

Introduction to the IT Facilities Available at Queen's 2022 -2023 - 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. Due to COVID-19, there will be restrictions on the number of computers available but check the student computing pages qub.ac.uk/student on a regular basis for the latest information. There may be additional computer facilities within your own school.

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.

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

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. 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 Office 365, Teams and OneDrive. From here you can add money to your Smart Card. And 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.

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.

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 (*hover over the more information link*) and you can also access training from here (*hover over the last link*)

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.

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.

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 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.

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

We NEVER send emails.....

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

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 and complete your sign on

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

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 can help support....

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

Get regular updates....

For up-to-date information check out the student web pages, qub.ac.uk/student. Also follow us on Facebook and Twitter 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

(scroll down) - I'll just scroll down but you can check out this information in your own time. There's the mobile app. I'll just select Getting Started and the Guides and quick videos.

Earlier I mentioned the Canvas video. You can access that from here. There's also a number of library videos.

Here on the left – the IT Facilities at Queen's - this is the video that I'm covering today and there's the PDF with clickable links.

There's also the Quick Start Guide. On one side of that you'll find information on the library and on the other side there's the IT information.

(As I read the next paragraph, I will go through the process of opening a browser, etc.)

You can access Office 365 via the link on QOL. 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 (*point out Word, etc. and OneDrive*). 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.