

IT Help and Support



The **Student Hub** is your central portal to access all of the systems and services including Student Email, Blackboard, Library, OneDrive and much more...

<https://hub.cumbria.ac.uk/>



The **Student Enquiry Point (StEP)** is a new, simpler way to get help. Using the StEP tile on the **Student Hub** you can submit an enquiry relating to the wide range of services provided by Student Services including digital skills.

<https://my.cumbria.ac.uk/step>



If you are having trouble logging into the Student Hub or have another IT query, the IT Service Desk are here to help. See **Getting IT Help** for more information.

<https://my.cumbria.ac.uk/itservicedesk>



There are two Wi-Fi networks on campus that you can access on your own device; UoC-Members and Eduroam.

UoC-Members is only available on our own campuses, you will need to log in with your student number and password.

Eduroam can be used at all universities, colleges and libraries that subscribe to it.

Login to UoC-Members wifi on your laptop or mobile device and then visit: <https://my.cumbria.ac.uk/eduroam>

Follow the instructions to download the configuration tool. You will then be able to automatically connect to Eduroam on campus and at other institutions that use it.

Your login for Eduroam is [studentnumber@cumbria.ac.uk] and your university password. Your username looks a bit like your email address, but has no "S" at the start or "uni" after the "@"

123456@cumbria.ac.uk



Microsoft's Student Advantage gives students the ability to install **Office 365** on up to 5 personally owned PCs and Macs for **FREE**. It includes Word, PowerPoint, Excel, Outlook, Teams, OneNote and more.

Office 365 Professional Plus is provided on a subscription basis - you can use the latest version of Office while you are registered with the university and have an active network login account.

Office Professional Plus is provided as a download. You will require a good internet connection and will need to stay online until it is installed. You will need to Sign In to Office 365 to activate it and will be prompted periodically to login again to continue using it. Your Sign In for Office 365 is your student email address e.g. s123456@uni.cumbria.ac.uk and university password.

<https://my.cumbria.ac.uk/freeoffice>



Printing on campus: You can print to a Multi-Function Device (Printer / Photocopier / Scanner) from any University pc or mac on campus.

Or you can set up your own device to use the **Everyone Print** system. To register for the first time, this can only be done using a PC on the University of Cumbria network.

See <https://my.cumbria.ac.uk/print> for more information.

To **add money to your print account** go to:

<https://my.cumbria.ac.uk/printcredit>

Or go via the Student Hub > Useful links menu.

Sign in with your student number and password.



We have a number of **mobile apps** to provide on-the-go access to our systems to better support your learning, including Student Hub, Blackboard, Office and more.

<https://my.cumbria.ac.uk/apps>