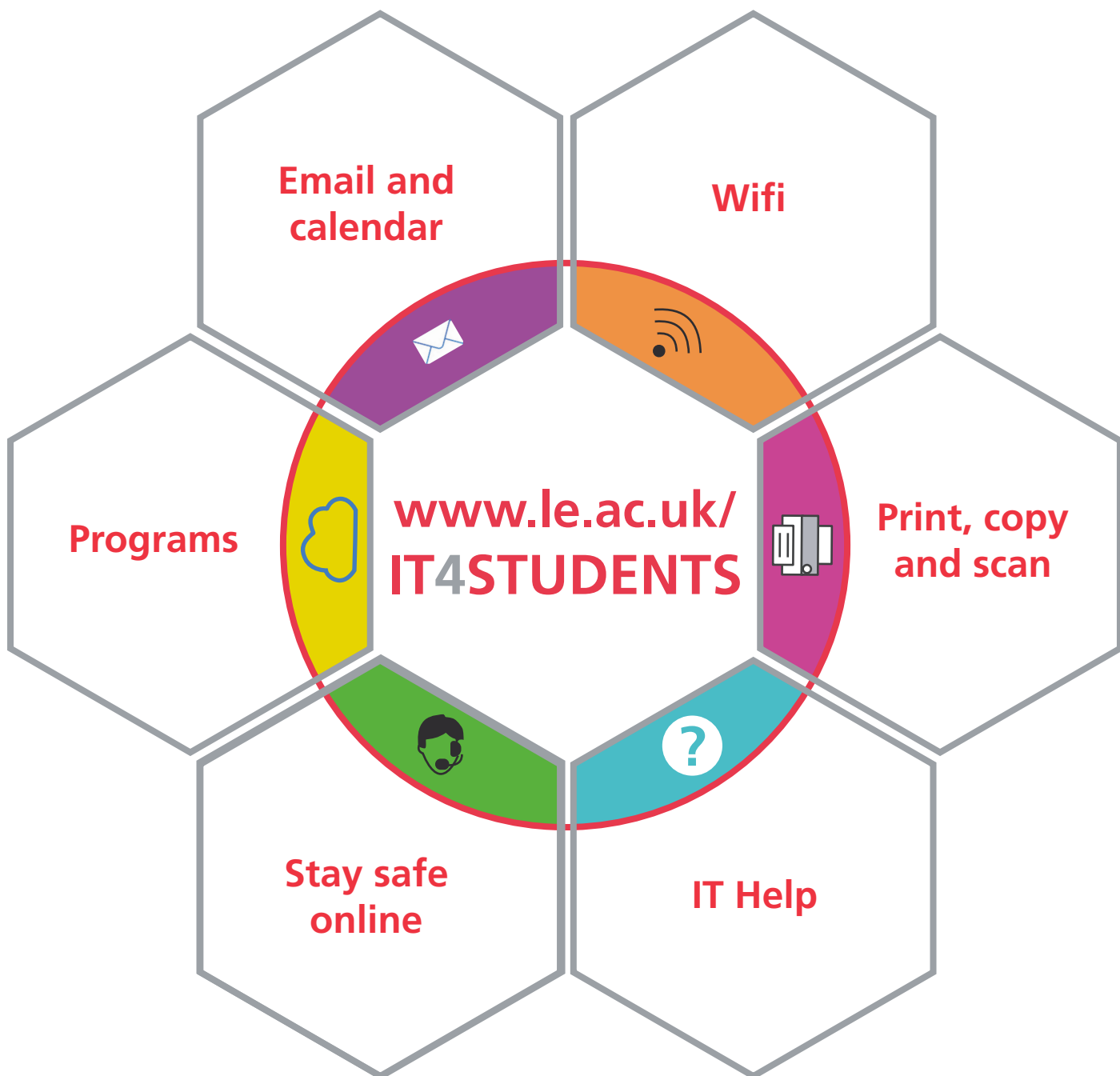


IT for Students

Make the most of IT while you study



Wifi

Connect to free eduroam wifi

Android phone or tablet

1. Go to **Google play store** (Android) and install the **eduroam CAT** app
2. Choose **University of Leicester** from the list of Organisations
You may need to allow app permissions for location.
Otherwise choose **Manual Search** and enter **Leicester**
3. Enter your **full University email address** **username@student.le.ac.uk** as the **username** and enter your **password**
4. Click **Install**. You may need to allow access to storage to install the security certificate

If you have previously used eduroam wifi, the app may not install correctly until you **forget the eduroam network** from your wifi settings.

iPhone, iPad or laptop

1. On your iPhone, iPad or laptop, open your web browser
Go to **cat.eduroam.org**
2. Click on the **Download your eduroam installer** button
3. Choose **University of Leicester** from the list of Organisations
4. Click on the **button** to install and follow the instructions
5. Enter your **full University email address** **username@student.le.ac.uk** as the **username** and enter your **password**

Manual setup

If you are unable to get eduroam CAT to work, you can access the manual instructions:

1. Connect to the **Setup-UniOfLeic-Wifi** network on your device
2. Go to **wifi.le.ac.uk** for instructions for how to setup your device
3. Enter your **full University email address** **username@student.le.ac.uk** as the **username** and enter your **password**

See **www.eduroam.org** for more information.

Email and Calendar

Use your University email and calendar to send email and access your personalised timetable

Your University email account

- Your email address is **username@student.le.ac.uk**
- You have **50GB** of storage space
- Your University email contains your **email, calendar and contacts**
- Access your email **on and off-campus**, as well as on your phone, laptop or tablet

Access on your laptop, phone or tablet

Download and install the **Microsoft Outlook** app

Access from a web browser

Go to **webmail.le.ac.uk**

Access from a University PC

1. Login to a PC on campus using your **University IT account**
2. Open **Outlook 2016** from the start menu

Go to **www.le.ac.uk/it4students** and click on **Email and Calendar** for more information.

Calendar updates

If a change is made to a session in the University timetabling system, your University calendar will be **updated automatically**, without you needing to do anything.

Calendar reset

If you accidentally delete a timetabled session to a different date or time, the event will not automatically move back to the correct date or time. To restore deleted events or move them back to the correct place, go to **le.ac.uk/calendar-reset** for more information.

Printing

Print from a University PC or your own personal laptop, phone or tablet

University PC

1. Go to **File > Print**
2. Select a print type:
 - **Black1Sided**
 - **Black2Sided**
 - **Colour1Sided**
 - **Colour2Sided**

Personal device

1. Attach your document to an email
2. Send the email to the appropriate Smart Printer:
 - **black1sided@le.ac.uk**
 - **black2sided@le.ac.uk**
 - **colour1sided@le.ac.uk**
 - **colour2sided@le.ac.uk**

Web browser

1. Go to **mobileprint.le.ac.uk**, login using your University IT account
2. See documents you have already sent to print or click **Upload** to add new documents
3. In the **Print options** section, select how you want your document to print:
 - **Colour**
 - **Sides**
 - **Pages per side**
 - **Copies**

Colour Printing

Documents sent to **Colour1Sided** or **Colour2Sided** will **only** be available to print on a colour Smart Printer.

At the Smart Printer

1. Touch your University ID card to the sensor on the Smart Printer
2. Tap **Print Release**
3. Tap **Print** for selected documents or **Print All** for all documents

What can I print?

From a University PC you can send any file to print.

On Mobile Print you can send a file up to 50MB of these file types:

- Word
- PDF
- Excel
- Visio
- PowerPoint
- Images (.jpg, .gif, .png, .bmp)
- Text (.txt, .csv, .rtf)

Print prices

Pay to print and copy

New students* will receive **£15 printer credit** towards printing.

Touch your **University ID card** on the reader of any **Smart Printer** to **credit your printing account**.

Print and copy prices

Printing and photocopying are charged at the following prices:

Black and White		Colour	
A4 single sided	5p	A4 single sided	20p
A4 double sided	7p	A4 double sided	38p
A3 single sided	7p	A3 single sided	40p
A3 double sided	14p	A3 double sided	76p

Scanning

There is no cost for scanning documents using a Smart Printer.

How to pay

You will need to have enough money in your print credit account to pay for your printing and photocopying.

- Online** Top up your print credit account with a **credit** or **debit card**
- Cash** Top up your print credit account using **cash** at the kiosk in the **Print, Copy and Scan** room on Level 1 of the University Library

*This applies to students commencing study in September 2019. The printer credit is non-refundable.

Student PC areas

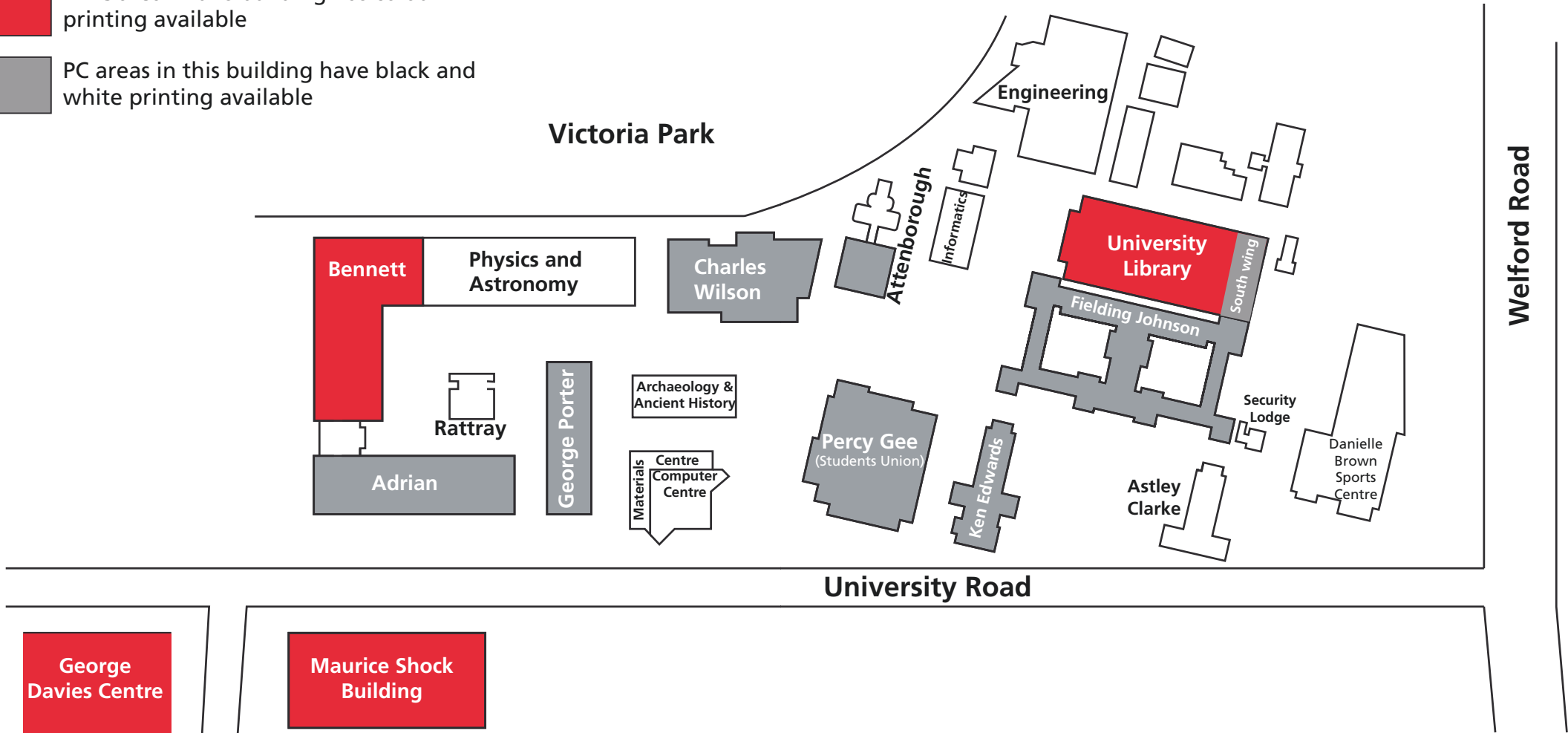
Find a PC on campus



A PC area in this building has colour printing available



PC areas in this building have black and white printing available



Programs

Download programs for free or at reduced cost while you study

Download Microsoft Office for free

All students can install Office 2016 for free on up to five PCs, Macs or mobile devices whilst studying at the University.

- ✓ Word
- ✓ PowerPoint
- ✓ Publisher
- ✓ Excel
- ✓ Outlook
- ✓ OneNote

See www.le.ac.uk/getoffice for more information.

Office 365

While you study you will have access to Office 365 which includes University emails and calendar, Microsoft Word Excel, PowerPoint and OneNote. Cloud storage on OneDrive to save, share and access files on any device.

Go to office365.le.ac.uk to get started.

Home use programs

While at University you will get the opportunity to use a range of computer programs to aid with your studies.

Many of these can be downloaded for home use, completely free of charge or at a greatly reduced cost. These include:

- Adobe Photoshop
- ArcGIS
- ChemBioDraw
- ENVI
- GraphPad Prism
- MATLAB
- Nvivo
- Origin
- Refworks
- SPSS

www.le.ac.uk/home-use-programs

Digital study

Resources and facilities to use while you study

Reflect lecture capture

Reflect allows you to review recordings of your teaching sessions, these recordings are made available to you in Blackboard.

Digital Library

The University Library website le.ac.uk/library is a rich source of ebooks and ejournals which you can access online from wherever you are.

Online reading lists readinglists.le.ac.uk guide you to key resources recommended by your lecturers and can be found in Blackboard.

Digital Reading Room

Create, discover, inform, engage and share with friends and colleagues in this flexible learning space which includes an interactive wall and interactive table. The Digital reading room is located at the entrance of the University Library.

MyUoL app

MyUoL is the University's mobile app which includes a number of useful features for students including:

- Your personalised timetable
- OneDrive access
- MyCareers
- Check your attendance data for timetabled events
- Find a University PC
- Library loans
- Library search
- You can access MyUoL on and off campus. Go to myuol.le.ac.uk
- Download from **App Store** (iOS) or **Google Play** store (Android)

Password

Ensure your password is safe and secure

Keep your password safe

Your University IT account username and password will give you access to all University's IT facilities. So it's important to **keep it safe**.

- Do not share your password with anyone
- Do not write down your password
- Do not let anyone see you type your password
- Do not leave a PC without first logging off

Passwords you cannot use

There are some passwords you cannot use:

- **Your Username**
Passwords must not contain your username or more than two consecutive characters from your full name (for example if your name is 'John Smith your password cannot contain 'joh' or 'ith').
- **Previous passwords**
You cannot reuse a previous password
- **Personal Information**
Do not use personal information that someone else can guess e.g. family members' or phone numbers
- **Easily Identifiable Passwords**
Do not use passwords which can be easily identified when typed, like sequences e.g. *abcd* or adjacent keyboard letters e.g. *qwerty*
- **Certain Special Characters**
Do not use £ or \$ symbols within your passwords as these are not recognised when logging into certain systems and devices

Stay safe online

Internet safety and security

Beware of phishing emails

Phishing refers to online fraud, in which criminals try to trick you into revealing bank account or email account details.

- IT Services will never ask you for your password or login details
- If you think your account is compromised contact the IT Service Desk on 0116 252 2253

If an email is from someone you don't know, or seems strange:

- Don't **click on links in emails**
- Don't **open attachments**

Never reveal personal information

- National insurance number
- Mother's maiden name
- Pets' names
- Any bank details

Install antivirus software

While using a University PC you will be covered by Sophos Endpoint Security, but you should ensure you have antivirus software installed on personal devices and it is regularly updated. Remember that smartphones and tablets can get compromised as well as computers.

Free wifi may not be secure

Not all places where wifi is provided are secure e.g. cafés and hotels. Never use them when you're doing anything confidential online.

Need IT help?

Get the IT support you need

Website

- Step-by-step help guides
- IT news

Go to: www.le.ac.uk/ithelp

Face to face

Visit us in the library for face to face help during these times:

- Monday to Friday 9.00am - 9.00pm
- Saturday and Sunday 12.00pm - 6.00pm

Visit: [Helpzone in the Library](#)

IT Self Service

Report an IT issue or make a request using a web browser

Go to: ithelp.le.ac.uk

Phone

Phone the IT Service Desk for instant help or urgent issues during these times:

- Monday to Friday 8.30am - 5.00pm

Phone: [0116 252 2253](tel:01162522253)

Email

Email the IT Service Desk with non-urgent questions or enquiries that are more detailed

Send to: ithelp@le.ac.uk