



## 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.
2. An invitation from UCD IT Services with instructions to activate your UCD Connect Account.

### 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 [New to UCD Guide](#), which outlines key IT services and resources available to you.

### 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](https://ucd.ie/ithelp) however it is suggested a phone call is the advised route as for username/password issues as sensitive information cannot be transmitted by email. UCD IT Services hours of service are 9.30am to 5.30pm, Monday to Friday. It can take 24-36 hours for issues to be resolved.

- 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](mailto:externexaminers@ucd.ie)) or the relevant School contact can advise the Extern Examiner of their username.

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UCD has additional security elements with MFA / Device Health and this is mandatory for all accounts.

- 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. MFA - If an Extern Examiner is unable to install the Duo Mobile app on a smart device (phone/tablet/watch), a hardware token device could be issued with Head of School approval, at cost.
- 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. Duo Desktop verifies that the device in use has an up-to-date Operating System, has a system password set, has encryption (BitLocker) enabled, has the firewall enabled and a supported antivirus software activated.

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](http://ucd.ie/ithelp). UCD IT Services hours of service are 9.30am to 5.30pm, Monday to Friday. It can take 24-36 hours for issues to be resolved.

