USEFUL LINKS

IT Service Desk
www.cumbria.ac.uk/servicedesk

Change your password
www.cumbria.ac.uk/password

The student Hub
hub.cumbria.ac.uk

Eduroam wireless access
www.cumbria.ac.uk/eduroam

University wireless locations
www.cumbria.ac.uk/wireless

USEFUL NUMBERS

IT Service Desk
01228 888888

Cablecom, student halls IT
08449 431174

Print Unit
01524 384315

USEFUL EMAILS

IT Service Desk
itservicedesk@cumbria.ac.uk

Print Unit
centralprint@cumbria.ac.uk

IT SERVICE DESK
OPENING TIMES

We are available to help on the phone at the following times:

Term time
Monday to Thursday, 8:30am to 6:00pm; Friday 8:30am to 5:00pm.

Holiday time
Monday to Friday, 8:30am to 5:00pm

Don’t forget you can leave an email or voicemail at any time and we will get back to you as soon as we can.
YOUR UNIVERSITY NETWORK ACCOUNT

Your university username and password will:

- enable you to logon to any university computer
- provide you with a university email address; your username is in the form of S123456@uni.cumbria.ac.uk where 123456 is your student number
- enable access to the Student Hub: the single place for all the information you need. By signing onto the Hub, you are automatically signed onto the systems you will most commonly use without having to sign in again.
- provide access to your printing account

HOW TO ACTIVATE YOUR UNIVERSITY NETWORK ACCOUNT

Please note, this is a different account to the one you set up to complete online pre-registration for your course.

Step 1 - If you are on-campus:
- Use any network PC (this won’t work on a Mac) and enter the exact words: 
  Username: newstudent
  Password: Welcome1

Step 1 - If you are off-campus:
- Use any browser and go to https://apps.cumbria.ac.uk/AccountActivation/

Step 2 - terms of use
- Read and agree the terms of use for the university network.

Step 3 - registering for your account
- input your username, which is your student number (found on your Cumbria Card or registration emails), your date of birth, and select a secret question and enter your answer in the box.

Step 4 - choosing your password
- Enter a password of your choice. All passwords must have the same format - a minimum of 7 characters with a mixture of upper case, lower case and a number.

Step 5 - your username and email address
- The final page lists your username and email; write these down somewhere safe. You can now logon using your student number and your password.

Don’t forget:
- What you meant to say in an email or instant message may not come across clearly; take care with what you send, you can’t take a message back.
- If someone uses your account, you are responsible for anything that they do, even from a mobile device like a phone.
- Your password needs to be more complex than your favourite colour.
- Social media websites can also be accessed by prospective employers.
- You wouldn’t give your bank pin number to anyone, so please don’t give your password to anyone
- Check your student email account regularly - this is the main form of communication that the university will use to contact you.
- Never open emails or attachments that you aren’t expecting, or sound too good to be true, even if they are from someone you know
- Save your work regularly - you don’t want to have to type that essay twice if there is a problem

BLACKBOARD

The university’s virtual learning environment (VLE) is called Blackboard and you can find links to Blackboard on the Student Hub.

- Blackboard can be accessed on and off campus, 24/7
- Use your network username and password to access Blackboard
- Links to your Blackboard sites will appear in your My Courses list once you have logged in
- Within a Blackboard site, you will typically find announcements along with course content as a minimum.
- Many sites also use collaborative tools such as blogs and discussion boards
- You may be asked to submit your assignments from within Blackboard; often this is through the Turnitin system
- You may need additional software to open some of the files on the site - for example, PDF, Word documents etc
- A free mobile app is available - search for ‘blackboard mobile learn’ in the app store
- See the Information area on the Blackboard login page for additional technical support information
PebblePad is the university’s eportfolio system which is an online personal learning space where you will be able to create all kinds of material such as reflective blogs, webfolios (mini-websites), CVs and much more.

- You will find links to PebblePad on the Student Hub
- Content you create on PebblePad is private to you unless you choose to share it.
- Some modules might use PebblePad for assessment.
- A free Mobile App is available – search for PebblePad in the app store.
- You can take your PebblePad account with you when you graduate and continue to use it in your chosen career (free for first 12 months).

The university subscribes to Turnitin, a global online service used by over 80% of universities across the UK. It allows you to submit assignments via Blackboard. Submissions are checked for signs of plagiarism by text matching against an extensive repository of webpages, journals, periodicals and previously submitted assignments.

Turnitin provides an Originality Report. It shows the percentage of text matched against the Turnitin database repository. The report can also be viewed by tutors. You will be able to submit work to Turnitin from a computer (submissions via Dropbox (https://www.dropbox.com/) or Google Drive (https://www.google.com/intl/en/drive/) accounts are also possible).

Following a submission, Turnitin will send a digital receipt to your university email account which contains a unique ID for that paper.

An Originality Report can be viewed and you can usually resubmit up until the due date. Tutors often use Turnitin to provide grades, feedback and comments to submitted assignments.

To find out more about Turnitin please login to Blackboard and look for the Skills@cumbria link towards the top of the page. Here you will find some video guides along with a useful Turnitin test area where you can upload your assignment and make yourself familiar with how the system works.
PRINTING AND PHOTOCOPYING FACILITIES

All university computers are linked to a printer, with most linked to printers that also photocopy and scan (Multifunctional Devices or MFDs). They provide high quality, high volume, rapid printing, photocopying, and scanning facilities. Each printer is set to duplex (print on both sides), black and white, A4, as standard but this can be changed to print in colour and on specific machines A3.

Print prices are as follows (per page – duplex is charged as 2 pages):

<table>
<thead>
<tr>
<th></th>
<th>B&amp;W</th>
<th>Colour</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4</td>
<td>5p</td>
<td>20p</td>
</tr>
<tr>
<td>A3</td>
<td>10p</td>
<td>40p</td>
</tr>
</tbody>
</table>

All printing sent to MFDs is ‘pull printing’ - documents are only printed when you verify your details at the printer using your Cumbria Card and select the job in the print queue you want to print. Cumbria Cards must be registered with a printer on the first use and instructions on how to do this can be found via Print Unit webpages.

Unwanted jobs can be deleted from the print queue at no cost - only documents which are printed are paid for. You can also use the devices to photocopy or scan, rather than print. Photocopying is charged at the same price as printing, and scanning is free.

How to pay
All new students start with a minimum credit after which you’ll need to top up. To do this, please use the online payments system at https://payments.cumbria.ac.uk/print/ to add to your printing account using a debit or credit card.

Want to check your credit balance?
Logon to a university computer. Hover, with your mouse, over the black £ icon on the bottom right side of the screen. A pop-up box appears, displaying your credit balance. At Brampton Road the icon is on the top right of the screen.

New printing services will be coming online during the year, so please keep checking here Print Unit information.

WANT TO USE YOUR OWN DEVICE?

Wireless points are available at locations across all of our university sites for you to connect to. Check the locations at www.cumbria.ac.uk/wireless.

Eduroam – Eduroam allows you to connect to the internet, using Wifi enabled devices, on campus and when visiting other participating institutions. You must connect for the first time while on campus, but subsequently you can logon to eduroam at all participating sites around the world using your usual network username appended with @cumbria.ac.uk and network password. Full details of eduroam and instructions can be found at www.cumbria.ac.uk/eduroam.

If you are living in a hall of residence, the IT provision is supplied by a company called Cablecom and not by the university. Contact details will be available when you move into your halls, however, Cablecom can be contacted on: 08449 431174