QUEEN'S UNIVERSITY BELFAST

DIGITAL & INFORMATION SERVICES

QUEEN'S UNIVERSITY BELFAST

# INTRODUCTION TO IT FACILITIES AT QUEEN'S

2024/2025

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 user credentials.
- **Important** | Familiarise yourself with IT policies, including the Acceptable Use Guide.
- QUB services under your AD login include:
    - *Queen's Online & Mobile app*
    - *Student desktop*
    - *Canvas VLE*
    - *office.com (M365)*
    - *QUB WiFi*
    - *Library services*
    - *IT Service Desk*
    - *SharePoint*
    - *QuestionMark assessments*
    - *Vevox*

# 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)

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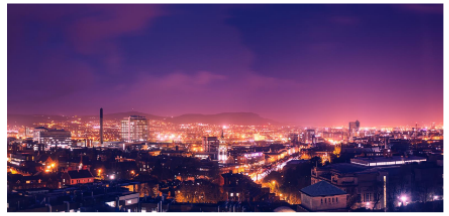
## Queen's Online

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

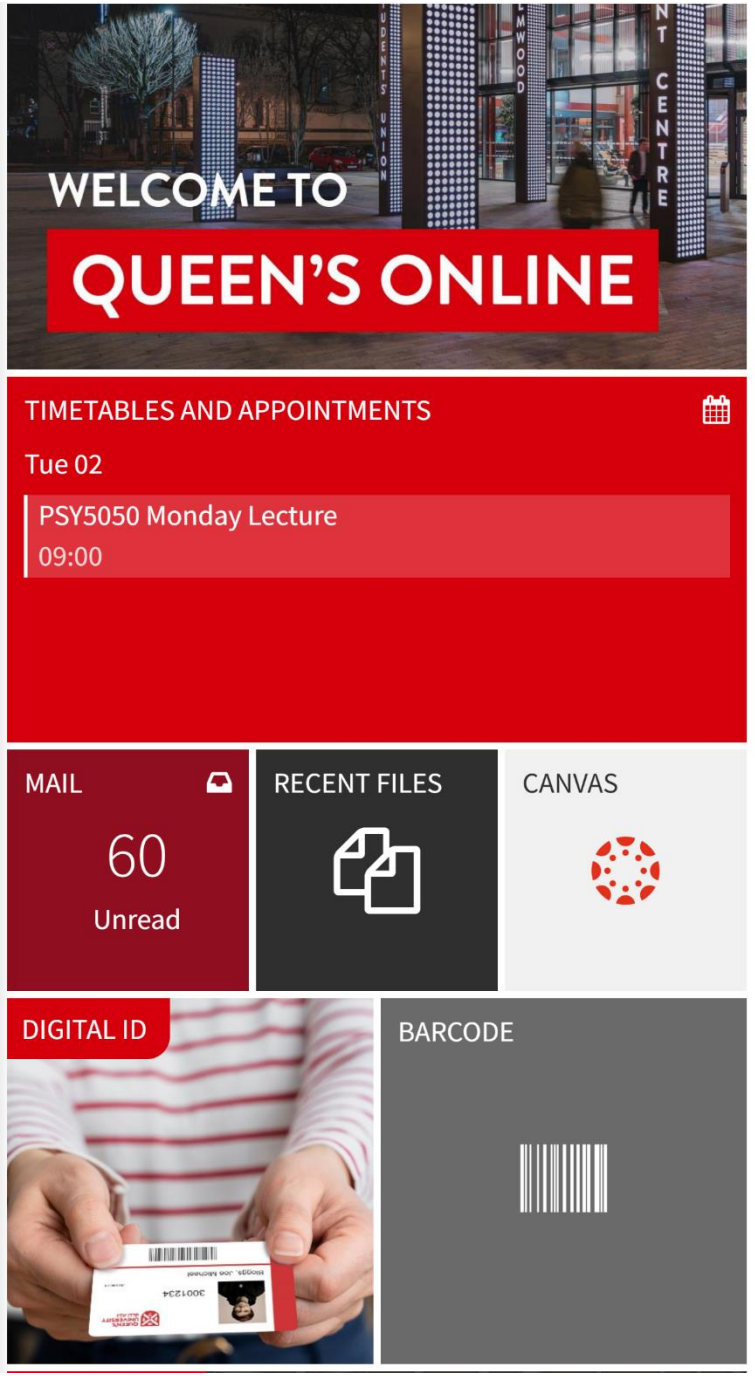
NEW

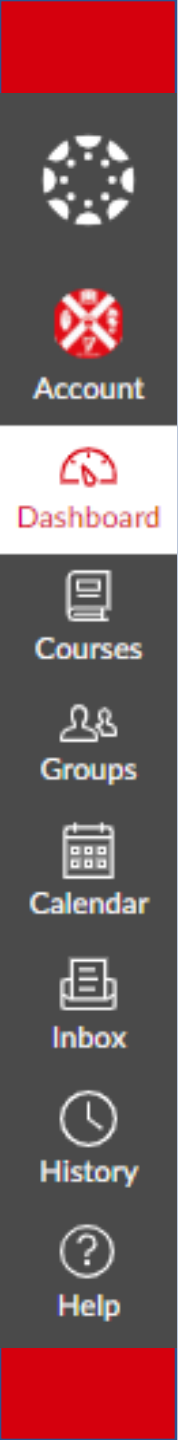
# Queen's Online Mobile App

- 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.

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# 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/Microsoft365Queens/

Access training content by logging in with your normal username and password:
http://go.qub.ac.uk/m365training

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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:
http://go.qub.ac.uk/m365training

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# Microsoft Teams

- Teams is used throughout the University for teaching and collaborative work with students
- Many lectures 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 available online and via QUB intranet pages.

Access training content by logging in with your normal username and password:
http://go.qub.ac.uk/m365training

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# 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/

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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

  http://go.qub.ac.uk/printcopyscan

- 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)

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# 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.

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# 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!

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# WiFi Steps

1. Select _QUB_WiFi
   (from the list of available networks)

2. **Enter your student number in the Identity field, followed by your password**
   iPhone users: trust QUB certificates when prompted.

   Android users: for CA certs, select ‘use system’, and for online certs, select ‘do not verify’.
   Enter qub.ac.uk in the domain field.

3. **Open an Internet browser** and type in www.qub.ac.uk

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# Introducing our new virtual assistant - Queen's Chatbot

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

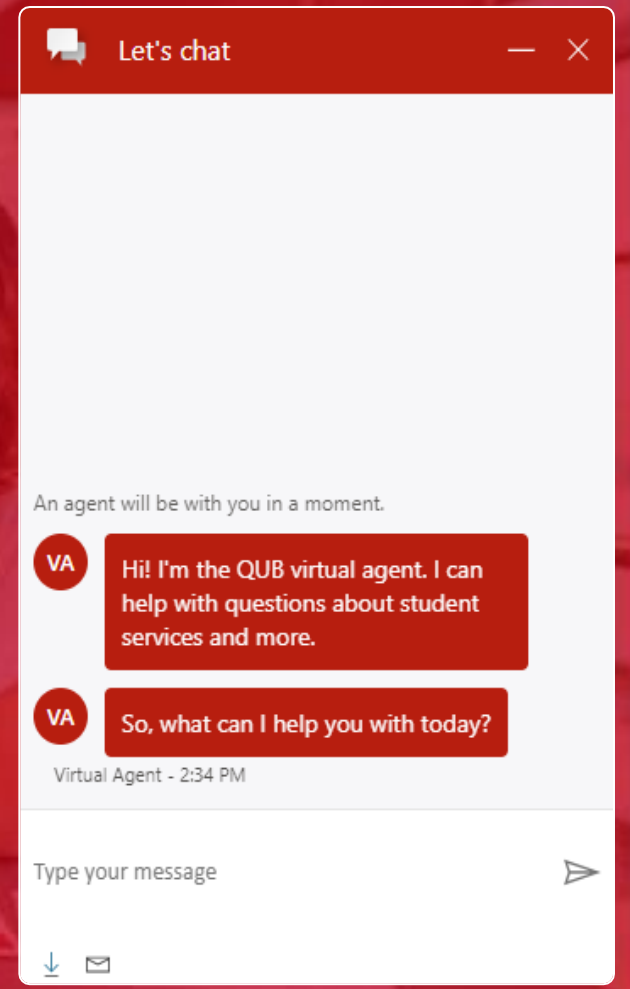
The Queen's Chatbot can give you an instant answer to many frequently asked questions.

Look out for the '**Chat**' button at the bottom-right of some webpages and prompt the Chatbot to get an answer.

*Available on the Library, Students, Accommodation, One Elmwood, My Queen's, Queen's Sport websites and also the Research & Enterprise intranet.*

**Current locations of the chatbot:**

- www.queenssport.com
- www.qub.ac.uk/sites/my-queens/
- www.qub.ac.uk/students/one-elmwood/
- www.qub.ac.uk/accommodation/
- www.qub.ac.uk/directorates/InformationServices/TheLibrary/
- qubstudentcloud.sharepoint.com/sites/int-re



# Getting help

- Ask for IT help from the Computer Assistant Team who are based in The McClay and MBC Libraries
- You can access walk-in help when on campus or if you prefer:
  - Call us on 028 9097 5050
  - Email us at itservicedesk@qub.ac.uk
  - Log a call from within Queen's Online
- Check out the IT Service Desk web page

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# 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

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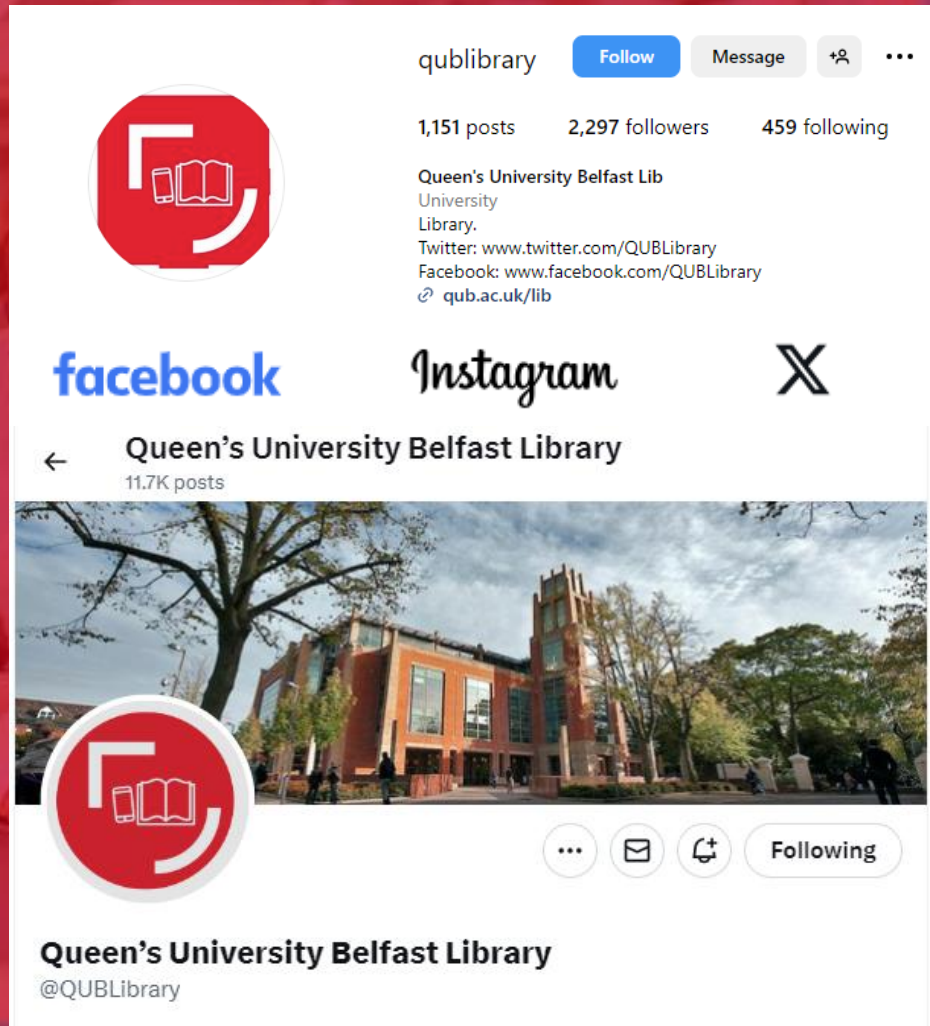
# Follow QUB Services on Social Media

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



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