Getting started with IT Facilities Guide

Welcome to TUS (Midlands).   This guide is provided to assist new students who have just completed the registration process in TUS (Midlands) with the follow-on actions to get students up and running with their IT facilities.

When starting university, it is easy for new students to sometimes become confused with the many new terms used in college life. This guide is designed to assist you with understanding the IT facilities available to you at TUS Midlands, **but you have to read this guide in order to benefit from it**.

Every student has access to IT facilities on campus and online. The first thing that you should familiarise yourself with is the two accounts that you will be provided with – see page 2 for further details. If you understand the differences between the two accounts, as listed, you will have far fewer IT issues in college.

Your computer account is used for logging into student computers on campus and also gives you access to a Microsoft Office 365 account which is accessible from any internet connection. This account includes facilities such as student email, OneDrive (online storage) and a facility for students to download a free version of Microsoft Office to personally owned computers or laptops. It also gives you access to "Moodle" which is your Virtual Learning Environment where you will access your lecture notes, join remote access classes and submit your assessments etc.

When you register, you will use (or have already used) a Registration account (with a username and a PIN (your 6 digit date of birth (DOB))). This Registration account is separate to your Computer account (& computer account password). Be sure to read page 2 carefully to understand the differences between these two accounts.

See below, the table of contents of this guide.

When should I use this guide? When you have completed your registration as a student in TUS (Midlands).

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TUS (Midlands) Computer Account and Registration Account explained

In TUS (Midlands) students have 2 separate logins. Both use the same username. Let's refer to them as a Computer account and a Registration account. Computer accounts have a password associated with them (initially set to your 8 digit date of birth (i.e. DD-MM-YYYY), followed by the initial (first letter) of your first name in upper case (i.e. a capital letter) + initial of surname in lowercase. E.g. for a student named Joan Bloggs with a DOB of 14062002, the default password is 14062002Jb   Registration accounts have a PIN, initially set to your 6 digit date of birth i.e. DD-MM-YY.

|	Computer Account			Registration Account
Username Format	A00xxxxxx or A00xxxxxx@student.ait.ie (depending on what application you are accessing (see below)). Example A00123456			A00xxxxxx Example A00123456
Used for	Application	Format of Username		Used for
	Office 365 Login	A00xxxxxx@student.ait.ie (Student email and OneDrive)		Use your Registration account to gain access to the "Secure Area" (in the Student Records Management System (Banner)) to access:
	On Campus Wi-Fi (known as Eduroam)	A00xxxxxx@student.ait.ie		• Online registration
	Moodle Login	The Moodle login process is managed by (i.e. is the same as) the Office365 login process.		• Payment of fees
	Library Login	A00xxxxxx		• Accessing exam results
	Virtual IT Labs (for some students)	As explained in associated Virtual IT Lab guides		Login page is: https://ssb.ancheim.ie/ait/app/twbkwbis.P_WWWLogin
Password or PIN	ALL OF THE ABOVE APPLICATIONS USE THE SAME PASSWORD i.e. your computer password. You are strongly recommended to change it and to include numbers, letters and symbols. It can be changed on a computer in TUS (Midlands) or online if you have registered for Self service Password reset (details will be emailed to all students). If changed, it automatically changes for all of the above applications. Students with password issues can log a ticket on the Student IT Help Form (link can be found on the bottom of this page https://www.ait.ie/life-at-ait/campus-services/student-learning-portal)			Your Registration account uses a PIN (not a password and not related to your computer password). It is initially set to your 6 digit date of birth – students are forced to change this on first login when registering. It can only contain numbers.

Note: Further instructions on the use of IT facilities in TUS (Midlands) will be provided during Induction.

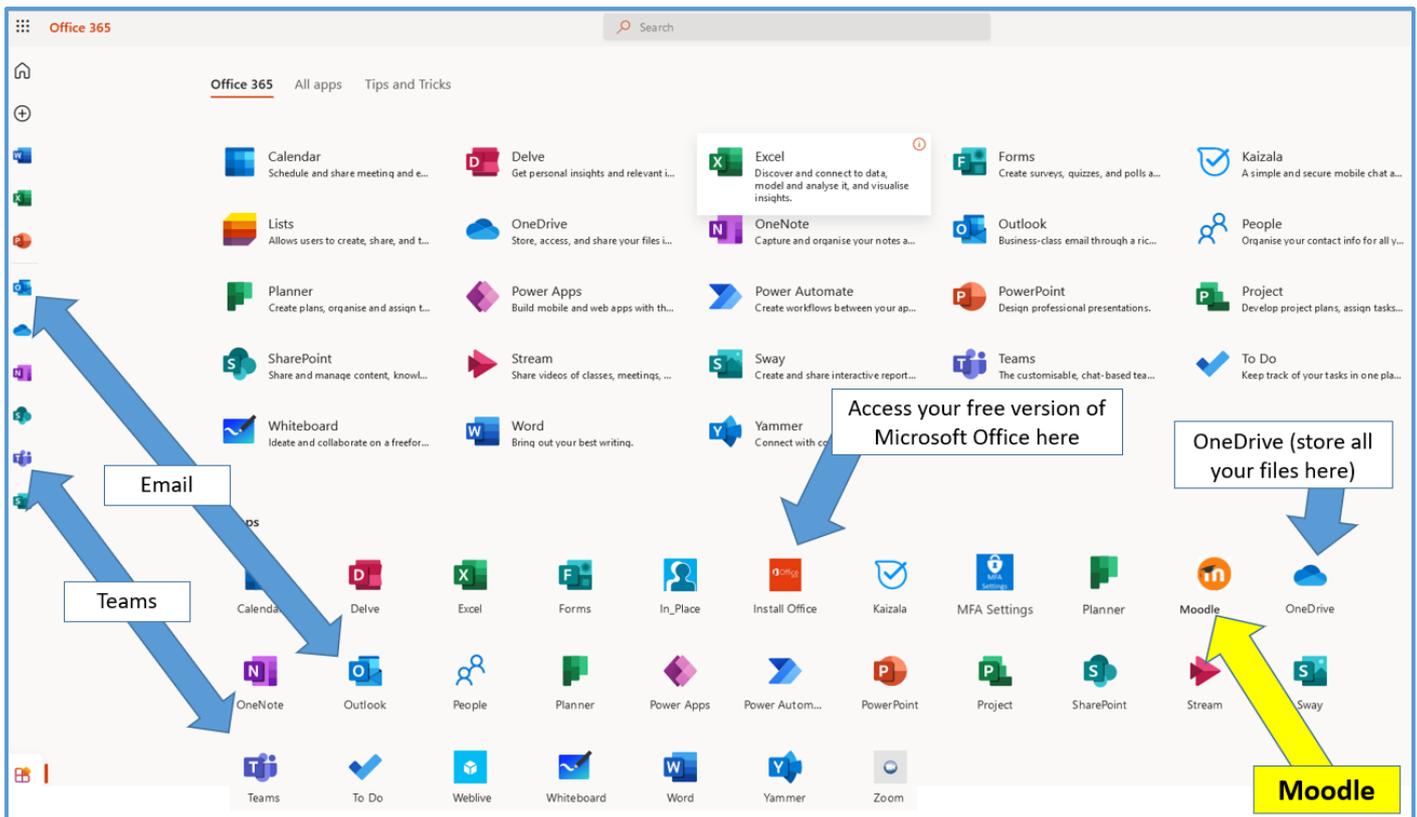**Logging into your Microsoft Office 365 account (hosting student email and OneDrive)**
1. Open a web browser
2. Browse to https://ait.ie .
3. Click on the Quicklinks link close to the top right of the screen (see below (left)), then click on **Student Learning Portal**.
4. The **Student Learning Porta**l has very useful information for all students. This should be the first place that students should go when seeking information on IT resources.
5. Click on **Access your Microsoft Office 365 Apps here** (see below right).
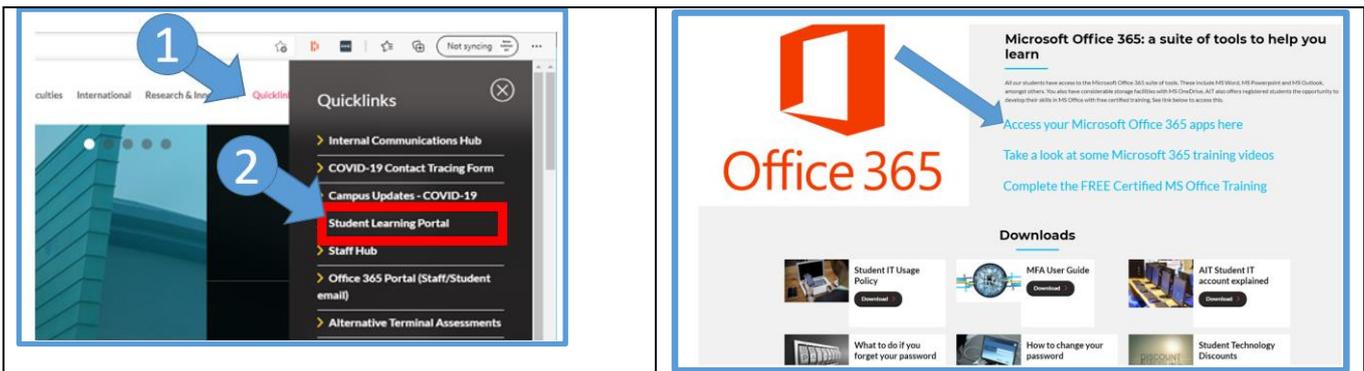
6. The page below (left) appears.
7. Enter your student username (in the format is a00xxxxxx@student.ait.ie where xxxxxx is your actual student number).
8. Click **Next**. The window below (centre) appears.
9. Enter your student computer password and click **Sign in**.
10. The window below (right) may appear, if so, click "Don't show this again" and click **Yes**.
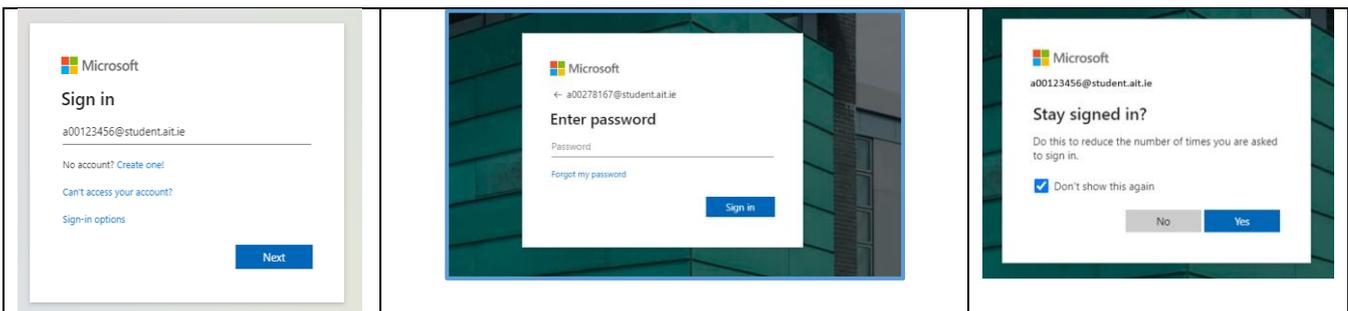
11. On your first login to Office 365, you will be required to register for multi-factor authentication (known as MFA). You will need a smartphone to do this. You should watch this video which fully explains how to register for MFA: http://somup.com/c3niYxZss0
12. You are now logged into Microsoft Office 365. You will see a whole host of applications (apps) that are available to you as a student to use. For Induction purposes, the most important one is Moodle (shown by the yellow arrow below).

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Logging into your Moodle Account (Your Virtual Learning Environment)

Authentication (i.e. entering a username and password) to Moodle is managed by the Microsoft Office 365 authentication process (you completed this process when logging into Office 365 above). Therefore, it is now possible to simply open Moodle from the Office 365 page you have already logged into.

13. Click on the Moodle link.
14. The Moodle login page now opens as a new tab in your browser (note the Office 365 page is still open in the first tab, and can be returned to by clicking anywhere within the tab area (shown within the red box below).
15. On the Moodle login page, click Login with O365.
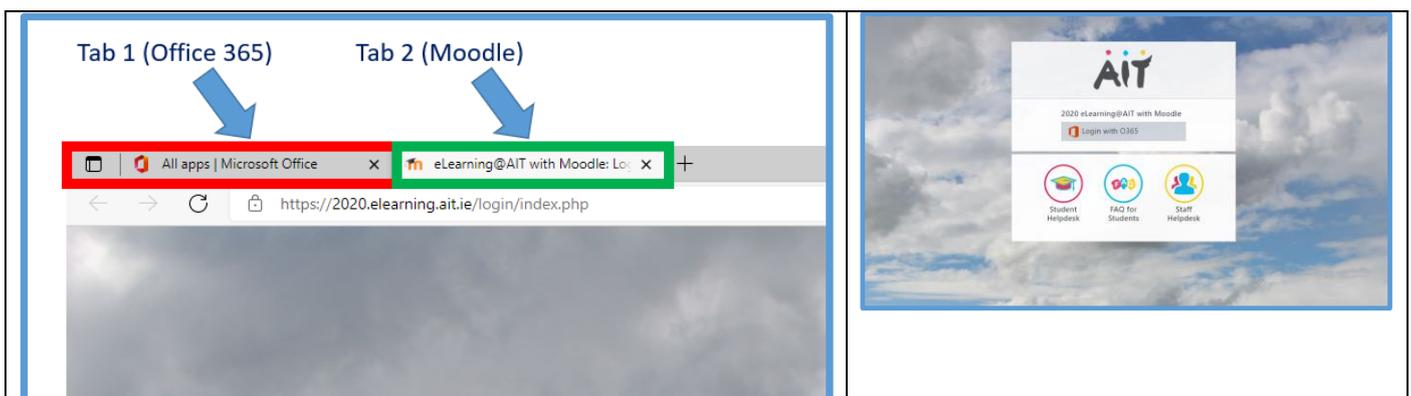
16. Because you have already authenticated to Office 365, and because Office 365 manages the Moodle login process, you are automatically logged into Moodle and the Moodle homepage will appear. New students should see all of the modules (similar to subjects in secondary school) in which they are enrolled and may also see the '**Ultimate Guide for First Years**' page. You will access all your Induction webinars through this page, simply go to your Faculty 'tile' (e.g. Faculty of

Science and Health, Faculty of Engineering and Informatics, Faculty of Business and Hospitality) to click and join your webinars at the appropriate time.
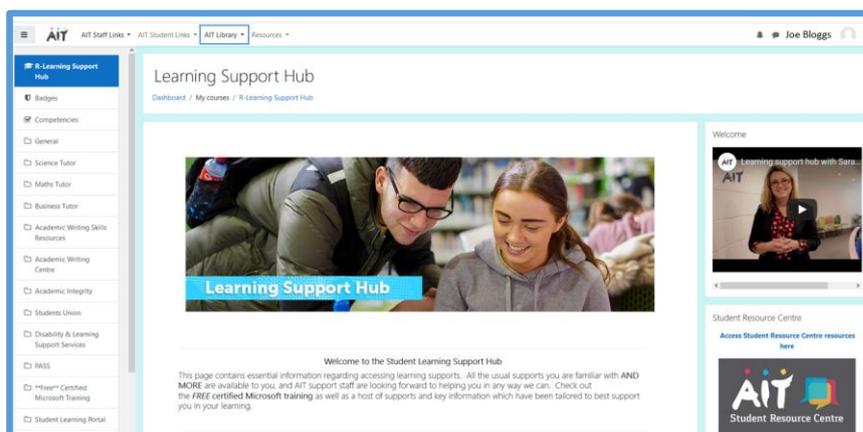

How to avail of and install your free version of Microsoft Office

TUS (Midlands) Students can download a free version of Microsoft Office (i.e. Word Excel and PowerPoint etc) to their own computer or laptop, via Office 365. See the image on page 2 with an arrow to an app named "Install Office". Click this link.

How to Use OneDrive

Students should save ALL of their files to OneDrive. Doing so ensures that you will never lose a file as the contents of your OneDrive are always available from any internet connection. Students SHOULD NOT use USB sticks to save files to as these can be easily lost or can pick up viruses when being used on multiple computers.

17. Click on OneDrive (from the Office 365 homepage).
18. To create a new folder or file, simply click on "New" and choose the type of file or folder you wish to create from the drop down menu.
19. Files can also be uploaded using the **Upload** button.
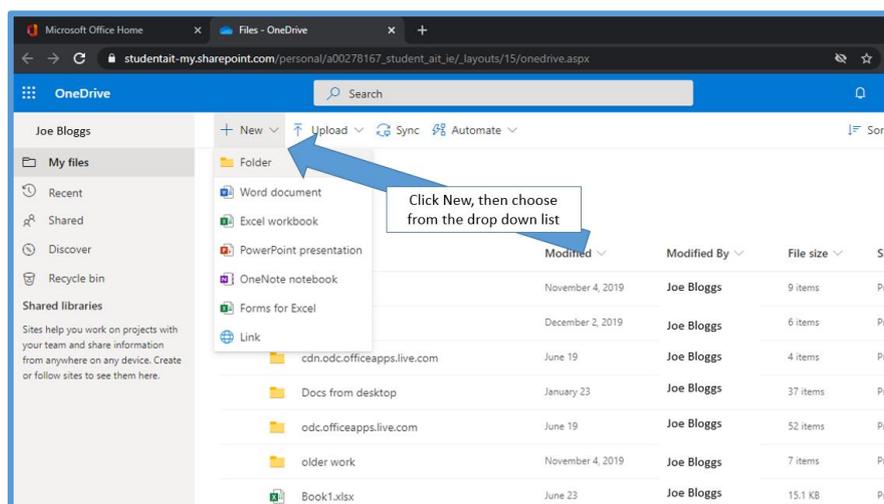
How to change your TUS (Midlands) Student Password

(from the default password of date of birth followed by initial of first name in uppercase, followed by initial of surname in lower case)

1. In Office 365 (https://office.com/apps), click the Settings wheel in the top right corner of the screen.
2. Click Change your password (as shown below). Follow the instructions.
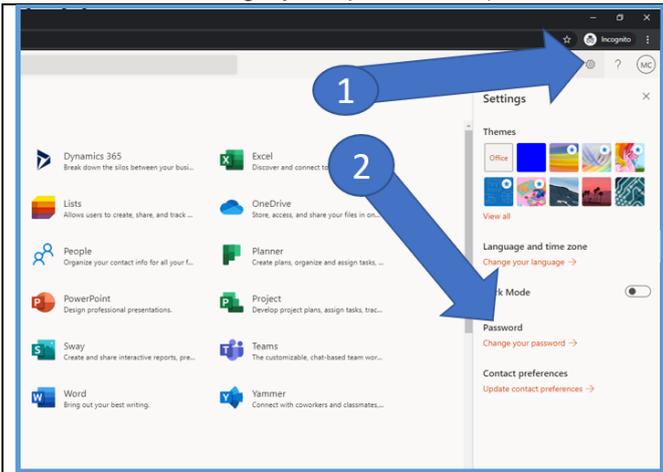
	Passwords will have to conform to these complexity requirements: 1. At least 8 characters long 2. The password must include at least one character from 3 of these 4 character sets: • digits (i.e. 1 2 3 4 …) • Upper case letters (i.e. a capital letter e.g. B) • Lower case letters (e.g. b) • Special characters (e.g. ! " £ $ % ^ & *)

Also note that by changing your password in Office 365, you must now use this same new password when accessing:

a. A computer in TUS (Midlands)   b.   Wi-Fi in TUS (Midlands)
c. Moodle   d.   The Library applications

Using Multi Factor Authentication (MFA)
All Microsoft Office 365 accounts are protected with MFA. This means you cant access your account with just a password, you also need a smart phone with the Microsoft Authenticator app on it and your account it needs to be registered on the app.
On your first login to Office 365, you will be required to register for MFA. Note, this can only be done if you have a computer or laptop **and** a smart phone (it cannot be done on a smartphone alone). You should watch this video which fully explains how to register for MFA: http://somup.com/c3niYxZss0

What happens if I change my phone or I lose my phone?
You will have to have to get your MFA "reset" by the TUS Midlands staff. This can be requested by completing a Student IT Help request.
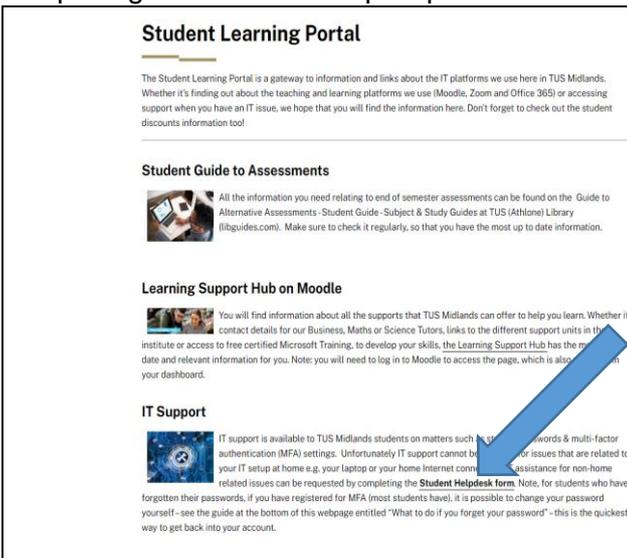
	1. Got to https://ait.ie 2. Click Quicklinks 3. Click Student Learning Portal 4. There is a link to the Student IT Helpdesk on the Student Learning Portal page, as shown to the left.