



A Student's Guide to University IT Systems

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Please note that you may not be able to access the systems described in this booklet until 24 hours after you complete registration.

Having problems – refer to pages 2 & 3 for help

1. How to Get Help:

Learning Development Centre

Within each School there is a **Learning Development Centre (LDC)** with staff trained to provide academic support. One member of the LDC will have a specialist role in providing ICT Support; they can be contacted as follows:

Glasgow School for Business and Society Room: W511a Phone: 0141 331 3300	Margaret Brown Email: ldcgsbs@gcu.ac.uk
School of Health and Life Science Room: A107 Phone: 0141 331 3456	Lina Petrakieva Email: LDC_HLS@gcu.ac.uk
School of Engineering and Built Environment Room: M534 Phone: 0141 273 1230	David McArthur Email: askLDC@gcu.ac.uk

The Library Desk

The Library Desk is on the ground floor in the Saltire Centre and is open seven days a week and offers help using the library and the digital resources available to students at GCU. Visit the library website at <http://www.gcu.ac.uk/library>, phone: 0141 273 1000 or email library@gcu.ac.uk

The IT Helpdesk provides IT help:

- Via the **My Service** portal
My Service is a new Self Service area which allows you to raise and log an IT issue as well as view the status of open logs and requests. My Service can be accessed by:
- Clicking the **My Service** link  on the Student home page
- Directly at <http://myservice.gcu.ac.uk>



Note: Please remember if you access My Service from outside of the University you will be required to enter your current username and password.

- **By Telephone** for urgent requests
All Information Services computer labs have phones. These are mounted on red boards and will put you straight through to the IT Helpdesk. Saltire Centre IT phones are located in the printer pods on each level. Please have your username ready and note any error messages encountered. They can also be contacted externally on 0141 273 1234.

- **Via the Computer Stuff Student Web page** at: <http://www.gcu.ac.uk/student/computerstuff> where you can view the pages for the answer to your IT question.
- **Email**
The IT Helpdesk can be contacted at ithelp@gcu.ac.uk. Please include your username and Student ID (matriculation number) in all correspondence.

Campus Life

The Campus Life advisors are here to help and act as your first point of contact for student enquiries. The team work closely with staff from each professional support service and are able to direct you to the relevant service if required.

- **In person**
First floor of the George Moore Building
- **Email**
studentsupport@gcu.ac.uk
- **Online**
<http://www.gcu.ac.uk/student/campuslife/>

2. Logging on to the University Domain

To log on to computers when you are on the University campus, you need a username and password.

Username

Your username is printed on your Student card and also on your joining instructions letter. Example of a student username: **JSMITH299**

Password

Your default password will be sent to you by post or email. Just as you wouldn't give out the PIN for your bank card, you **must not** give anyone your password, and you should not write it down anywhere.

Your default password will work initially for the following student systems in the University – domain, email, GCU Learn, my Caledonian, Library online resources, Registration and eduroam. However, the domain, Email, GCU Learn, online Library resources, Registration and eduroam passwords are linked. The domain password will expire every 90 days and you will be prompted to change it. Once you change it, it will change all of these systems except my Caledonian.

The password for my Caledonian is independent and will remain the default password unless you change it manually.

Having problems – refer to pages 2 & 3 for help

To log on to a University computer, press the **Ctrl+Alt+Delete** keys on the keyboard together when you see the prompt. Read the University IT Regulations and Policies and click **OK** to accept. You will then be prompted to enter your Username and Password, and click on the forward facing arrow  to login.

If you have entered your username or password incorrectly you will see an error message. Be careful when entering this information as you only have a limited number of attempts. If you try too many times with the wrong details your account will be locked and you will need to reset your password to resolve the problem.

Security

It is most important that you:

- keep your password secret
- log out after using a computer
- do not leave a logged in computer unattended, otherwise someone else may access your files or use your account.

3. Changing your University Domain Password

You must change your domain password (the password you use to log on to the computers in University labs) at least once every 90 days. If you are near your 90 day limit when you log onto the computers on campus you will be told your password will expire in XX days with the option to change it right away if you wish. An email will also be sent to your University email address informing you that your password will expire 14 days, 7 days and 3 days prior to expiry. If you ignore these messages and go beyond the 90 days your password will expire and you must change your password immediately.



Note: Your University domain, email, GCU Learn, online Library resources, Registration and eduroam passwords are linked, therefore when you change your domain password you will automatically change the others. The password for my Caledonian is independent and does not need to be changed every 90 days. Changing the domain password will not change it.

Selecting a New Password

Your new password:

- **Must be at least 8 characters in length**
- **Must not contain all or part of your name or username**

- **Must contain characters from 3 of the following 4 categories:**
 - **Upper case characters (A..Z)**
 - **Lower case characters (a..z)**
 - **Numbers (0..9)**
 - **Non-alphanumeric (e.g. symbols such as !,\$,#)**
- **You must change your password at least 5 times before you are allowed to reuse a password.**

Make sure you keep your password secret and never write it down, especially together with your username.

Changing Your Password on a Computer on Campus

To change your password you must log on to the system with your old password.

Then press the **Ctrl+Alt+Delete** keys on your keyboard. You will see the following screen:



Figure 1: Windows Security screen

- Click on the **Change a password** option. You will see the following screen:



Figure 2: Change Password screen

- Check that your username is correct
- Enter your old password (i.e. the one you used to log on) in the **Old Password** field
- Enter your new password in the **New Password** field (remember the restrictions as shown on page 4)

Having problems – refer to pages 2 & 3 for help

- Re-enter your new password in the **Confirm Password** field
- Click on the arrow button after the **Confirm Password** field
- If you have chosen a suitable password it will be changed and a dialogue box will tell you this. Therefore, the next time you log on to the University domain, email, GCU Learn, online Library resources, Registration or eduroam you must use your new password.

Resetting Your University Domain Password Online

To reset or change your domain password you can use the **Password Reset Service**, which can be found here <https://pwreset.gcal.ac.uk>. The **Password Reset** page will be displayed, Figure 3.

Figure 3: Password Reset page

Enter your username in the field provided and click on the **Next** button. The **Verify Your Identity: Submit Your Answers** page will be displayed, Figure 4.

Figure 4: Verify Your Identity: Submit your Answers page

You will be asked to answer 3 questions:

1. What is your date of birth (DDMMYYYY)?
This should be entered as numbers ONLY (no dots, dashes or slashes) (i.e. 07041982).
2. What is your student ID number?
This will be in the format S1010101
3. What is your personal email address registered in the Student Record System?
This is NOT your @caledonian email address (you will need to open your personal email account in a separate tab).

Enter the answers in the fields provided and when this information has been accepted, a code will be sent to the personal email address you entered in question 3. Click on the **Next** button.



Note: If you fail to answer these questions correctly after 4 attempts you will be locked out of the Reset process and you will have to contact the IT Helpdesk to have your account unlocked.

The **Verify Your Identity: Email Verification** page will then be displayed, Figure 5.

Figure 5: Verify Your Identity: Email Verification page

Keep the **Verify Your Identity: Email Verification** page open. Open a new tab either in your current browser or open a new browser and login to your personal email account. Retrieve the code from the email and enter it in the Security Code field. Click on the **Next** button. The **Password Reset: Choose Your New Password** page will be displayed, Figure 6.

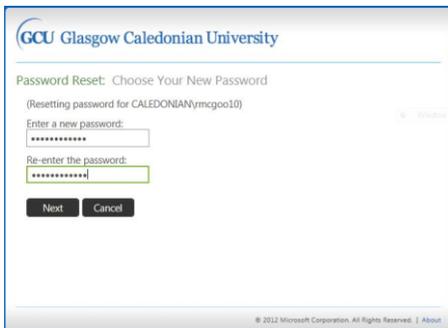


Figure 6: Password Reset: Choose Your New Password page

Enter a new password in the field and then re-enter it in the field below.

Remember your new password must meet the password criteria as explained on page 4. If it does not, you will see a page similar to Figure 7 below.

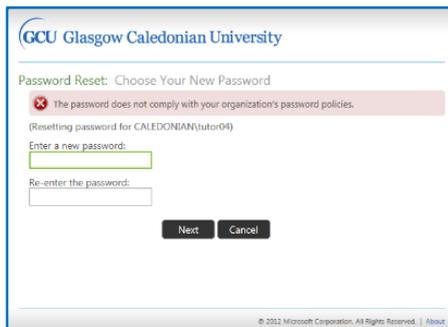


Figure 7: Password Reset: Choose Your New Password error page

Ensure that your new password conforms to the criteria required and try again.

Example Password: **PasswOrd** – this password has an Upper case letter (P), Lower case letters (asswrd) and a number (0)

When you have entered and re-entered a password which meets the criteria the **Success: Your password has been reset** page, Figure 8, will be displayed.



Figure 8: Success: Your password has been reset page

Further Important Information

- Once you have changed your password, you cannot change it again for at least one day.
- You can only use your new password for a maximum period of 90 days then you must change it again.
- The password history is set to 5 passwords; this means that you must have changed your password 5 times before you can reuse any password.

Having Problems?

If you have any problems with changing your password, you can:

- Contact the IT Helpdesk providing a note of any error code shown.
- Check the Student IT web pages at:
<http://www.gcu.ac.uk/student/computerstuff/passwords/>
- Go to the ICT specialist within your Learning Development Centre.

4. Wireless Network – Using Eduroam

Glasgow Caledonian University is part of the JANET Roaming service, which means that members of the University can use the eduroam (**education roaming**) service at many educational institutions around the world. To access this network, search for the eduroam wireless network on your device. When you try to connect it will ask you for your username and password. Your username for the eduroam network is in the format: **jsmith299@gcu.ac.uk** (replace jsmith299 with your own username) and the password is your domain password.



Note: The username to access eduroam is not your email address.

There are detailed instructions on how to access eduroam on the Computer stuff FAQs pages which can be found at:

Having problems – refer to pages 2 & 3 for help

<http://www.gcu.ac.uk/student/computerstuff/eduroaminformation/settingupeduroam/>

These pages provide information on setting up eduroam on different devices and operating systems.

5. The Student Home Page

When you access the internet from the computers on campus, the Student Homepage will be displayed. The web address is <http://www.gcu.ac.uk/student>

The Student Homepage contains information which will be useful to you as a student. The information is grouped in sections. Some of the most common links on this page have been brought together on the right hand side for ease of access: **Email, GCU Learn, Library, my Caledonian and so on.**



Figure 9: The Student home page

6. My Caledonian

From within my Caledonian you can access University information, for example password resetting facilities.

How to Access my Caledonian

You can access it through any computer connected to the internet, on or off campus by clicking on the link to it on the Student Homepage

<http://www.gcu.ac.uk/student> or typing <http://my.caledonian.ac.uk> into the address bar of the browser (for example Internet Explorer). Then enter your

username and password in the fields provided and click on the **Login** button, Figure 10.

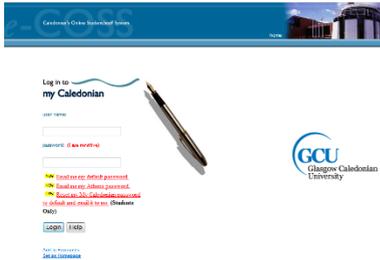


Figure 10: my Caledonian login page

Once you have successfully logged in you will see the welcome page. There are a number of tabs at the top of the screen, Figure 11.

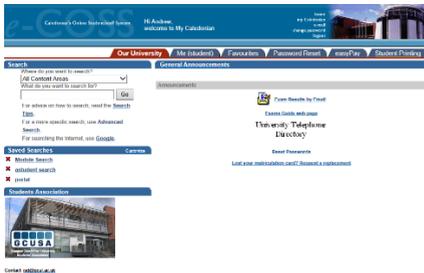


Figure 11: my Caledonian home page

Important Tabs

- **Password Reset** - a facility enabling you to reset your passwords for the domain/email/GCU Learn
- **Easy Pay** - A facility enabling you to pay for things like printing or graduation

7. Email

All students are provided with a student email account and unique email address. The email service for students is run by Microsoft (Office 365). Your student email address is your main registered email address which all University information is sent to. This includes your exam results, service notifications, library reminders, news updates and important issues relating to your studies and life at GCU. You must check it regularly or set it up to forward emails to a personal account that is checked regularly.



Note: This email account will remain active after you graduate as long as you keep using it.

Email Address

Email addresses all adhere to the same conventions so that addresses from any part of the world can be recognised. The standard form of email address for a student at Glasgow Caledonian University is:



It is important that you record this address accurately – the @, as well as the dots are vital and there must be no spaces in the address.

Password

The email password is the same as your domain password. You will use this password with your email address to access your email account.

The student email system is web-based, and can be accessed using internet browser. Once you have started the browser (e.g. Chrome, Internet Explorer) there are 2 ways to access the student email system:

- **Through the student homepage** - click on the email link and the email web page will open. If the Student homepage does not open by default, or you are not in University you can access it using the following address:
<http://www.gcu.ac.uk/student>
- **Directly** using the following address:
<http://outlook.com/caledonian.ac.uk>

The Office 365 sign in screen appears. Click in the first field and enter your full email address, e.g. **jsmith299@caledonian.ac.uk**. Click in the password field and type in your password.

Then click on the **Sign In** button. When you log into your email account for the **first** time only, an Office 365 screen will be displayed allowing you to set the language and time zone, Figure 12. Set these by clicking on the down arrow and choosing from the drop-down list displayed. Once you have done this, click on the **Save** button.

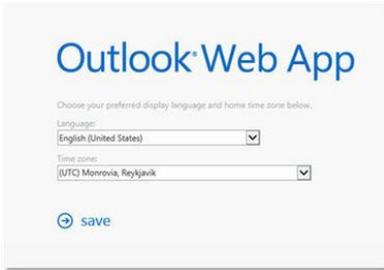


Figure 12: The Outlook Web App options setting screen

Once you have logged in the Inbox screen will be displayed, Figure 13.

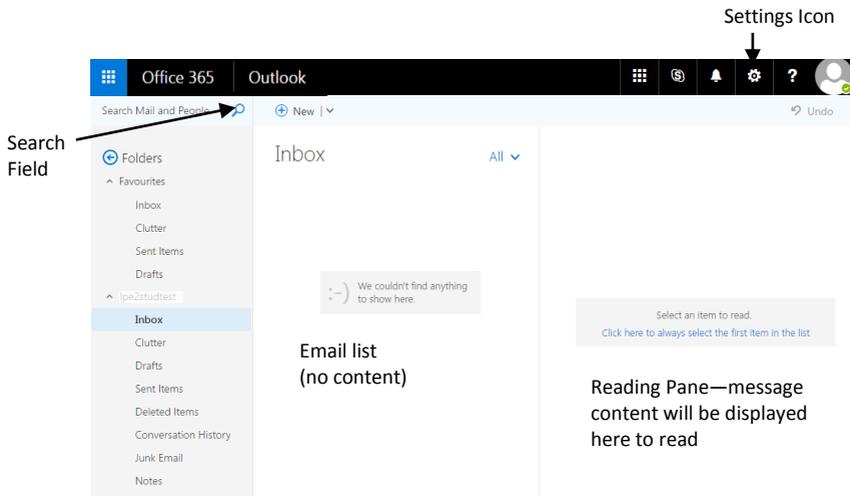


Figure 13: The Office 365 Inbox screen



Note: You can change your email password using the options in your account, however, please note that when you change your domain password this will automatically change your email password to the same.

Microsoft Office 365 ProPlus

The University subscription to Microsoft email also provides students with access to other Microsoft Office products.

Accessing Microsoft Office 365 ProPlus via Email

Once you have accessed your email account you can download Microsoft Office 365 ProPlus from there. To do this firstly login to your email account. Click on the

Having problems – refer to pages 2 & 3 for help

Office 365 link at the top left hand corner of the screen and click on the **Install Office 2016** button at the top right hand side, Figure 14.

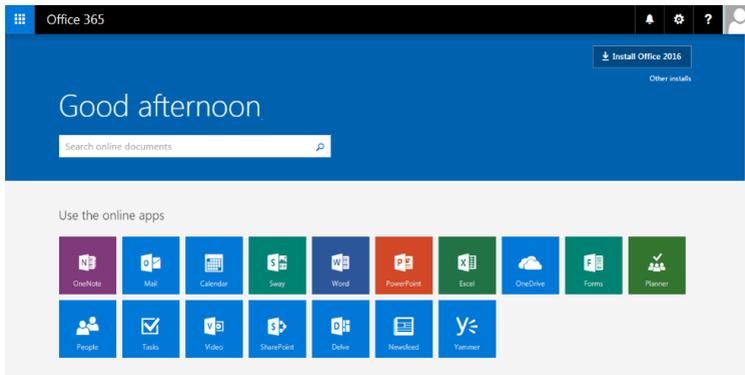


Figure 14: Office 365 page

8. The Library

The Library website <http://www.gcu.ac.uk/library> is the starting point for using the Library and finding information.

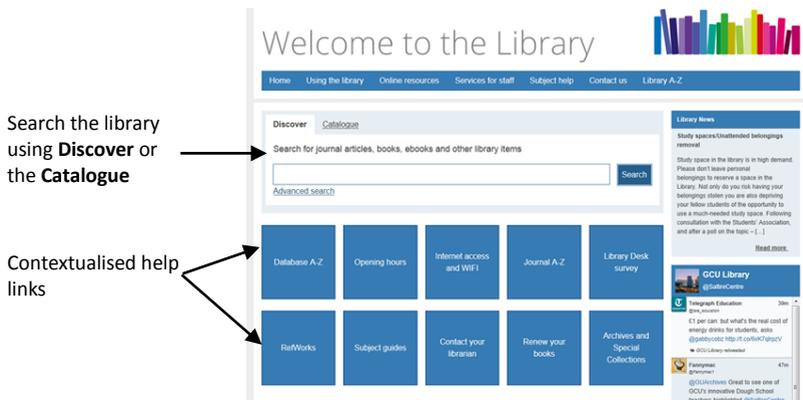


Figure 15: Welcome to the Library screen

Get help from your Academic Librarians

We can help you with using the library, including identifying and searching information resources and databases effectively. Find out how they can support you, learn about their drop-in sessions, or arrange an appointment with your academic librarian at <http://www.gcu.ac.uk/library/subjecthelp/>

Reading Lists

Your lecturer may have provided you with a list of recommended reading from your module. To find books on a Reading List visit the **library catalogue** and from the pull down menu select the *Reading Lists* option. You can search by: lecturer; module name; or module code. Use the library catalogue at:

<http://ilink.gcal.ac.uk/uhtbin/webcat>

Borrowing and Renewing

Your student card is also your library card. You can't borrow any library materials without it. You can usually borrow within 24 to 48 hours of collecting your card. Library users can borrow a total of 20 items (with a maximum of 15 two week loan books). Your library account can be easily managed online.

Find out everything on borrowing, returning items, renewals, fines and holds at <http://www.gcu.ac.uk/library/usingthelibrary/borrowing/>

E-Resources

Our Library holds a substantial electronic collection of ebooks, ejournals and databases. Access to eresources requires your GCU domain username and password. More information is available at

<http://www.gcu.ac.uk/library/onlineresources/usingeresources/>

9. Plagiarism

What is Plagiarism?

Plagiarism is defined in the Assessment Regulations as 'the deliberate and substantial unacknowledged incorporation in a student's work of material derived from the work (published or unpublished) of another'. In other words it means passing someone else's work off as your own. This includes material from books, journals and the web, as well as from your friends or others.

The University regards plagiarism as a very serious offence and the full guide can be found at

<http://www.gcu.ac.uk/media/gcalwebv2/theuniversity/gag/gagfiles/assessmentregulations/Regulations%20Regarding%20Plagiarism%20and%20Cheating.pdf>

In order to help you avoid instances of plagiarism, the University subscribes to **PLATO** which is an online interactive tutorial with advice and information about plagiarism. It provides various definitions of plagiarism and short video clips. As a student at University it is your responsibility to ensure that you know what plagiarism is. PLATO can be accessed either directly via <http://plato.gcal.ac.uk> or from within GCU Learn.

When you access PLATO you may be asked to log in and will see a login screen as in Figure 16.

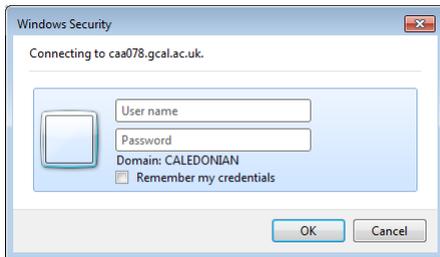


Figure 16: PLATO Login screen

Use your username and your domain password. If accessing PLATO externally, use the following format for your username **Caledonian\jsmith299** (replacing jsmith299 with your own username).



Note: If you have a problem logging in, do not try too many times as this will lock you out from your domain account and you will have to reset your domain password.

Once logged in you will see the PLATO: Plagiarism Teaching Online Introduction screen, Figure 17. Click on the links and tabs for further information.



Figure 17: PLATO website

Detecting Plagiarism

Plagiarism can be detected in many different ways by University staff, but many lecturers are using **Turnitin®UK** which is a web based plagiarism detection service integrated in GCU Learn. As a student you may be required to submit coursework electronically either by email or in GCU Learn in order to be checked using this tool.

10. GCU Learn - A Virtual Learning Environment

GCU Learn provides information (including materials and contacts) for all the modules you are enrolled in at University. Your modules will make use of GCU Learn and you should therefore get into the habit of logging on to GCU Learn every day.

Accessing GCU Learn

As GCU Learn is a web-based system, you can access it through any computer that is connected to the Internet. Access directly using the following web address: <http://blackboard.gcal.ac.uk> or click on the **GCU Learn** link from the Student home page. The GCU Learn Login screen will be displayed, Figure 18.

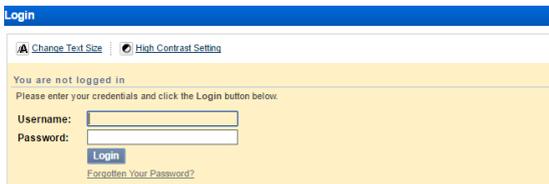


Figure 18: GCU Learn Login screen



Note: The content on this page may change and appear different when you go to it as it is a dynamic system.

There is mobile app which allows access to GCU Learn via a smartphone or tablet device. It is freely available to download from the Apple app store or Google Play. Just search for **Blackboard Mobile**, then log in with your GCU credentials.

Enter your username and password in the appropriate fields. Click the **Login** button to proceed. GCU Learn will open at the My GCU Learn page with your name appearing at the top of the page and your list of modules under My Courses, Figure 19.



Figure 19: GCU Learn Welcome screen

Navigation

Navigation Links - Clicking on a navigation link takes you to the named area. These are accessible on every screen of GCU Learn and some of them are:

- **My GCU Learn** - this is the main page and is displayed when you log in, it shows some of the most useful links organised in boxes;
- **Courses** – listing the modules that you are enrolled in; click on a module name to access more information and tools;
- **Content** – you can find tools for creating Portfolios as well as a small online file storage area.
- **Communities** – lists the communities that you may be involved in;
- **Student Help** – providing information on a variety of topics;

Module Links - Click on a link to access module information within GCU Learn.

A self-teach booklet on using GCU Learn is available for you to work through in your own time. This booklet can be obtained from the ICT specialist in your Learning Development Centre of your School and it will guide you through the basics of the system and help familiarise you with its features.

11. User Workspace

On University computers, your files should be stored in your own user workspace (on the H: drive, identified by your username). You can access files stored in your

own user workspace from any computer that allows you to log on to the University domain. You cannot access your user workspace from computers outside the University.

USB Flash Drive

All University PCs have USB ports at the front of the base unit, or the side of the monitors. You can store your files on a USB drive to work between computers at home and on Campus.



Note: Do not use a USB flash drive as the only or main storage for your files. Always make back-up copies of your files either in your user workspace or on your personal computer at home or email to yourself.

To Safely Remove the USB Flash Drive

- Click on the USB icon  which has appeared in the information tray at the bottom right hand side of the screen and click on the 'Eject USB Drive...' showing the USB flash drive you want to remove from the list shown.
- Remove the USB flash drive from the computer.

12. Student IT Facilities

Labs

You will find many computer labs throughout the University. When not being used by a timetabled class they are available for 'open access' use. This means that you can make use of these facilities to work on your assignments, GCU Learn modules or email. All workstations are fully networked and have access to a printer. There are over 350 computers in the Library, available on a first-come first-served basis. You must log in using your domain password. The 24 hour lab, which is located on the ground floor of the Students' Association building also has many computers. You will need to swipe your Student card to get access after 6pm on weekdays and during the weekends. Ask at the Library Desk or Campus Life desk for further information.

You have already agreed to abide by IT regulations by accepting a place at this University. This clearly states what is and what is not acceptable behaviour in labs. Please also be careful not to leave your belongings unattended. As well as being vulnerable to theft, they may be moved by staff or students, as at peak times demand for access is high. Details can be found at

<http://www.gcu.ac.uk/student/computerstuff/itregulationspolicies/>

Having problems – refer to pages 2 & 3 for help

Opening hours vary but there are some computer labs available 7 days a week throughout semester (during holidays we operate a shorter timetable of opening hours). Check the full details of labs on the **Labs** page <http://www.gcu.ac.uk/student/computerstuff/labs>

Learning Café

The Learning Café is a group study space. It is a less formal, coffee shop style environment, suitable for social interaction and study, with computers connected to the Internet. There are also colour printing facilities available.



Printing and Photocopying

Each computer on campus is linked to a network printer/photocopier. Once you send a job to the printer (choose GCU-Mono for black and white printing and GCU-Colour for colour printing), you need to go to it and release the job by logging in with your Student card, or by entering your University username and domain password. Instructions can be found on the walls next to the printers/photocopiers. The printers are linked, so you can collect your print job from any of them.

- Black and white printing is available in all labs and (and on levels 0, 2, 3 and 4 in the Saltire Centre)
- Colour printing is available in the Saltire Centre, the Learning Café, and the 24 hour Lab which is on the ground floor of Students' Association building
- Poster printing is available on level 1 of the Saltire Centre in the Print Centre.



Note: All printing on campus is double sided by default, if you wish to print single sided you must adjust the print settings. Information on how to do this can be found here: <http://www.gcu.ac.uk/student/computerstuff/printing/>



Note: All pages printed on the GCU – Colour printer will be charged at the colour rate. It is your responsibility to check the costs of printing before releasing the print job.

Photocopiers

All printers are also photocopiers. You can also use the colour printers/photocopiers to copy in colour. Log in to the printer/photocopier using either method described above and follow the instructions on the printer screen to photocopy. Copying is charged at the same price as printing but you cannot use

the free printing credit given to you by the University (see below), you will need to top-up with own money.

Printing Costs

All new students have a printing account, which is credited by the University every year. This allows free printing (but not photocopying) until your credit is finished. When you have used up all the credit, you can buy additional credit online using a credit or debit card by clicking on the **Student Printing** tab or **EasyPay** tab in my Caledonian. You can also buy additional credit from the NetPrint Money Loading box located in the Saltire Centre level 1 (next to the self-issue machines). Follow the instructions on the screen of the NetPrint box.

More information on printing can be found on the Computer stuff web pages <http://www.gcu.ac.uk/student/computerstuff/printing>.



Note: If you lose print credits go to the Student Printing tab in my Caledonian and fill in the form to reclaim lost print credit.

Scanners

The printer/photocopier can also be used as a scanner, so you can log in it and follow the instructions to scan.

Software

You can access some software to use at home. For more information on what software is available and how to get it, check the Computer Stuff webpages, <http://www.gcu.ac.uk/student/computerstuff/athomesoftware/>

13. Student Support Services

Other Useful Contacts

Service	Website	Email	Phone
Disability	http://www.gcu.ac.uk/student/disability/	Disability@gcu.ac.uk	0141 273 1371
Funding	http://www.gcu.ac.uk/student/money/	Funding@gcu.ac.uk	0141 273 1376
Positive Living	http://www.gcu.ac.uk/positiveliving/	Positiveliving@gcu.ac.uk	0141 273 1393
Visa Immigration Support and Advice (V.I.S.A)	http://www.gcu.ac.uk/student/international/visainformation/	visaenquiries@gcu.ac.uk	0141 273 1244

Having problems – refer to pages 2 & 3 for help

14. Facilities for Students with Disabilities

The Disability Team are based in M136 (first floor of George Moore Building) and can provide information and advice to students ensuring they are able to access their programme of study and participate in university life as equally and actively as possible. Support covers many areas including:

- Providing information and advice for disabled students and applicants
- Where appropriate, assisting students to apply for Disabled Students' Allowance to offset costs related to recommended services and equipment.
- Arrangements for alternative exam arrangements such as extra time or rest breaks
- Help with notifying appropriate academic staff about student support requirements

The Disability Team work in conjunction with academic and other support departments within the University as well as external organisations to provide support across a range of functions.

You can make an appointment to see a Disability Adviser by phoning the Disability Service on 0141 273 1371, or in their office in M136. Alternatively, you can contact them by email at disability@gcu.ac.uk.

For further information on the support facilities please visit the website at <http://www.gcu.ac.uk/student/disability>

The Visual Impairment Unit

The Saltire Centre also has a resource area with a range of specialised equipment and software for students who are visually impaired. The Visual Impairment (VI) Unit is located in Seminar Room 3 on Level 3. To use these resources you must be given a username and password by the Disability Team. The following hardware and software is available: Braille Embosser, CCTV, Jaws, Kurzweil, Desktop Magnifier.

15. Logging Off

When you have finished using the computer you **must** log off. If you don't, the next person using the computer has access to your personal user workspace. This may result in your stored files and data being lost or corrupted or someone amending your personal details or accessing your exam results.

To log off click on the **Start** button and choose **Log off** and confirm if necessary that you want to log off or press **Ctrl + Alt + Delete** keys and choose to log off from the options that will appear.

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