

# Get Going with IT Drop-in Sessions

Monday 14th September – Wednesday 16th September, 9–7pm

Zones4Learning 3 at City Campus Library

Information Skills Suite at Coach Lane Library

## Support on and off campus...

Here at Library and Learning Services we provide 24 hour support to answer your queries. This means that you can get help when you need it most.

If you are on campus our enquiry desks are located on the 1st floor of City Campus Library and Ground floor of Coach Lane Campus Library. Alternatively you can email or telephone us, see details below

We look forward to helping you soon.

# ask4help

face to face, telephone and online learner support



tel: 0191 227 4125 email: [ask4help@northumbria.ac.uk](mailto:ask4help@northumbria.ac.uk)  
[www.northumbria.ac.uk/library/help](http://www.northumbria.ac.uk/library/help)



# IT Checklist...

If you are on-campus, please complete the following questions.

If you are completing this IT checklist off-campus, please complete questions 2 – 7. You will need to complete this checklist using desktop ANYWHERE. Desktop ANYWHERE allows you to access all of the library's resources 'off campus' which includes your personal file space ('U drive'). To access desktop ANYWHERE, follow this weblink. [www.northumbria.ac.uk/dta](http://www.northumbria.ac.uk/dta)

## 1. Do you have your username and password?

- Yes      Go to Question 2.
- No      Your username and password is provided in your acceptance/ offer letter.

## 2. Have you been able to check your University email account?

- Yes      Go to Question 3.
- No      Look at these web pages for more help using Microsoft Outlook and where to find it on your desktop.  
[www.northumbria.ac.uk/sd/central/library/help/guides/ithelp/email/](http://www.northumbria.ac.uk/sd/central/library/help/guides/ithelp/email/)

## 3. Have you found an email with your Athens username and password?

- Yes      Keep it! It won't make much sense now, but you will need it later to access electronic resources.
- No      If you haven't received notification of your Athens account, please ask at the Helpdesk in the Library or email [ask4help@northumbria.ac.uk](mailto:ask4help@northumbria.ac.uk) and we can send it to you.

## 4. Can you send an email?

Tip – try using the 'Global Address Book' by clicking on the 'To' button.

If you are off-campus, you can do this using either University webmail (OWA) or Microsoft Outlook e-mail.

- Yes      Go to question 5.
- No      Use the Outlook guide which will tell you more about using Outlook e-mail:  
[www.northumbria.ac.uk/helpguides](http://www.northumbria.ac.uk/helpguides) and link to the Email and Outlook pages

## 5. Do you know how to access your personal file space?

This is known as your student 'U' drive at Northumbria.

- Yes      Go to question 6.
- No      There are lots of tips on using and managing your file space.  
View these web pages for more help: [www.northumbria.ac.uk/it/itguides](http://www.northumbria.ac.uk/it/itguides)  
[www.northumbria.ac.uk/helpguides](http://www.northumbria.ac.uk/helpguides), you can download the File management document from this page.

## 6. Do you know how to access your timetable on MyNorthumbria?

- Yes      Go to question 7.
- No      Click on the down arrow and expand the MyTimetable section.  
Click on the link for the course/module in which you are enrolled – this will display your current timetable.

If you are studying at Coach Lane on a health related course you will need to access your timetable via the MyLearning section, see question 7.

## 7. Do you know how to access your course information on BlackBoard, also sometimes known as the eLP (e-learning Portal)

- Yes      Go to question 8.
- No      From your 'MyNorthumbria' page, find the 'MyLearning' section.  
Click on the button labelled 'Go to the eLearning Portal'.  
All your course and module information should be available.  
If no course information is shown, please ask for help at one of our drop in sessions (detailed overleaf) OR email [ask4help@northumbria.ac.uk](mailto:ask4help@northumbria.ac.uk)

Health students at Coach Lane should access timetables via the 'MyLearning' tab, selecting your course and choosing the 'Timetable' tab from the left hand side.

## 8. Do you know how to print your lecture notes (often in the form of PowerPoint presentations on the eLP)?

- Yes      Go to question 9.
- No      Try the following:
- Right click on the document
  - Select 'Save target as'
  - Give the file a memorable name and save it to your "u" drive.
  - Print the document from your file space / "U drive" (not direct from the eLP)
  - Choose 'Handout' option to save paper

## 9. Do you know how to print in the Library?

- Yes      Go to question 10.
- No      For detailed information regarding printing please see the guide [http://www.northumbria.ac.uk/static/5007/itspdf/Student\\_printing.pdf](http://www.northumbria.ac.uk/static/5007/itspdf/Student_printing.pdf) or use this url [www.northumbria.ac.uk/it/itguides](http://www.northumbria.ac.uk/it/itguides)

## 10. You don't need to have your own laptop. However, if you do, can you set it up to access resources both on and off campus?

- Yes      Congratulations, you have everything you need to get started with IT at the Library.
- No      There is a lot of information available to help you depending on which operating system your laptop uses. Have a look at the following page for more help:  
[www.northumbria.ac.uk/it/wireless](http://www.northumbria.ac.uk/it/wireless)

If you are completing this IT checklist off-campus, please complete questions 2,3,4,5,6 and 7. You will need to complete this checklist using desktop ANYWHERE. Desktop ANYWHERE allows you to access all of the library's resources 'off campus' which includes your personal file space ('U drive'). To access desktop ANYWHERE, follow this web link.  
<http://www.northumbria.ac.uk/sd/central/its/dtanywhere/>

**Well done!** Even if you didn't know some of the answers, you did well to keep going. If you didn't know some/any of these basic points, you should consider coming along to one of the drop in sessions detailed on the reverse of this booklet, no need to book – just turn up!!