidelines for Extern Examiners for Taught Programmes in UCD
Link to webpage with guidelines for Extern Examiners for Taught Programmes



My Exam Committee Tasks
Click here to view students and tasks assigned to you in your role as Exam Committee member. 



School Grading Summary
View school grading progress and module grade distribution 



UCD Brightspace
Access to UCD's Virtual Learning Environment, Brightspace (Consult school for content authorisation)

6. FAQs

Q. I have not received an email to confirm my appointment.

A. Please contact externexaminer@ucd.ie. They will check to see if your appointment has been approved by UCD.

Q. I can't locate my V number.

A. Your V number is located in your appointment email. If you can't locate this email or you haven't received it, please contact externexaminer@ucd.ie

Q. I am having difficulty setting up my UCD Connect Account.

A. 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/it help](https://ucd.ie/it-help) 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

Q. I can't remember my password.

A. [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.

Q. I don't seem to have access to any modules in Brightspace?

A. Please contact your UCD School Administrator. Their name and contact details are contained in your appointment letter.

Support & Useful Links

[UCD Extern Examiners webpage](#)

[UCD Extern Examination Policy](#)

[UCD Staff Directory](#)

[External Services Portal](#)

[How to use Brightspace guidelines](#)

For support queries relating to the setup of your UCD Connect Account, the UCD IT Helpdesk at +353 1 716 2700. Requests can also be submitted online at [ucd.ie/ ithelp](https://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.

Updated 23/06/25

Measúnú | Assessment
Clárann UCD | UCD Registry
[**www.ucd.ie/registry**](https://www.ucd.ie/registry)

