

## **Introduction to the IT Facilities Available at Queen's 2020 -2021 - 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.

### **Slide: Study Facilities**

Students can get access to a computer in each of these locations. Due to COVID-19, there will be restrictions on the number of computers available but 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.

### **Slide: 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 need to add money to your card. You can also use money on your card to pay for items in selected cafes on-campus.

### **Slide: 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

### **Slide: 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.qol.qub.ac.uk](http://www.qol.qub.ac.uk). Pay particular attention to the login instructions

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

*(Speaker hovers over services in Queen's Online as she speaks)*

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. Click the Smart Card link to add money to your Card. Here is your library account, where you will see details of any books you have borrowed and any fines you need to pay. You can also renew books from this link. From here you will have access to the IT and Library guides.

### **Slide: 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.

### **Slide: Office 365**

Office 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 or all 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 (*speaker hovers over the more information link*) and you can also access training from here (*speaker hovers over the last link*)

*(The speaker clicks on the link to the Google Chrome browser. She goes through the process of going to Queen's home page and searching for Office 365)*

You can access Office 365 via the link on Queens Online. Another way to get access to Office 365, is to open a browser, go to Queen's home page – qub.ac.uk. Search for Office 365. Click this first link, which will bring you to the Office 365 web page. From the top link, you can log into your Office 365 account. The second link, will bring you into the staff and student training site for Office 365. Now that I've logged in, you can see the full range of apps (*The speaker points out a number of the Office 365 apps, including Word, Excel, PowerPoint, One Note, One Drive and Teams*).

### **Speaker returns to PowerPoint presentation**

#### **Slide: Office 365 Teams**

Many of your lectures and tutorials will 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.

#### **Speaker returns to the login page for Office 365 and clicks on Teams**

When I click on Teams, I get access to any teams I am a member of. From here you can access your module Teams. There will be a separate team for each module. Here towards the top right, you can download the Desktop or mobile app. You can then access Teams directly from your computer, laptop or mobile device, without having to log in through a browser.

#### **Slide: 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.

#### **Slide: 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 (*speaker hovers over the link*).

#### **Slide: Printing, copying and scanning**

If you need to print or photocopy documents in Queen's, you need to add money to your Smart Card. Log into Queen's Online, click the Smart Card link and add money 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.

**Slide: 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.

Be courteous, specific in your email correspondence and give details such as your student number and module

**Slide: We NEVER send emails asking you to 'verify' your account or requesting login details**

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 within the email. Simply delete it. We would never ask for this information

**Slide: WiFi**

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

**Slide: 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

**Slide: Mobile App**

To get up to date information relating to the Library, your timetable, etc. Download the mobile app. The app will also allow you access to The McClay library, if you forget your student card

**Slide: 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 Request IT Support. Also, check out the student web pages, which I'll show you at the end of this presentation.

**Slide: Social Media can help promote your skills – what does your online profile say about you?**

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

**Slide: Get regular updates and stay connected with the IT facilities at Queen's 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 Twitter as we also use social media channels for certain key messages.

**Slide: You'll find lots more information on our website**

*(The speaker clicks on the link to the student web pages and points out the tabs across the top. She scrolls down and mention the mobile app and shows other links towards the bottom of the page.*

You can check these links in your own time

*The speaker scrolls to the top of the page and clicks the link to the Guides and videos*

Here we have the Guides – Getting Started. On the left, we have the video, you are currently watching and below that, the PDF with clickable links. We also have our Quick Start Guide.

The speaker hovers over the link to the Quick Start Guide. Clicks to open it. She scrolls down the Quick Start Guide, highlighting the IT facilities on the first page and then the Library facilities on the second page. The speaker returns to the Guides – Getting Started page and scrolls down, pointing out the Canvas video and the Library induction video.

**Last slide**

I hope you enjoy your studies at Queen's