



University
of Glasgow



Contents

Getting Started

GUID and Password	1
Computer Clusters	2
Laptops, Mobiles & Wireless	3
CSCE Remote	4
Printing	5
Student Email	6
Assistive Technology	7

Services & Resources

MyGlasgow portal (one-stop gateway)	15
MyCampus (manage your information)	17
Library Online Resources	18
Moodle and Mahara	20-21
Internet Plagiarism	22
Career Management System	23

Help & Advice

IT Help desk	9
Save IT – Don't lose IT!	10
Security	11
IT Training Courses	12
ECDL Testing	14

See also: www.gla.ac.uk/students/getit/

Getting Started

Your GUID and password

Your GUID is your registration (student ID) number and the first letter of your surname (e.g. *1000001m*). You then type in your TEMPORARY password. This is your date of birth (YYMMDD). You **MUST** change to a new, unique password, following our password guidelines:
www.gla.ac.uk/it/forstudents/passwords/



A screenshot of a login form. It has a light gray background and a thin border. At the top, it says "Username:" followed by a white text input field. Below that, it says "Password:" followed by another white text input field. At the bottom left, there is a checkbox labeled "Remember me". At the bottom right, there is a button labeled "Login »".

Computers on Campus

Access to campus computer resources is via:

Campus Computer Clusters (see page 2)

Using your mobile wireless connection (see page 3)

www.gla.ac.uk/students/getit/

Computer Clusters

Open access clusters are mainly to be found on the various floors of the **University Library** and the **McMillan Reading Room**. Cluster computers (CSCE) run all the basic software a student will need to help them with their studies and coursework. Opening hours may be found at: *www.gla.ac.uk/library/aboutthelibrary/generalinformation*

Every College will have several computer clusters, usually dedicated to Schools within the Colleges. You should find out about these and make use of them as they will often run applications necessary for your subjects of study within your particular School.

Full details can be found from:

www.glasgow.ac.uk/it/forstudents/csce/clusterslocations

www.gla.ac.uk/students/getit/

Laptops and Mobile Devices

Students are free to use their own laptops or mobile devices in the University Library. Power sockets are available on all subject floors.

Wireless Connection

Wireless network access for mobile devices is available in the library and in several other locations on campus. See:

www.glasgow.ac.uk/it/forstudents/networkaccess/wirelesshotspots/

For wireless access a secure connection is needed for browsing the internet. See *www.glasgow.ac.uk/it/forstudents/networkaccess/*

If you have any problems please go to the Student IT Helpdesk located on Level 3 in the Library, or call 330 6921

www.gla.ac.uk/students/getit/

CSCE Remote

Off-Campus access to Campus resources is possible via **CSCE Remote**.

Using CSCE Remote is like using a cluster PC, but it can be accessed from almost any other PC, e.g. a laptop on campus, or at home.

Your computer can be running almost any operating system as long as the **Remote Desktop Service** protocol is supported and you are connected to the internet.

To use CSCE Remote, see the instructions at:

www.gla.ac.uk/it/forstudents/remotedesktopservice/

www.gla.ac.uk/students/getit/

Printers and scanners

Clusters will have at least one printer and in many cases a scanner.

All printing is chargeable. The current rate is 5p per monochrome A4 page and 50p per colour A4 page.

Payment is made in advance by clicking the **My Printing** icon on a campus PC desktop. This opens a secure web page where you can buy print credits, check print jobs and check your printing history and print credit balance.



TIP: DON'T select colour printing by mistake; **that's an expensive mistake!** To find out more see: www.glasgow.ac.uk/it/forstudents/csce/adviceonprinting

You can also buy print credits on level 2 of the library via print kiosks.

www.gla.ac.uk/students/getit/

Email at the University of Glasgow

Email can be accessed via

- **Outlook 2010** on any cluster computer
- **Webmail** at <https://mail.student.gla.ac.uk/> using any web browser or the **Email** link on **MyGlasgow**. **Note:** *Internet Explorer* is required for full functionality.
- **Supported mobile device**
Note: IT Services does not charge you to use this service but you may incur charges from your mobile phone Network provider.
See: www.gla.ac.uk/it/forstudents/email/mobile/

Your email address will be: *your GUID@student.gla.ac.uk*

For example: *1100001m@student.gla.ac.uk*

www.gla.ac.uk/students/getit/

Assistive Technology

To find out about assistive technology on campus PCs (and other information) see: www.gla.ac.uk/it/training/at/

The **Assistive Technology Centre** is a computing cluster located in **Room 529 on level 5** of the University of Glasgow **Library**. Access is by student card and is available during Library opening hours.

For advice about assistive software and how to obtain software for a laptop, contact disability@gla.ac.uk (0141-330 5497)

Other help can also be found at: www.gla.ac.uk/disability/

Or write to or go in person to: Disability Service, 69 Southpark Ave.
(off University Avenue) Glasgow G12 8LE

www.gla.ac.uk/students/getit/

Assistive Technology Centre Facilities include:

- networked computer access to university resources;
- loan laptops and other loan equipment for use at home;
- wireless access to the university network and the web;
- software includes dictation, mindmapping, proofreading, screenreading, screen magnification;
- ergonomic seating and peripherals;
- TFT monitors; adjustable desks and lighting;
- personally adjustable computer settings to enhance accessibility;
- scanning facilities;

Some assistive software is available on the computer clusters' PCs

For instance: Mind mapping software (MindGenius); Proofreading software (TextHelp); Screen magnification packages (Zoomtext V9)

www.gla.ac.uk/students/getit/

Help & Advice

Help Desk

The **IT Help Desk** is on level 3 of the Library. If you can't get to the Library right away, you can use Help Desk Self Service at www.gla.ac.uk/it/helpdesk/ (Help Desk phone: 0141 330 4800).

You can get up to date information on **hot** and **known** IT issues from **Spotlight** on the **Helpdesk** page

You can also access the **Helpdesk** page by clicking on the **Contact Helpdesk** icon you'll find on any campus PC's desktop.



Whatever your problem, if it is IT related in any way the best place to look for help is the **Help Desk**.

www.gla.ac.uk/students/getit/

Save IT – Don't lose IT!

On campus, store all the documents and data that you work with on your **My Documents** folder. This is also accessible via the **M:** drive (in **My Computer**).

Don't try to save on the hard drive (**C:**) or the **Desktop** of a Cluster PC or you will lose your work.

You have extra file storage space on the **K:** drive should you need it.

See: www.gla.ac.uk/it/forstudents/filestore/

All University IT systems are regularly backed up by IT Services. We recommend that you make two, or even three, backups of all

www.gla.ac.uk/students/getit/

documents not stored on a University file server. One backup should be stored in a different location from the others.

Off Campus Access

Campus filestore can be accessed off-campus via **CSCE Remote** – see www.gla.ac.uk/it/flexiblenetworkaccess/offcampusaccess/

Keep IT safe and secure

Your work files could be damaged or lost due to viruses and other attacks. Advice on protecting your computer is at: www.glasgow.ac.uk/it/forstudents/itsecuritytips/

www.gla.ac.uk/students/getit/

IT Training

Our **IT Baseline** courses are designed to teach the **essential skills required by all students**.

We also offer more advanced levels of these skills **and** introductions to a **wider range** of IT skills which may be required by individual students. These courses are open to everyone at the university and are free of charge.

Baseline Needs analysis

To identify your best route to the IT Baseline, you should use the online **Needs analysis**, available from **IT Services**:

www.gla.ac.uk/it/training/gettingstarted/

www.gla.ac.uk/students/getit/

More IT courses

The courses range from basic level to intermediate and advanced. Online application for courses can be made via our **IT Training** web page: www.gla.ac.uk/it/training/

IT Training



Length of course sessions vary from one or two x 2-hour sessions

www.gla.ac.uk/students/getit/

Please note: If you don't see any courses that you wish to take timetabled, there will usually be an option to join a waiting list.

Some courses are delivered **in cooperation with certain university Colleges or Schools**. Check if your school or college requires you to attend a course, before applying for an ordinary course online.

Online versions of IT courses and other guidance are also offered.

European Computer Driving Licence (ECDL)

IT Services is an accredited Test Centre for ECDL and can offer you the opportunity of sitting the tests necessary to attain the qualification. To find out about acquiring ECDL qualification, see the web site at: *www.gla.ac.uk/it/training/ecdl/forstudents*

www.gla.ac.uk/students/getit/

Services and Resources

MyGlasgow portal

MyGlasgow is accessed from the **Information for students** web page. Click on the link on the top, right-hand side of the page.

Log in using your GUID and password.



Site content includes **MyGlasgow**, **MyCampus**, **MySite** and **Team Sites**.

www.gla.ac.uk/students/getit/

MyCampus (see page 16) provides a range of administration services including registering, enrolling, paying fees, checking your timetable.

MyGlasgow provides one-click access to Email, Library Record, Moodle and the IT Help Desk.

MySite is where you can upload/download documents and create discussion boards, wikis and blogs.

You can create **Team Sites** which are shared workspaces for documents and data with discussion boards, wikis and blogs. They can be used for any shared working appropriate to your studies.

Information and a 'how-to' guide are available from the **MyGlasgow** Home page *sharepoint.gla.ac.uk/students/myglasgow*

Simply look under **Learn more about My Site**, or use the **Help** button.

www.gla.ac.uk/students/getit/

MyCampus

You can manage your personal & academic information, including exam results, by accessing MyCampus. This system can be accessed from any internet-enabled computer on or off campus using your GUID and password.

You can access MyCampus by accessing **MyGlasgow** via the student web pages or entering the URL:

sharepoint.gla.ac.uk/students/myglasgow

Then click on the MyCampus link on the right menu.

It is your responsibility to ensure your personal and academic data is kept up to date during your time at the University of Glasgow.

www.gla.ac.uk/students/getit/

Library resources

The Library is more than just books. Using our website you can find everything that you'll need to get through your course projects, dissertations and more! Because of our knowledge of your courses, we offer an easy route to the best resources available.

The web site address is:

www.lib.gla.ac.uk and you can check us out on *Facebook* and *Twitter*.

Search for	
QuickSearch:	<input type="text"/>
<input type="button" value="search"/>	
<small>or search more formats e.g. Books, Journals, Databases, Course Materials etc</small>	

Getting Started

To start finding information, simply enter your (subject/title/author) **keywords** into the **QuickSearch** box and then click on the **Search**

www.gla.ac.uk/students/getit/

button. You can do a specific search for **books** or **journals** or other types of material.

What else can you get from the Library website?

See the **How do I...?** section on the homepage for help with the basics – short videos on how to find books, journal articles, etc.

For help with your own subjects see our **subject guides online**.

The **Enquiry Desk** is on Level 3 of the Library (email: library@lib.gla.ac.uk)

Citation

Finding and using information will take you to a useful listing of resources on managing and using information including citation:
www.lib.gla.ac.uk/library/howtofindinformation/

www.gla.ac.uk/students/getit/

Moodle

Moodle is a web based e-learning system. It is used to offer online teaching and as a supplement to normal teaching. See

<http://moodle.gla.ac.uk>



Accessing Moodle

Your student login (**GUID**) will let you access **Moodle courses and other resources your College/School may decide to make available.**

Moodle can also be accessed through your **MyGlasgow** page.

You can find out more about using the University Moodle here:

*moodle.gla.ac.uk/ (click on **FAQ**);*

www.glasgow.ac.uk/it/files/itts/baseline/moodle.pdf

www.gla.ac.uk/students/getit/

Mahara

Mahara provides the tools to set up a *personal learning and development environment*. It can provide a wide-ranging view of your learning and development throughout your studies. It also allows and enhances shared study/work through groups, forums and common access to files. See:

www.gla.ac.uk/students/study/attributes/mahara/

Accessing Mahara

Access to Mahara is via *College Moodle pages*.

When you log on to Moodle, you will see the icon shown here. For more information about Mahara see: www.glasgow.ac.uk/learn/learningtools/mahara



www.gla.ac.uk/students/getit/

Internet plagiarism

Information on the issue of plagiarism, including university policy, helpful guidelines and online resources, can be found at www.gla.ac.uk/plagiarism

Many Colleges and Schools will be making use of the **Turnitin** software which supports students in developing their essay writing, citing and referencing skills. Turnitin also develops students understanding and avoidance of plagiarism.

Online collaboration

Students often collaborate in groups online: this does not necessarily lead to plagiarism but students should learn how to collaborate without merely copying each other's work.

www.gla.ac.uk/students/getit/

Careers Service

The **University Careers Service** web site is designed to help you with all aspects of your career planning.

Drop in to our information centre, at the **Student Enquiry Desk** in the **Fraser Building**, or make an appointment to talk to a Careers Adviser to aid your career planning. Click on **Making a Careers Appointment** (on the careers web page menu) for full details."

It is vital that you use our on-line **Career Management System** to access all types of jobs and events relevant to all students, from day one of your course.

The link is at www.glasgow.ac.uk/careers

A dark grey rectangular button with a lighter grey border. It contains two lines of text: "Quick Links" on the top line and "Jobs & Events" on the bottom line, both in a white sans-serif font.

Quick Links

Jobs & Events

www.gla.ac.uk/students/getit/

IT Services for Students
James Watt North Building
University of Glasgow
G12 8QQ
Tel: +44 (0)141 330 4800

© University of Glasgow 2011
Design: MVLS Graphic Support Unit, University of Glasgow -
www.glasgow.ac.uk/gsu
The University of Glasgow, charity number SC004401