

## **Introduction to the IT Facilities Available at Queen's 2023 -2024 - Speaker's Notes**

### **First – slide with Queen's logo appears – transition to slide with 9 boxes**

This presentation covers a range of computing facilities and services for students, online and on campus. The presentation is also available as a separate PDF with clickable links.

### **Study Facilities**

Students can get access to a computer in each of these locations. Check the student computing pages [qub.ac.uk/student](http://qub.ac.uk/student) on a regular basis for the latest information. There may be additional computer facilities within your own school. Students can also avail of PCs in One Elmwood (Students' Union), however, the applications available on those PCs may vary.

### **Your Student Card**

Your student card is also known as your smart card. Make sure you keep it with you at all times. You need it to gain access to some buildings, for example you scan it on the turnstile to enter and leave the McClay Library. If you borrow books, that will be recorded on your card. If you want to print at Queen's, you scan your card at the printer. If you lose your card, you can hotlist it on Queen's Online. Under Service Applications, click Other.

### **Logging in**

Only log in using your own username and password. Never allow anyone else to use your login details. Make sure you change your password on a regular basis. Your password should be something that you can easily remember but you want to make it difficult for others to guess. Familiarise yourself with the IT policies and the Acceptable use guide as all students enter into this agreement.

### **Queen's Online (QOL)**

Queen's Online is a secure online portal. Accessible only to staff and students. You can access it from the desktop link on the computers in the Student Computing areas or open a browser and go to [www.qub.ac.uk/qol](http://www.qub.ac.uk/qol). Pay particular attention to the login instructions

## **Key features of Queen's Online (QOL)**

*(I'll hover over each of the following in turn and talk around them)*

Queen's online will give you access to your email. Here's the link for Canvas, which will bring you into your modules and lecture materials. You can also access Teams and OneDrive. From here you can add money to your PaperCut account, to pay for printing and photocopying. From here you can access your library account, where you will see details of any books you have borrowed and any fines you need to pay. From here, you can also renew books.

## **Queen's Online Mobile App**

To get up to date information relating to the Library, your timetable, and for direct links into Canvas and Email. Download the mobile app. The app will also allow you access to The McClay Library, if you forget your student card.

## **Canvas**

Canvas is the VLE – the Virtual Learning Environment used at Queen's. Your tutors will put lecture notes, quizzes, assignments and other materials up on Canvas for you to access and engage with. They may also put links to lectures but they will speak to you about this and when you need to use Canvas. At the end of this presentation, I'll show you where to access the video.

## **Microsoft 365**

Microsoft 365 is free for all staff and students at Queen's. There are over 20 apps, including Word, Excel, PowerPoint but also collaboration apps, such as Teams and OneDrive. You can use OneDrive to store files but also share files and folders with others. Some of your lectures could be online, using Teams. Log in via the link on Queen's Online or from the link at the top of this slide. You will get more information from here (*hover over the more information link*) and you can also access training from here (*hover over the last link*)

## **Microsoft Teams**

Some of your lectures and tutorials could be online using Microsoft Teams. Most modules will have a Team associated with it and some could have separate tutorial or breakout groups. To get the best functionality when using Teams, download the desktop or mobile app.

## **Saving your work: Microsoft OneDrive**

You can create files and folders within OneDrive or upload existing files from your computer or device to your OneDrive. They are accessible from anywhere and can be used when you are offline. These are personal to you, unless you give someone access. You have the option to give read only access or permission to edit particular files and folders. Log into the Office 365 Training site for more information on how to use your OneDrive. PCs in Student Computing Areas no longer support data transfer via USB, so cannot be used for accessing saved work. For example, USB pens and external hard drives.

## **Access to the Student Desktop**

If you are unable to come on-campus, you can still remotely access the applications on the student computers via the WVD – the Windows Virtual Desktop. These applications are in addition to the Office 365 apps mentioned earlier in this presentation. For further information on the Windows Virtual Desktop and how to access it, click this link.

## **Printing, copying and scanning**

If you need to print or photocopy documents in Queen's, you need to add money to your PaperCut account. You can do this on Queen's Online using a debit or credit card. When you send your documents to the printer, you have 3 hours to collect them and can do this from any printer in any location.

## **Your email account**

Every student at Queen's has a Queen's email account. Make sure you check it on a regular basis. Don't use any other email account to contact Queen's staff, including your tutors and lecturers, because it doesn't prove you are a Queen's student. We are not obliged to answer student enquiries from non-Queen's email accounts. In fact, the email may be deleted or blocked by Queen's firewall or go into Junk Mail. If any staff at Queen's needs to contact you, they will only use your Queen's email address.

If you receive an email that looks as though it has come from Queen's, asking for your log in details or to verify your account. Do not reply or click on any links. Simply delete it. We would never ask for this information

## **WiFi**

If you bring in your own laptop or mobile device and need to connect to Queen's WiFi

### **WiFi Steps**

Select QUB-WiFi from the list of available networks. Enter your Queen's student number and password. You may be asked to trust or accept a certificate. Do accept this if prompted. Open a browser and go to Queen's home page – [www.qub.ac.uk](http://www.qub.ac.uk) and complete your sign on

### **Queen's Chatbot**

If you have a question, then try out our new Queen's Chatbot. Look out for the 'Let's Chat' link at the bottom right of some web pages. Simply type your question or a key word to get an answer. As more information is added to its knowledge base, the Chatbot will learn and improve and become more accurate.

### **Getting Help**

As well as the computer assistants, you can call at the IT Services Desk. You can also submit a query via Queen's Online by clicking IT Support. Also, check out the student web pages, which I'll show you at the end of this presentation.

### **Social Media**

Social media is a great way to promote your skills and qualifications. Remember your posts and profile will probably be viewed by prospective employers. Don't post inappropriate content on your account and do show respect for staff and other students. Read the University's Social media policy for more information

## **Follow QUB Services on social media**

For up-to-date information check out the student web pages, [qub.ac.uk/student](http://qub.ac.uk/student). Also follow us on Facebook and X as we also use social media channels for certain key messages.

## **Student Web pages**

Do check out our student web pages [qub.ac.uk/student](http://qub.ac.uk/student)

(Click 'Getting Started', then point to the 'video guides' link

You can access this video and other videos from here

*(Click the back button, then click Student Computing)* - You can check out this information in your own time. You will find information on everything I've mentioned in this video and more.

We hope you enjoy your studies at Queen's