



UCD IT Services
Seirbhísí TF UCD

IT GUIDE

STUDENT GUIDE TO IT SERVICES

08

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 have been introduced this year such as a new and easy to use printing system and anti-spam email filtering for students. We have also launched a new "What's Free" service that shows real-time computer availability in our labs. Blackboard, the University eLearning software, has been upgraded, to allow you to take your entire notes home with you. The continuous expansion of the wireless IT service and the increased 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 labs on campus, please read and digest the University's Acceptable Use Policy, available on our website. It is there to protect access to information for both you and your fellow students.

Wishing you every success in your studies!

UCD IT Services

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 2008 can use their CAO number as their username.

Looking for help?

UCD IT Services has a dedicated support team to provide you with help and advice on using IT services during your time in UCD. You can check our website, phone our Helpdesk, drop into an IT Centre or email us. See the “**Help and Advice**” section in this guide for more information.

FREE IT INDUCTION COURSES

Acquire knowledge about IT in UCD and get a FREE 4GB DISK KEY.

Induction courses are designed to help you to quickly acquire the necessary knowledge about the University's network, email, Internet, printing, courses, timetables and just about everything you need to get started. Even if you are familiar with using a computer, it will be necessary to take this course.

A free 4GB memory disk key is given to each 1st year undergraduate student who attends the course.

UCD IT Services provide free 30 minute student IT induction courses during orientation week. The course is also available to view on our website at the start of the academic year.

UCD CONNECT

Accessible 24 hours a day 7 days a week, you can use UCD Connect over the Internet from almost anywhere to keep in touch. Email, calendars, Library services and University news are just some of the services available through the UCD Connect portal. You can access online classes and learning resources using Blackboard, the University's eLearning system. You can also view your programme schedule, exam results, University registration details and lecture timetables as well as past exam papers. Personalise your UCD Connect account by adding channels that interest you - anything from Sports to News to Archaeology.

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

- IT Services tab for all the latest IT services and downloadable tools.
- Your UCD email account. You have 1GB of email storage space.
- My Library, where you can search Library databases and view your Library account details.
- My Records, which 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.
- Access to your network storage anywhere on or off campus.

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



A new look for UCD Connect

UCD Connect was recently upgraded to increase the number of simultaneous users allowed on the system at any given time. Other improvements are the introduction of a new combined calendar and email application.

The new email application allows you to import an address book from another application and to set filters for incoming emails. A re-designed calendar includes a channel that allows you to view your calendar events for the day on the homepage of UCD Connect. The new Group Activity channel shows you whether new information has been added to any of your UCD Connect Groups since your last visit to the group.

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

When computers in the laboratories are switched on and 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.

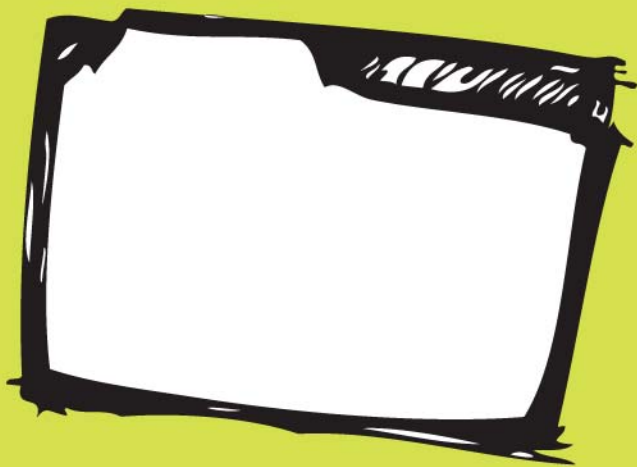
Your account details

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.



OUR SERVICES



EMAIL

You automatically receive a computer and email account once you have been offered a place in UCD. To access your email simply log into UCD Connect and click on the Email & Calendar icon on the top right corner of the screen. You can always access your email through UCD Connect, whether you are at home or away.



Increased email storage

The email storage quota has doubled from 500MB to 1GB.



Anti-spam for student email

A UCD Anti-spam service is available for students. This popular service has been very successful at reducing the amount of SPAM arriving into mailboxes. To register for the service, students should choose the IT Services tab within UCD Connect and click on the subscribe button in the UCD Anti-spam channel.

INTERNET ACCESS

UCD provides high-speed access to the Internet. Once you have logged onto the UCD network you can access the Internet using Internet Explorer or Mozilla Firefox from any computer lab.

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

In all the main campus areas, Internet, email and web based resources can also be accessed through wireless connection.

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.



New printing system

UCD IT Services and partner Ricoh have introduced a new student printing system.

Key benefits of the new printing system are:

- **Reduced Cost:** A4 B&W print cost reduced from 6c per page to 5c per page.
- **Added control:** Your print job is not released until you key in your username and 4 digit PIN (Print PIN is separate to your password).
- **More choice with Follow Me Printing:** You can retrieve your job at any printer within a 2 hour period.
- **Extra Support:** Additional dedicated printing support is provided by Ricoh print personnel
Lo Call: 1890 252823
Email: ucdprinting@ricoh.ie
- **Upgraded hardware:** All printers and kiosks have been replaced.
- **Duplex printing:** All printers are set to print both sides of the paper from any IT Services computer lab. (This facility can be manually selected by laptop users on their own laptops).
- **ePayments:** After the start of term, new methods of topping up your account will include mobile phone, WAP site and online using credit or debit card. Full details on this new service will be posted once it goes live.

Instructions on how to use the new printing system will be available locally at printers and on the IT Services support website.

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.

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 4GB memory disk key to all 1st year undergraduate students upon completion of an IT induction course.

Backups

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

IT SERVICES COMPUTER LABS

As a student at UCD, you can access over 1,000 desktop computers in any one of 39 open access computer labs 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 labs making it easier to work in any location. Software is reviewed on an annual basis.

Opening Times:

Computer labs 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, the Daedalus building are:

Monday - Friday	8:30am - 9:30pm
Saturday	10:00am - 5:00pm
Sunday	Closed

What's Free - find a PC

Save yourself a trip by checking before deciding which lab to use!

You can now check real-time PC availability on large display screens for all the IT Services computer labs on campus. These real-time screens are located in:

- The Daedalus building - ground floor reception area and IT Centre
- The Newman building IT Centre
- The Health Sciences building IT Centre.

You can also check for a free PC online on our support pages on the IT Services website.



Computer upgrades

368 PCs were upgraded over the course of the last academic year as part of our three-year replacement cycle. Over 350 machines are scheduled for upgrade during the coming academic year.

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 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.

telephone: 716 2700

email: helpdesk@ucd.ie

web: www.ucd.ie/itservices

CLASSES IN COMPUTER LABS

During term time, computer related classes take place in most of the computer laboratories. **Please note labs cannot be used during class time.** Rooms are booked locally so check with the Services Centre in each building for timetables.

In the Daedalus building on Belfield campus, scheduled classes are kept to a minimum during the following times: 12:00pm - 2:00pm and 7:00pm - 9:15pm.



Enhanced teaching and learning spaces

In the summer of 2008, the Daedalus building underwent major changes to make it a world-class technology enabled teaching and learning environment. The new facilities include a flexible learning space (room G1), a state of the art computer teaching lab (room G6) and a technology enhanced collaboration space (room G4).

STAND UP AND SURF (SUAS) FACILITIES

Designed without seating, these handy PC areas allow you to quickly check email, calendars, and course schedules or just surf the Internet when in a hurry. SUAS areas are available in the Newman building, Restaurant building, Science Hub and Student Centre.



More 'Stand Up And Surf' facilities

UCD IT Services has increased the number of SUAS on the ground floor of the Newman building and has installed a new SUAS area in the Engineering and Materials Science Centre, by the Student Union shop. Also, as part of the refurbishment of the Daedalus building, room G1 now has 11 SUAS PCs. This brings the total number of SUAS on campus to 83.

SOFTWARE APPLICATIONS

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.

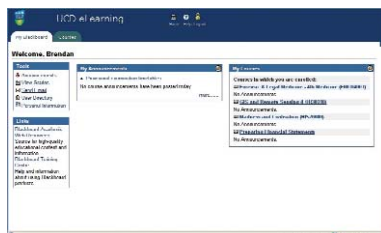
All other applications can be accessed through the Application window available from the Start menu. There are more than 100 software applications to choose from!



Software for U

A new service to deliver academic application software to laptops (and other devices) is being introduced. You will be able to access our 20 most popular academic applications from UCD Connect over wired, wireless or remote networks without the need to visit UCD computer labs.

ELEARNING THROUGH BLACKBOARD



Almost 3,600 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. If course materials are available through Blackboard, this will be indicated by the Blackboard icon in your SIS Student Web course list. Alternatively, 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 when you have completed registration.

Where can I access Blackboard?

You can access Blackboard directly from UCD Connect by clicking on the Blackboard icon. This will bring you directly into the Blackboard environment without the need for a second login, or you can go to <http://elearning.ucd.ie> and login 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 course list and grant access accordingly.

Blackboard Backpack

Blackboard Backpack is a new easy-to-use utility that enables you to download course material your instructor publishes in Blackboard and install it on your own computer to use when you are not online.

Safe Assign

Safe Assign is integrated with the Blackboard eLearning system, and prevents plagiarism by detecting unoriginal content in student papers.



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 you 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 I 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 you can 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 IT Centres.

- **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 Microsoft Windows application.

Wheelchair accessible IT points

Designated work stations for wheelchair users are incorporated as standard in the design of all IT Centres 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: 716 7565

email: dss@ucd.ie

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

WEB PUBLISHING

UCD IT Services provides student clubs and societies with a web publishing account to promote club/society related activities.

Societies that wish to set up a website should in the first instance contact the Administrator of the Student Consultative Forum in the Student Centre.

Clubs that wish to set up a website should contact the Sports Development Officer, Sports Office, Sports Centre.

UCD now has a content management system which means that students do not need to be proficient in HTML or web publishing to publish information on websites.

LAPTOP SERVICES





STUDENT LAPTOP OFFER

New and exciting student laptop offers are now available to all current and incoming UCD students.

The Vice President for Students, UCD Students Union, UCD Student Welfare and UCD IT Services among other groups, have negotiated some exciting laptop offers for 2008.

Dell has been selected as the preferred PC laptop supplier. The offer ensures the lowest available price on the Irish market on the Latitude, Vostro and Studio 1515 laptop ranges. Find out more at www.dell.ie/ucd

Apple Ireland has also been endorsed and is offering a discount, to UCD only, of up to 14% on all Mac laptops at key times throughout the year. Login to UCD Connect, go to the IT Services tab and at the end of the right hand column you will find the **Apple store** or you can call Apple directly at **1800 92 38 98**.

The Dell offer entitles all users to full on site support. Both providers have agreed to work closely with the UCD Student Welfare Fund which assists those students most in need.



MOBILE BROADBAND OFFER

UCD IT Services in conjunction with HEAnet and O2 have negotiated a mobile broadband package available to students from 1st September 2008. UCD is delighted to be the first university to endorse mobile broadband for students and the package is currently the cheapest on the market with two offerings tailored to students' needs and is open to the first 10,000 subscribers. Log onto www.O2.ie/HEAnet for more details.



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. The Belfield campus now has over 900 wireless access points which provide Internet access to laptop users in all of the main campus areas.

LAPTOP AREAS

Laptop areas where you can access IT services through wired or wireless connections are available in all IT Centres 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.



EXTENDED LAPTOP LOAN SERVICE

Borrowing a laptop just got easier! Available from all of the IT Centres, the laptop loan service has been extended to allow students to borrow a laptop for a full day (until 5pm). It can be used anywhere on campus.

Steps to borrowing a laptop

1. Go to one of our IT Centres
2. Bring your student ID card
3. Complete and sign a form

They can be used wirelessly at any hotspot or via the wired network in designated areas if access to network applications is needed.

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 can be found in the printing section of the IT Services support website.

WIRELESS ACCESS IN THE STUDENT RESIDENCES

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

UCD QUINN SCHOOL OF BUSINESS AND UCD SMURFIT SCHOOL OF BUSINESS

The Information and Learning Technology Group (ILTG), located in UCD Quinn School of Business and UCD Michael Smurfit Graduate Business School, offer a number of key IT support functions to School of Business students. They can be contacted at:

UCD Quinn School of Business

Support Centre: room Q112
telephone: 716 4784
email: iltgquinn@ucd.ie
web: <http://qsiltg.ucd.ie>

UCD Michael Smurfit Graduate Business School

Support Centre: room S123
telephone: 716 8962
email: iltg@ucd.ie
web: www.ucd.ie/iltg



HELP AND ADVICE



WHERE TO FIND HELP

Web: www.ucd.ie/itservices
Email: helpdesk@ucd.ie
Telephone: 716 2700
Drop in: IT Centres

Web

Comprehensive IT information and advice is available 24 hours a day on our website: www.ucd.ie/itservices

Email

Problems/queries can also be reported by sending an email to: helpdesk@ucd.ie
Please provide as much information as possible in your message, including a phone number. This will help us to better deal with your query.

Telephone

Helpdesk

Problems/queries can be reported by calling the Helpdesk at 716 2700.

- 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 which case we will follow up with you.

The Helpdesk opening hours (during term time)

Monday - Friday 9:00am - 6:00pm

Drop in - IT Centres During Normal Office Hours

Help is available in the IT Centres during **normal office hours**:

Monday - Friday 9:30am - 5:30pm.

The **IT Centres** are located in the Daedalus, Newman, Health Sciences and Newstead buildings on Belfield campus.

Outside of Office Hours

During term time a limited support service is also available out of office hours at:

IT Centre, Daedalus building, Belfield campus

Monday - Friday 5:30pm - 9:15pm

Saturday 10:00am - 4:45pm

Outside of office hours basic applications support is provided to users. More in-depth software, computer account and PC/Mac/printer queries together with network or server problems, will be addressed during office hours.

ONLINE HELP - A 24 HOUR SERVICE

As a student at UCD you have access to a comprehensive library of IT support information on the UCD IT Services website: www.ucd.ie/itservices



IT support website redevelopment

We are working on enhancing the design and content of the IT support pages on our website to make it more user-friendly and intuitive. If you have any IT queries this is the first place to look! www.ucd.ie/itservices



Right Answers (How To? Software Guides)

Right Answers Knowledge Base is a new tool offering access to over 2,500 “How To” or “Error code” type solutions to questions on a wide variety of software packages. Solutions are broken down in easy to follow steps to help you resolve the issue on your own. It will be available from the IT Services tab in UCD Connect.

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 IT Centres.

SERVICE ANNOUNCEMENTS

Announcements regarding changes to IT services are posted both on the IT Support section of 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.

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.

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. In addition to searching for print material in the online Library catalogue, you can also access and manage your Library account and renew your loans online through the UCD Connect My Library tab.

You can contact, or learn more about the Library via Library Blogs, the Information Kiosk, and through Instant Messaging. The Library has a presence in both Second Life and Facebook. They also provide a range of IT services including a Laptop Loan Service, Express (self) Service, book borrowing and returns. Read more at: www.ucd.ie/library/projects or www.ucd.ie/library/services

There is plenty of IT enabled study space within the five UCD Libraries including full wireless access. You can find out more at: www.ucd.ie/library/study_space

For further information and help check out: www.ucd.ie/library/about/FAQ

SECURE COMPUTING



RECOMMENDED STEPS

At UCD we take care to ensure an open and secure computing environment is available to all. As part of this, users 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 on the UCD network.

1 Change your network password regularly

Your network password is the key to all your data and resources. Never tell it to anyone and remember to change it reasonably often (once per term is a sensible interval). Advice and guidance on selecting secure passwords and other tools such as Password Safe is available on the IT Security pages on our website.

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.

Secondly, bear in mind this issue isn't just about protecting your passwords and bank account details. Everything you put on websites and social networks says something about you, and the data can stay there a long time. For advice on protecting your identity, see the IT Security pages on our website.

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. Tools and advice are available from the IT Security pages on our website.

4 Inform yourself

The IT Security pages and Alerts Service are designed to provide UCD users with the information, tools and resources needed to protect data and services.

If you have your own computer, these steps must be taken before registering your computer on the UCD network.

- Install Sophos Antivirus and Personal firewall (available to all UCD Students in the IT Services tab in UCD Connect) and ensure it updates correctly.
- Configure automatic updates for key software (using the UCD update servers for Microsoft Windows).
- Secure your email client. Configure your email client using the settings described on the IT Security pages on our website.

Additional sensible precautions to protect your computer.

- Set an administrator password on your computer, and avoid using the administrator account for daily tasks.
- Always use a water resistant padded shoulder bag or backpack to carry your laptop, or a padded laptop cover sleeve.
- Personalise the physical appearance of your laptop to distinguish it from others of the same make/model.
- Place a theft/loss asset tag on your laptop. If your laptop is misplaced or lost, this will greatly improve the chances of getting it back.
- Record the serial number of your laptop and use a UV pen to mark it with your contact details. If possible, consider adding the laptop to household insurance as a portable asset.
- Never leave your laptop unattended, and keep your laptop away from food, and especially drinks.
- Most Important: Don't entrust your laptop to others.



UCD IT Services

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Belfield, Dublin 4
T: +353 1 716 2360

www.ucd.ie/itservices

The information contained in this IT Guide is correct at the time of going to press. IT Services in UCD are subject to continuing development and the University reserves the right to make changes at any time.