



**QUEEN'S
UNIVERSITY
BELFAST**

**INFORMATION
SERVICES**



QUEEN'S
UNIVERSITY
BELFAST

INTRODUCTION TO IT FACILITIES AT QUEEN'S

2023/2024

Study facilities

Logging in

Saving your Work

Your Smart Card

Printing, copying & scanning

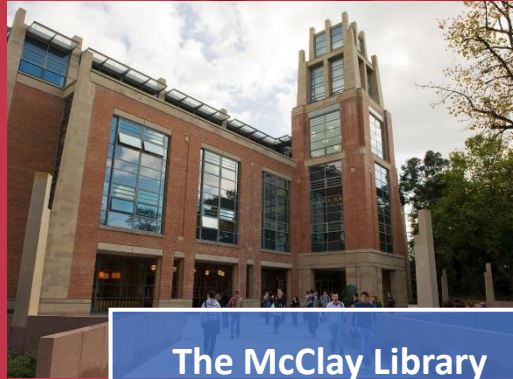
Queen's Online & Email

WiFi

Microsoft 365

Getting help

Study Facilities



The McClay Library



The Peter Froggatt Centre



The Medical Biology Centre

You can use any of these Student Computing Areas



The Medical Library

There may be additional facilities available within your School

Your Student Card



Your Student Card (Smart Card) is also your Library card. Keep it with you at all times

You will need it to access some buildings, borrow items from the Library and to take your exams

You need to scan it at the MFD to release printing or to photocopy

If you lose your card, hotlist it in QOL (*Under Service Applications*, click 'Other')

For more information:

<http://go.qub.ac.uk/SmartCard>



Logging in

- Only log in using **your own** username & password
- NEVER allow someone else to use your Smart Card or password.
- Change your password regularly via Queen's Online (should be personally memorable but difficult for others to guess).
- **Important** | Familiarise yourself with [IT policies](#), including the [Acceptable Use Guide](#).



**STUDENT
COMPUTING
AT QUEEN'S
ACCEPTABLE USE GUIDE**

Queen's Online (QOL) - <https://www.qub.ac.uk/qol>

Login Information

- Students: Please use your Student Number and password supplied to you at registration as your login credentials.

[Login to Queen's Online](#)

Before you use the password management links below, check that you are set up to use [Self Service Password Reset](#).

If you wish to change your password, please visit go.qub.ac.uk/changepassword.

If you've forgotten your password or your account is locked, please visit go.qub.ac.uk/forgotpassword.

Usage of Queen's University computer resources is subject to [Information Security and Acceptable use Policies](#).

Key features of Queen's Online (QOL)



Queen's Online



Email



Canvas



Teams



OneDrive



Qsis



IT Support



QWork



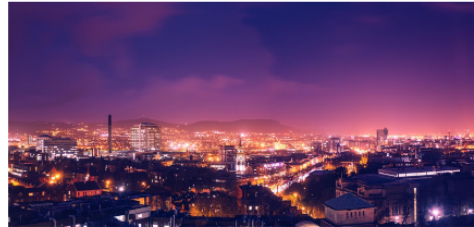
MyFuture

Announcements



[Announcements](#) [Catering Offers](#) [News](#)

Queen's report finds more psychological services needed for victims and survivors of the Troubles



Mon, 7 Aug 2023

Queen's report 'Conflict, Trauma and Mental Health - How psychological services in Northern Ireland address the needs of victims and survivors', finds that more psychological services are needed for victims and survivors of the Troubles.



Barcode



[View Barcode](#)

Intranet



[Intranet Sites](#) [Directory Of Services](#)

University information for all staff and students.

- [Directorates](#)
- [Faculties](#)
- [Schools](#)

Service Applications



[Admin](#) [Other](#)

- [Exam Timetable](#)

Printing & Photocopying



Manage your printing and photocopying, including adding credit.

Balance £0.00

- [View PaperCut Account](#)

Learning



- [Examination Past Papers](#)
- [Queen's Student Desktop](#)
- [Questionmark](#)

Timetable



Library



Loans 0 loans

Requests 0 requests

Charges £0.00

- [Pay now](#)
- [My Account](#)
- [Library Resources](#)

University Documents

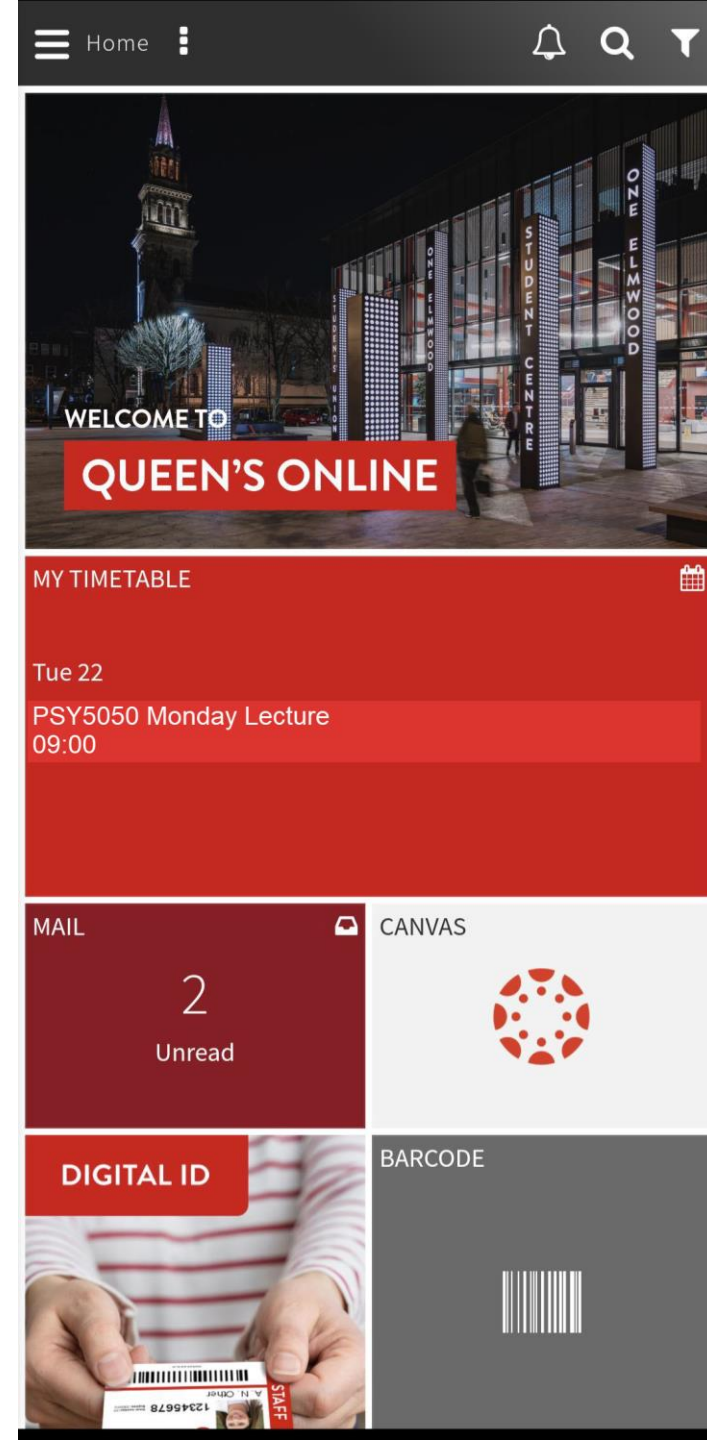


Queen's Online Mobile App

- Search for **Queen's Online** on Google Play and Apple App Stores

Log in with your University username and password.

For further information, see the **Help** page within the app.



Canvas - <https://canvas.qub.ac.uk>

- Canvas is the University Virtual Learning Environment (VLE) which is used to support teaching and learning across the University. As a digital learner, Canvas is largely at the centre of all of your learning.
- You can view many online resources at <http://go.qub.ac.uk/CanvasForStudents>
- A key resource is the Canvas Student Orientation course. It provides key information to help you get started with Canvas. Information on the Student App is also available.
- If you Need Help using Canvas, the Canvas Tier 1 support team is available 24 hours a day, 7 days a week, 365 days a year via the 'Help' button located on the left-hand menu in Canvas. A number of contact methods are available to you from there.



Account



Dashboard



Courses



Groups



Calendar



Inbox



History



Help

Microsoft 365

<https://www.office.com>

- Free access to Word, Excel, PowerPoint, OneDrive (where you can save your work)
- Can install Office apps on additional devices with your licence.
 - Works across devices (Windows, Android, Apple).
- Can easily share documents/folders with others
- For more information:
<https://www.qub.ac.uk/directorates/InformationServices/Services/Office365Queens/>
- Access training by logging in with your normal username and password:
<https://qubstudentcloud.sharepoint.com/sites/ITtrainingunit/>



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Microsoft Teams

- Teams is used throughout the University for teaching and collaborative work with students
- Many Lecturers and Tutorials will be online, using Microsoft Teams
- Your tutor or lecturer will keep you informed
- To get best functionality when using Teams, download the desktop or mobile app
- Teams training: Access training by logging in with your normal username and password:



<https://qubstudentcloud.sharepoint.com/sites/Office365training>



QUEEN'S
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Saving your work: Microsoft OneDrive

- All students have secure personal storage on OneDrive in the Office 365 Cloud
- You can access OneDrive from any device, share your files and synchronise OneDrive with your laptop or home PC
- **Using the student PCs on-campus**
 - Students also have personal space on the Queen's Q :Drive
 - Save regularly – computers logout automatically if left unattended!
 - **Please note**
Files stored in the C: drive or Downloads folder will be deleted as soon as the computer logs out and any work not saved will be lost!
 - Also, PCs in Student Computing Areas no longer support data transfer via USB, so cannot be used for accessing saved work. i.e. USB pens, external hard drives etc.
- Access training by logging in with your normal username and password:
<https://qubstudentcloud.sharepoint.com/sites/Office365training>



Access to the Queen's Student Desktop

- Students can access up to 130 applications (used for learning and research).
- If you are unable to come on-campus, you can still access these Applications remotely from your home PC via the Windows Virtual Desktop service.
 - This is a cloud-based version of the on-campus student computer desktop
- Accessible by a browser or by downloading the Remote Desktop client onto your home PC or laptop.
- For further information on the service and how to access it:
<https://www.qub.ac.uk/directorates/InformationServices/Services/queens-student-desktop/>



QUEEN'S
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Printing, copying and scanning

- Students need to add money to their PaperCut account to print and photo-copy
- You can add money via Queen's Online

<https://www.qub.ac.uk/directorates/InformationServices/Services/PrintingCopyingandScanning/>

- Can print from all PCs in the Student Computer Centres and Library laptops
- Can print from your own laptop or off-campus
- Collect printouts from any MFD (multi-functional device)



Your email account

- Check your account regularly to make sure that you don't miss any important communications relating to your studies
- Use your Queen's email account to communicate with staff
- You will find information on how to access your email through your smartphone on our [Email web pages](#)
- Be mindful of suspicious content from unknown sources. The University will never ask for your password or login details.



WiFi



- Easy to connect – look for ***_QUB_WiFi*** on your device and follow the instructions on-screen
- If you have problems, Service Desk staff can help.
- Do not give others access to your device – you are responsible for any activity on your account!
- Password protect your device!



WiFi Steps



- 1. Select _QUB_WiFi**
(from the list of available networks)
- 2. Enter your student number and password**
iPad/iPhone may ask you to trust a certificate.
- 3. Open an Internet browser and type in**
www.qub.ac.uk

Complete your sign on

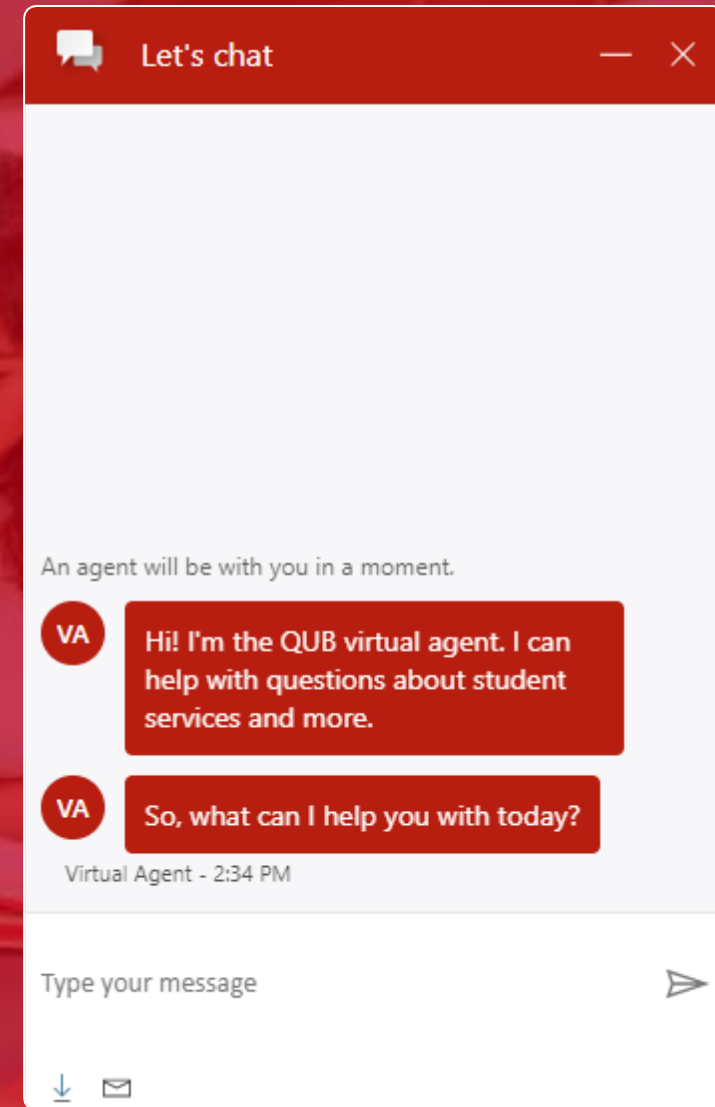
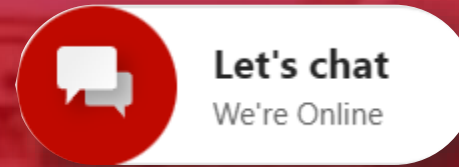
Introducing our new virtual assistant - Queen's Chatbot

Got a quick question about services at Queen's University Belfast?

The Queen's Chatbot can give you an instant answer to many frequently asked questions.

Look out for the **'Let's chat'** link at the bottom-right of some webpages and type your question or a keyword (e.g. Wi-Fi) to get an answer.

Available on the Students, Accommodation and One Elmwood webpages at qub.ac.uk



Getting help



- The Computer Assistants in the Student Computing Areas can help with any IT, printing or WiFi problems
- Call at the IT Services Desk in The McClay Library
- Check out the [Getting Help and Support](#) web page.



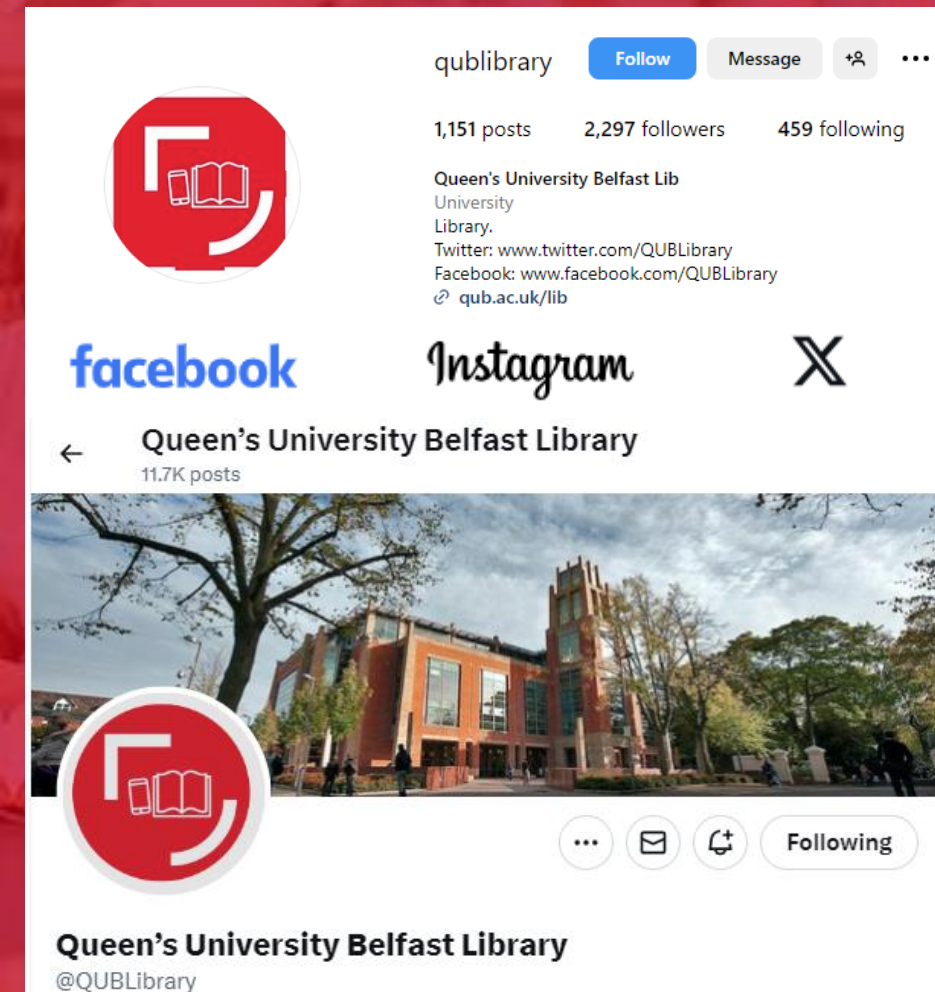
Social Media

What does your online profile say about you?

- Please show respect for staff and your fellow students
- Do not take pictures of others without their permission
- Posting offensive comments or inappropriate content on social media could result in disciplinary proceedings!
- Read the University's Social Media policy - www.qub.ac.uk/home/social-media

Follow QUB Services on Social Media

Get regular updates and stay connected with the IT facilities at Queen's on social media...



The image shows a screenshot of the Queen's University Belfast Library's social media profile on Facebook. The profile name is 'qublibrary' with a 'Follow' button. It has 1,151 posts, 2,297 followers, and is following 459 accounts. The bio identifies it as the Queen's University Belfast Library and provides links to its Twitter, Facebook, and website. Below the bio are icons for Facebook, Instagram, and X. The main post area shows a post from 'Queen's University Belfast Library' with 11.7K posts, featuring a large image of the library building and the library's logo.


qublibrary [Follow](#) [Message](#) [+](#) [...](#)

1,151 posts 2,297 followers 459 following

Queen's University Belfast Lib
University
Library.
Twitter: www.twitter.com/QUBLibrary
Facebook: www.facebook.com/QUBLibrary
qub.ac.uk/lib

[facebook](#) [Instagram](#) [X](#)

← Queen's University Belfast Library
11.7K posts



[...](#) [✉](#) [🔄](#) [Following](#)

Queen's University Belfast Library
@QUBLibrary

A photograph of two female students sitting at a table in a library, studying. The student on the left is using a laptop, and the student on the right is reading a book. The background shows bookshelves and a modern library interior. The entire image is overlaid with a semi-transparent red filter.

We hope you enjoy your time at
Queen's

<https://www.qub.ac.uk/student>

You'll find lots more information on our website

<https://www.qub.ac.uk/student>

Student

UNIVERSITY DIRECTORATES / INFORMATION SERVICES / STUDENT

Getting Started

Student Computing

FAQs

STUDENT DIGITAL EXPERIENCE AT QUEEN'S UNIVERSITY BELFAST

Empowered learning through digital innovation

My Email

My Microsoft Apps

IT Support

Library



Getting Started



Student Computing