



**QUEEN'S
UNIVERSITY
BELFAST**

**DIGITAL & INFORMATION
SERVICES**



QUEEN'S
UNIVERSITY
BELFAST

INTRODUCTION TO IT FACILITIES AT QUEEN'S

2025/2026

What you'll get from this session

Study facilities

Logging in

Saving your
Work

Your Student
Card

Printing,
copying &
scanning

Queen's
Online &
Email

WiFi

Microsoft 365

Getting help

Study Facilities

Students can use any of these Computing Areas: [Link to study spaces at QUB](#)



The McClay Library



The Peter Froggatt Centre



The Medical Biology
Centre



The Medical Library, RVH



The Thomas J. Moran
Graduate School (PG only)

There may be additional facilities available within your School



Your Student Card



- Always carry your Student Card.
- Needed for building access, library borrowing, exams, and printing.
- If lost, hotlist it immediately: Queen's Online
- For more information:
<http://go.qub.ac.uk/SmartCard>



Logging in to QUB systems

Use your QUB Login for:	Security Tips
Queen's Online & Mobile App	✓ Use your login only.
Canvas VLE	✓ Never share credentials.
Office 365	✓ Follow IT Policies.
Library & WiFi	
SharePoint & Vevox	



Queen's Online (QOL)

 <https://home.qol.qub.ac.uk>



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.



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

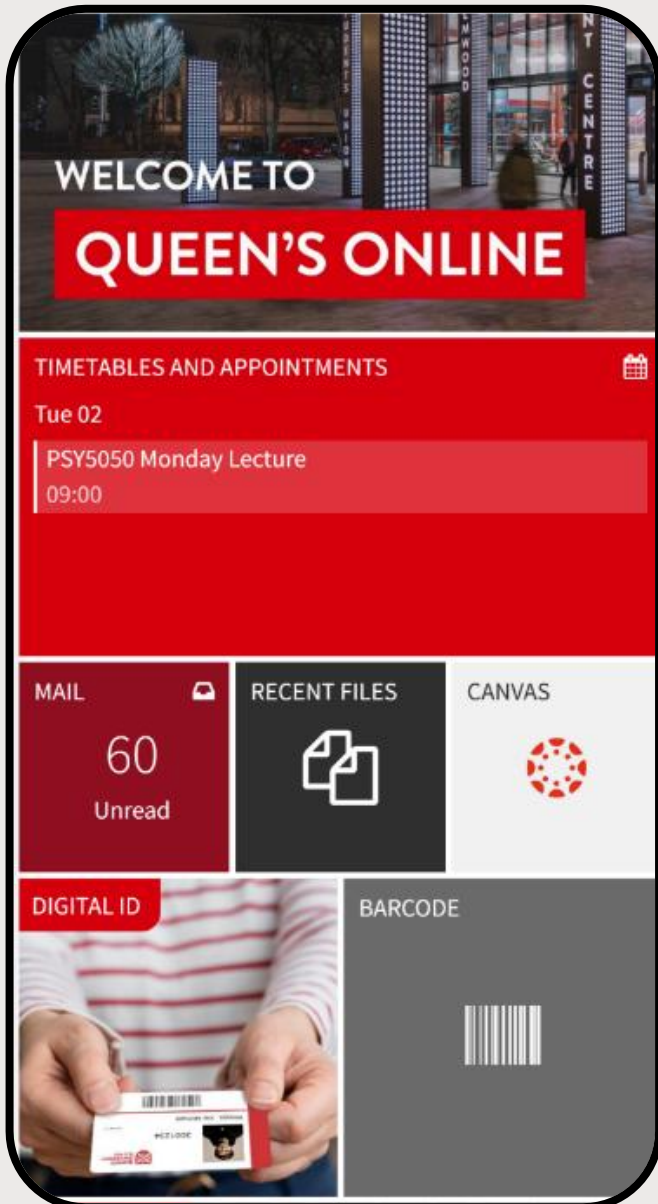
Charges £0.00

- Pay now
- My Account
- Library Resources

Barcode



Queen's Online Mobile App



Web Access:

go.qub.ac.uk/qolmobileapp



App Download:

Search on Google Play or the Apple App Store for **Queen's Online**.



Log in:

Use your University username and password.



Need Help?













Check the **Help** page within the app.

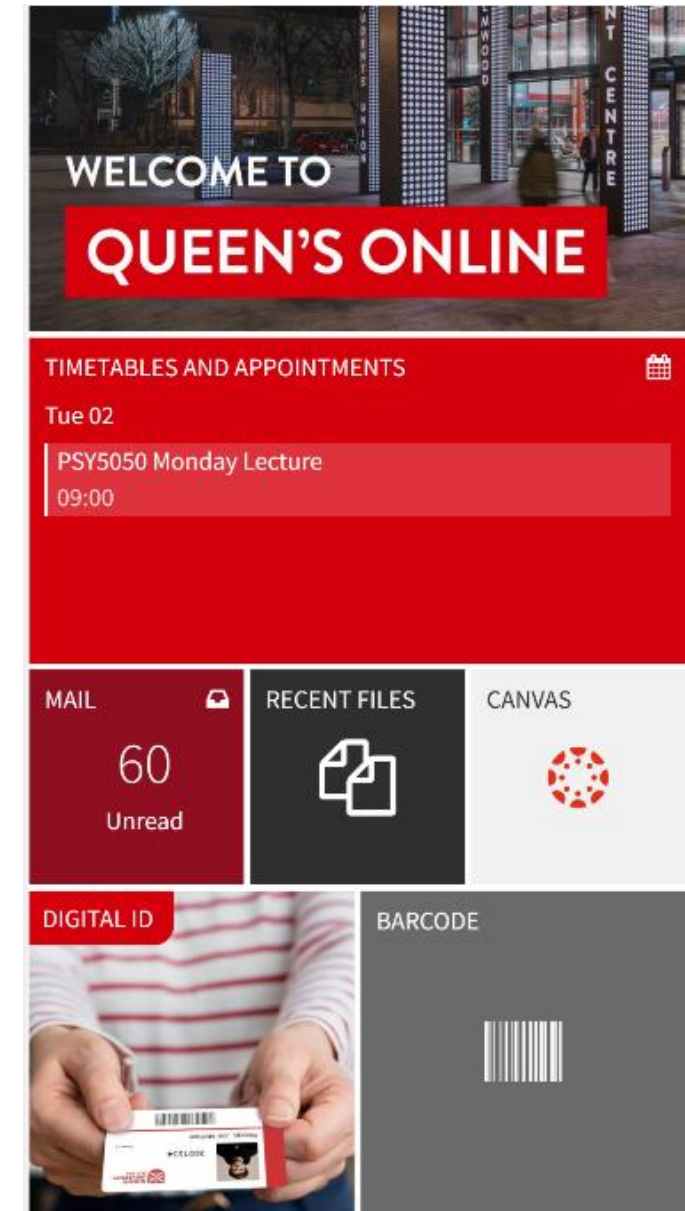


Queen's Online Mobile App

 go.qub.ac.uk/qolmobileapp

 **What can you do with the app?**

 Email	 Timetable & Appointments
 Campus Map	 Canvas
 Digital ID	 Barcode
 Recent Files	 Library Info
 MyFuture Jobs & Events	 On Campus News
 Social Media Feeds	 What's on Campus














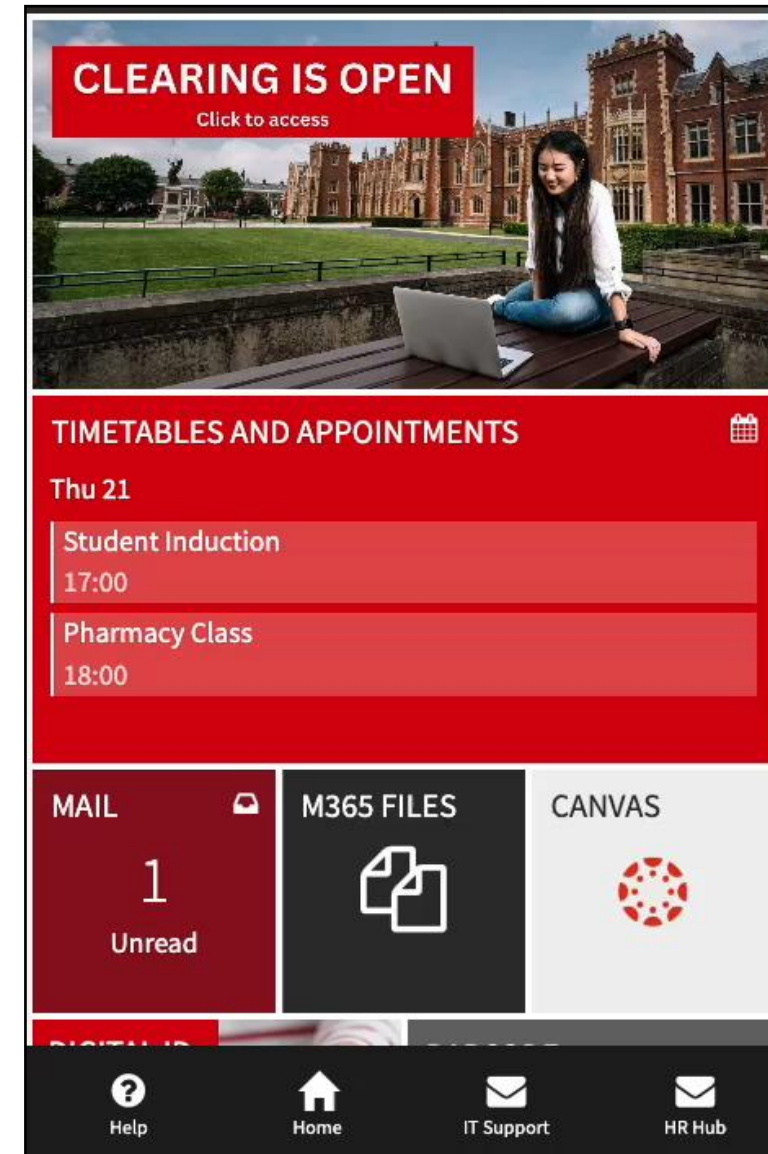


Queen's Online Mobile App

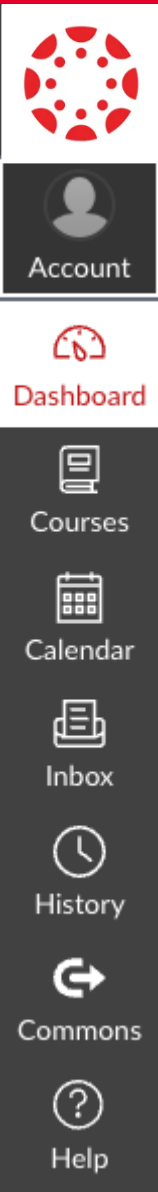
 go.qub.ac.uk/qolmobileapp

 **What can you do with the app?**

 Email	 Timetable & Appointments
 Campus Map	 Canvas
 Digital ID	 Barcode
 Recent Files	 Library Info
 MyFuture Jobs & Events	 On Campus News
 Social Media Feeds	 What's on Campus



Canvas: Your Learning Hub



 canvas.qub.ac.uk

What is Canvas?

Your Virtual Learning Environment (VLE) at Queen's – access courses, materials, announcements.


Getting Started

 [Canvas Student Orientation](#)

 Includes setup tips, app info & support

Need Help?

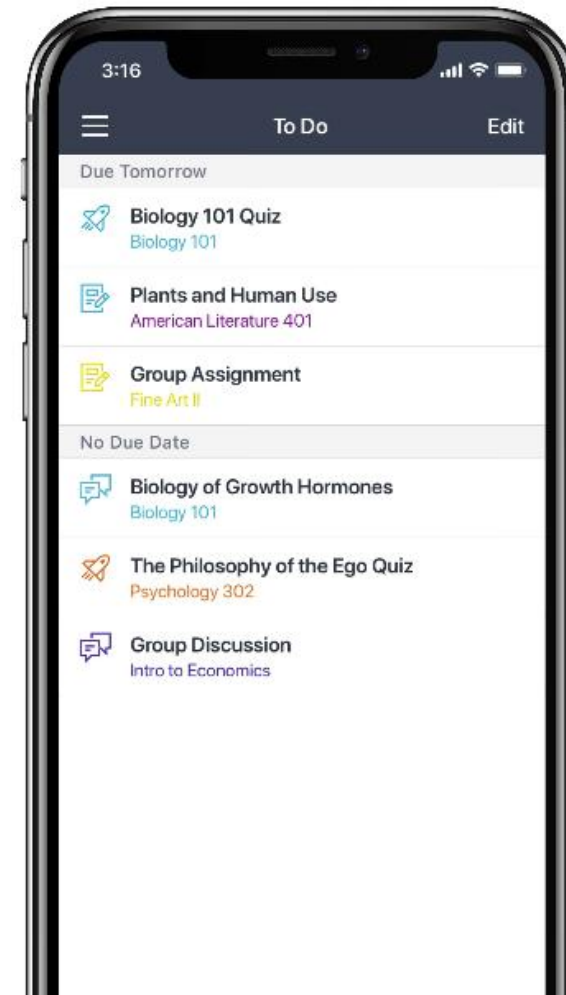
 Available 24/7 via the **Help** button in Canvas

 Get support by chat, email, or phone

Mobile Access

Download the **Canvas Student App** from your app store

View all of your
upcoming to do items.



 www.office.com

 **Access free tools:**

- Word, Excel, PowerPoint, OneDrive
- Save and edit work from anywhere

 **Install on multiple devices:**

- Works on Windows, Mac, Android & iOS

 **Share easily:**

- Collaborate on documents/folders with others

 **Training available:**

go.qub.ac.uk/m365training

(Login with your QUB username and password)





What is it?

Access over **130 applications** used for learning and research—on or off campus.



Accessing from home

- Use the **Windows Virtual Desktop** service
 - Works via browser or the **Remote Desktop** app
 - Cloud-based version of the on-campus PCs
- ➡ Works on Windows, Mac, and supported mobile devices



Getting started

Scan the QR code on this slide for full setup instructions.





Printing, Copying & Scanning



Top Up First

- Add credit to your **PaperCut** account via Queen's Online
- Use this link to manage your balance:



go.qub.ac.uk/printcopyscan



Where You Can Print

- From **PCs in Student Computer Centres**
- From **Library laptops**
- From **your own laptop**, on or off campus



Collecting Your Work

- Use **any MFD (multi-functional device)** on campus
- Log in with your QUB credentials





Your QUB Email Account



Where to Access

- Your @qub.ac.uk email is provided via **Microsoft Outlook** (Microsoft Exchange)
- Check it online or via the Outlook app



Email



Using Your Phone

- Setup guides available here:



[Email web pages](#)



Stay Safe

- Ignore emails from unknown sources
- ! Queen's will **never** ask for your password or login details



Connecting to QUB WiFi



Look for: _QUB_WiFi on your device



Follow the on-screen instructions to connect



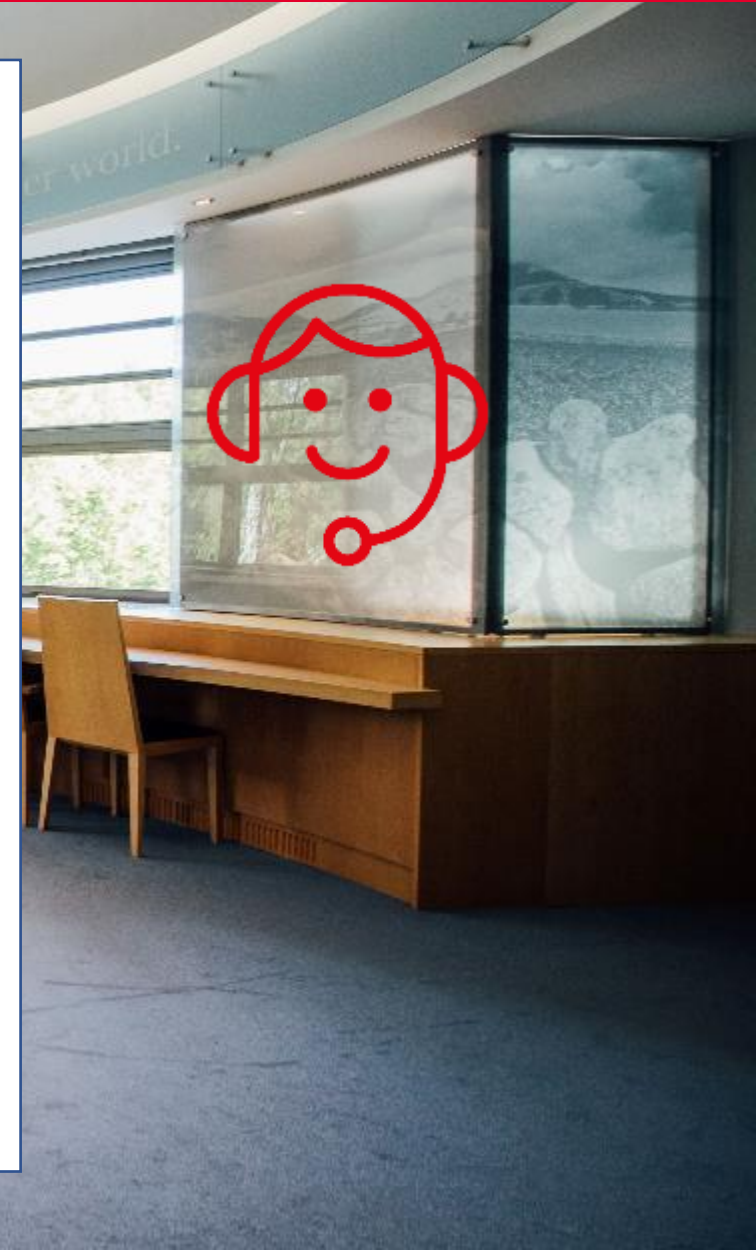
Need Help?

- Contact the **Service Desk** if you're having issues
- Staff are available on campus to assist



Keep Your Account Secure

- Don't share your device or login details
- You're responsible for activity on your account
- Use a password or PIN to protect your device





WiFi: How to Connect



QUEEN'S
UNIVERSITY
BELFAST

1. Connect to the network

Select **QUB_WiFi** from the list of available networks on your device.

2. Enter your login details

- **Username:** your student number
- **Password:** your QUB account password
- **Domain:** qub.ac.uk

 Device-specific tips:

- **iPhone:** Trust QUB certificates when prompted
- **Android:**
 - CA certificate: **Use system**
 - Online certificate: **Do not verify**

3. Open a browser

Type in: www.qub.ac.uk to complete connection



Got a quick question?

Queen's Chatbot gives instant answers to common questions about university services.

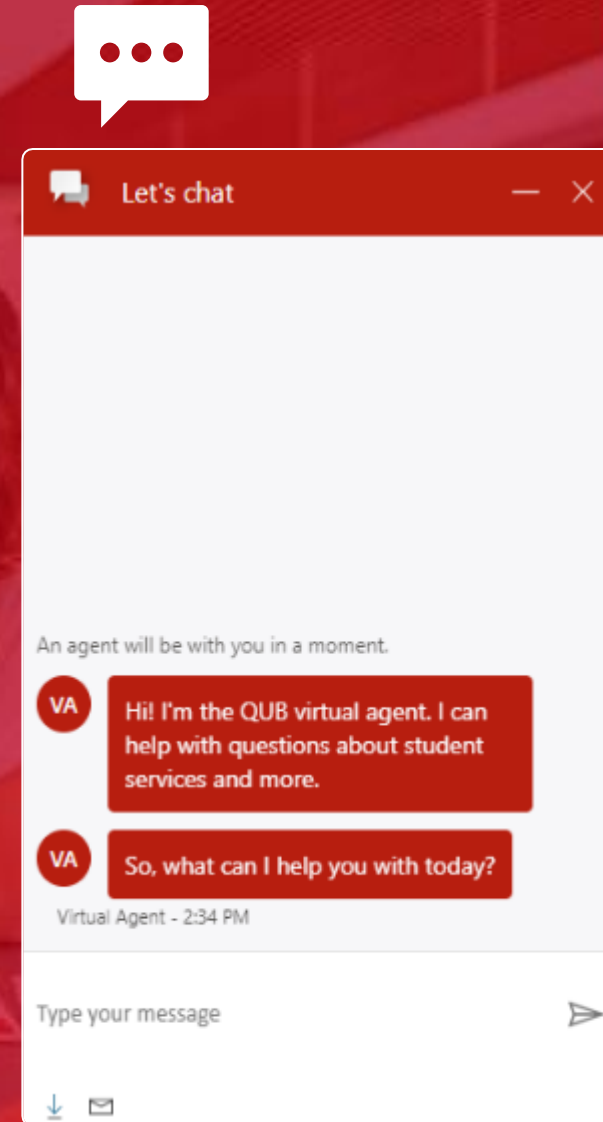
Where to find it

Look for the **Chat** button (bottom-right corner) on these pages:

- Library
- Students
- Accommodation
- One Elmwood
- My Queen's
- Queen's Sport
- Selected intranet pages

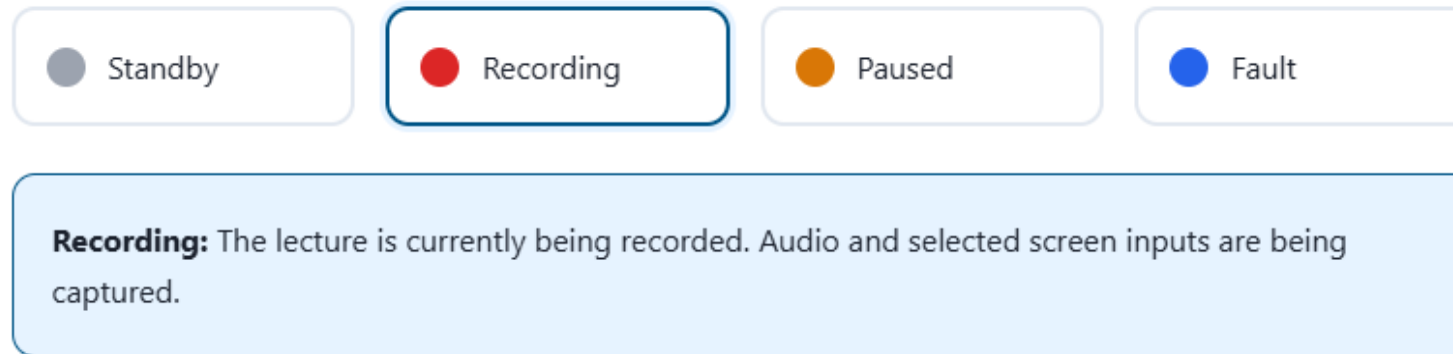
What it can help with

- Student services
- Campus info
- Access queries
- And more



Automated Recording in Teaching Spaces

Most rooms are set to start Panopto video recordings automatically. Recording applies to lectures only, not to other types of classes. However, not every lecture will be recorded. In some cases, recording may not be possible or your lecturer may have chosen to opt out. Use the status light on the lectern PC to check.



Student guidance

- If recorded, you will usually find the video in your Canvas Panopto folder or embedded in a Canvas page.
- Depending on the settings your lecturer applies, Panopto videos can include comments, notes, bookmarks and quiz questions to support learning.
- Recordings support revision and accessibility. They do not replace attendance or participation.
- If you have privacy questions, speak with your lecturer after class.

Need IT Help?

Talk to the IT Team

- Visit the **Computer Assistant Team**
- Locations: **McClay Library** and **MBC Library**

On Campus Support

- Walk-in help available during staffed hours

Other Ways to Contact Us

-  Call: **028 9097 5050**
-  Email: itservicedesk@qub.ac.uk
-  Log a call via **Queen's Online**

More Info

 [IT Service Desk webpage](#)





Need more info?

Visit our Student IT Hub

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



A photograph of two female students sitting at a long table in a library, studying. The student on the left is looking at a laptop, while the student on the right is looking at an open book. The background shows bookshelves filled with books. The entire image has a red overlay.

We hope you enjoy your time at
Queen's

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