



Getting Started

With your Computing
and Library Accounts



Welcome to the Institute of Education Library and Computing Services. This booklet contains essential guidelines to use your Computing and Library accounts. During Enrolment you will have received with this booklet the '**Essential Information Letter**' confirming your accounts details (username and password) and your Library PIN number.

These accounts will enable you to access Computing and Library resources when connected to an Institute workstation. When working remotely, these accounts will give you access to our resources through the IOE Portal.

Please take time to go through this booklet and the '**Essential Information Letter**' and do not hesitate to contact us if you need further help.

Contacts

The Library Enquiries Desk

In the Library Level 4

t: 020 7612 6080

e: lib.enquiries@ioe.ac.uk

www.ioe.ac.uk/Library

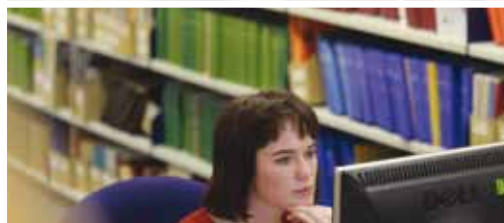
The Computer Helpdesk

In the Library Level 4

t: 020 7612 6696

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Changing your Computing Account Password

You will have received details of your Computing Account username and password during enrolment with the 'Essential Information Letter'.

This account is used both internally on an Institute workstation, and externally via the IOE Portal.

Important:


- The first time you log on to your account, you will be required to change your password. Thereafter, you will be prompted to change it every 90 days.
- You will need to have changed your initial password before attempting to access Blackboard or the wireless network for the first time.

Password Rules: When choosing a new password it is essential to follow these rules:

- must be at least 8 characters in length
- must contain at least 1 number
- must contain at least 1 upper case letter
- must contain at least 1 lower case letter
- cannot contain 3 or more consecutive characters from your full name or your username (e.g. If your name is 'Will' you couldn't have the password 'Stiller458', if your username is 'ievan001c' you couldn't have the password 'Vancouver45')
- cannot be the same as any of your last 10 passwords

To change your initial password:

- **Either internally, on an Institute workstation:** enter your username and initial password and follow the steps to change your password making sure that your new password complies with the rules listed on this page.
- **Or outside the Institute connecting via the IOE Portal** (see page 10 for instructions on how to access the Portal): after entering your username and initial password to login to the Portal you will see the dialogue box below. Enter your old and new password as indicated making sure that your new password complies with the rules listed above.



Important note: when successfully changing your password through the Portal you will be presented with a message confirming that your password has been changed. Some users do not obtain that message and are instead taken back to the change password screen above. If this happen, exit the Portal, restart your Web browser and log back in to the Portal using your newly created password.

For help with your Computing Account, contact:

The Computer Helpdesk

In the Library Level 4

t: 020 7612 6696

e: computerhelpdesk@ioe.ac.uk

Changing your ATHENS Account Password

You will need your ATHENS account to read electronic journals, electronic books and to use our database search subscriptions from anywhere in the world.

You may wish to change your ATHENS password to a password of your choice which must be between 6 and 20 characters long and is case sensitive. It must contain a mixture of letters and

other characters. To make this change go to: www.athensams.net/myathens

For help with your ATHENS Account, contact:

The Library Enquiries Desk

In the Library Level 4

t: 020 7612 6080

e: lib.enquiries@ioe.ac.uk

Blackboard

Blackboard is the IOE Virtual Learning Environment (VLE) where students can access course materials, readings, announcements and also submit certain assignments.

Your Blackboard account login is exactly the same as your computing account login.

Important: You must have changed your initial computing password before attempting to login to Blackboard for the first time (see page 3 for instructions on how to change your password).

How to logon on an Institute workstation

1. Open up Internet Explorer (PC users) or Safari/Firefox (Mac users).
2. Click on **'Favourites'** and select the **'Blackboard'** link, or go to www.ble.ac.uk
3. Once Blackboard opens up login with your computing username and current password.
4. Click on the appropriate link to access your **'Courses/modules'** in the **'Course List'**.



How to logon outside the Institute connecting via the IOE Portal

1. Once logged in via the IOE Portal (see page 10 for instructions on how to access the Portal), click on the **'Blackboard'** icon.



2. Once Blackboard opens up login with your computing username and current password.
3. Click on the appropriate link to access your **'Courses/modules'** in the **'Course List'**.

For help with Blackboard, contact:

The Computer Helpdesk

In the Library Level 4

t: 020 7612 6696

e: VLE@ioe.ac.uk

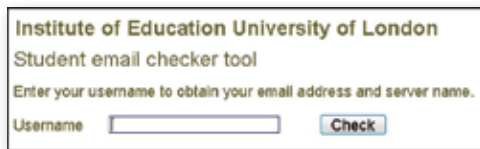
Your Student Email Account

All students are issued with an Institute email account.

Finding your IOE Email Address and the name of your mail server:

From an Institute workstation:

1. Open up Internet Explorer (PC users) or Safari/Firefox (Mac users).
2. Click on '**Favourites**' and select '**My IOE Email address**'.
3. Enter your computing username and click the '**Check**' button.



The screenshot shows a web form titled "Institute of Education University of London Student email checker tool". Below the title, it says "Enter your username to obtain your email address and server name." There is a text input field labeled "Username" and a blue button labeled "Check".

Outside the Institute connecting via the IOE Portal

Once logged in via the IOE Portal (see page 10 for instructions on how to access the Portal), click on the '**Student email checker tool**' icon.



Student email checker tool

Accessing your Email

From an Institute PC:

1. Open up Internet Explorer.
2. Click on '**Favourites**' and select '**My IOE mailbox**'.

From an Institute Mac:

You will need the name of your mail server which you can obtain by clicking on '**Favourites**' and selecting '**My IOE Email address**'.

1. Open up Safari/Firefox and go to your mail server address:
S1: <https://s1.ioe.ac.uk/exchange>
S2: <https://s2.ioe.ac.uk/exchange>
S3: <https://s3.ioe.ac.uk/exchange>
2. In the login box, enter your username prefixed with **ioe.students** and your current password.



The screenshot shows a login dialog box with the following text: "To view this page, you must log in to area 's1.ioe.ac.uk' on s1.ioe.ac.uk:443. Your login information will be sent securely." Below this, there are two input fields: "Name:" with the value "ioe.students\iecsi001c" and "Password:" with a masked password "*****". A checkbox labeled "Remember this password in my keychain" is unchecked. At the bottom, there are two buttons: "Cancel" and "Log In".

Outside the Institute connecting via the IOE Portal

Once logged in via the IOE Portal (see page 10 for instructions on how to access the Portal), click on the '**Email**' icon to access your mailbox.



Email

For help with your Email Account, contact: The Computer Helpdesk

In the Library Level 4

t: 020 7612 6696

e: computerhelpdesk@ioe.ac.uk

Your Library Account

Your library number is printed at the bottom of your student registration card under the barcode. You will have received confirmation of your library PIN in the **'Essential Information Letter'**.



Student ID number

Library number

You need your student registration card and library PIN to use the self service workstations for borrowing and returning books.

Using your library number and PIN you can log into your library account via the online catalogue:

- to check your library record to see what you have borrowed and when it is due back
- to renew your books and make reservations
- to request Inter-Library Loans or Postal Loans.

For full details of Library Services and the online catalogue, see our web pages at www.ioe.ac.uk/library and try out the tutorial at www.ioe.ac.uk/services/341.html

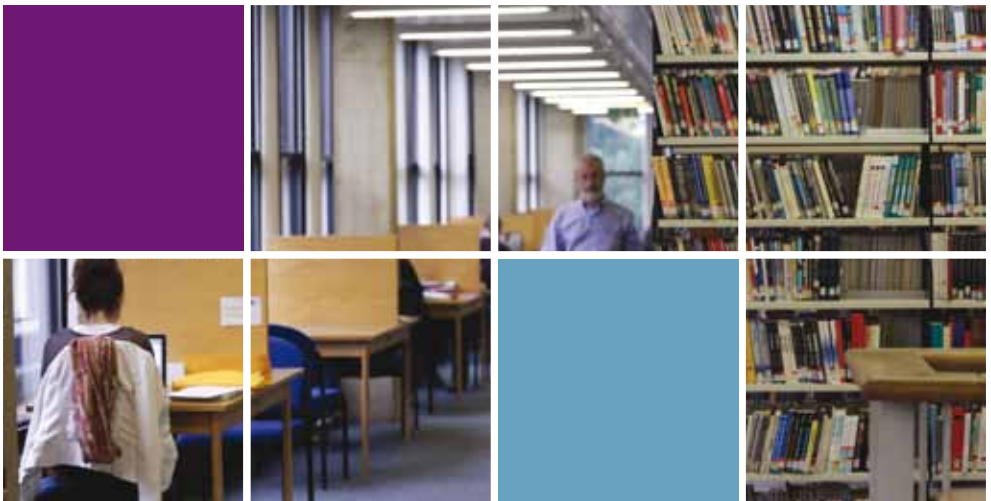
For help with your Library Account, contact:

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Your Photocopying Account

To use the photocopiers you will need to purchase a copy card for £1 and then add credit to it. No monetary value is physically held on the card itself.

You can top up your photocopying account via the kiosk in the Library (located adjacent to the photocopiers).

The minimum value you can add to your account is £1.00 using either a credit/debit card or cash. You can use either method of payment or a combination of both to add credit to your account but the use of credit or debit card will provide you with more credit than using cash.

For every £1.00 you credit via card you will receive a monetary value of £1.15 to spend on copying (a bonus of 15p). For every £1.00 credited by cash no bonus value is added.

Photocopying charges are:

- 5p per A4 black and white
- 40p per A4 colour
- 10p per A3 black and white
- 80p per A3 colour

For help with your Photocopying Account, contact:

The Library Enquiries Desk

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e: lib.enquiries@ioe.ac.uk



Your Printing Account

Printing is available from all Institute workstations. There is no printing facility for laptops connected to the Institute wireless network.

Your printing account is linked to your computing account and you will need print quota added to your printing account to be able to print.

Research, Masters and PGCE students receive a “one-off” free print quota allocation at the beginning of their course. It is for the whole of the course being undertaken, and not repeated if the course lasts more than one year. Any quota left on your account at the end of the course will be lost as we do not refund unused print quota.

Free print quota allocation

- 800 pages for MPhil / PhD, MRes, EdD and Associateship.
- 400 pages for MA, MSc, MTcg (Master of Teaching), MBA, Postgraduate Diploma, BEd and Advanced Diploma (other than Professional Studies).
- 200 pages for PGCE, Advanced Certificate, Certificate in Education, Graduate Certificate, Qualifying routes to Master’s studies, Preparatory Course for Master’s studies and NPQH.

Other courses, which are non-award bearing and / or last for under a year are not allocated a free print quota and will need to top up their account.

Checking your print quota

On an Institute workstation, click on the icon ‘**Managing Your Printing**’ on the desktop.



If you are using your printing account for the first time, you must have printed at least one page to be able to check your quota with this icon.

Buying additional print quota

Additional print quota can be purchased at the Computer Help Desk and at the Library Issue Counter.

- 5 p per A4 black and white
- 30 p per A4 colour

Additional quota must be purchased in blocks of £5.00, £10.00 or £20.00.

For help with your Printing Account, contact: The Computer Helpdesk

In the Library Level 4

t: 020 7612 6696

e: computerhelpdesk@ioe.ac.uk

The IOE Wireless Network

Wireless access is available to IOE students throughout all Institute buildings via their computing account. Before connecting to the Institute wireless network:

- You must ensure that your antivirus software and operating system are up to date.
- You must have changed your initial computing password before attempting to login to the wireless network (see page 3 for instructions on how to change your password)

IMPORTANT: If you sign in incorrectly 3 times your hardware will be locked out of the wireless network for 1 hour.

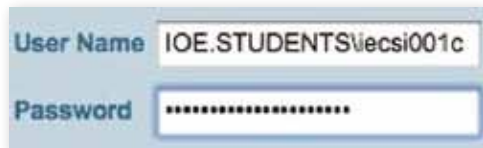
To access the wireless network

1. Connect to the IOE wireless network 'IOEWLAN'.
2. Open your web browser.
3. You should automatically be re-directed to our login page.
4. If not type in <https://1.1.1.1/login.html>
5. Before reaching the login page you may first see a Security Alert.
6. Please take all relevant options to continue (these will vary depending on what system you use).

7. You will then see the following login page.



Login using this format



8. Enter your username prefixed with **IOE.STUDENTS**. You can now browse the web.

For help with the IOE Wireless, contact: The Computer Helpdesk

In the Library Level 4

t: 020 7612 6696

e: computerhelpdesk@ioe.ac.uk



Remote access to IOE resources: The IOE Portal

The IOE Portal is the best way to access a range of IOE resources including Blackboard, your email and your data, when you are away from the Institute. It will also allow you to change your password when it has expired.

The IOE Portal is available through any external internet connection and the IOE wireless network. It is not available through the normal IOE wired network.

To access the Portal:

- Either follow the link "Staff and Students" from the IOE homepage or go to <https://portal.ioe.ac.uk>
- Log in with your computing username and current password and choose the Login Service 'IOE.STUDENTS'.
- You will then be presented with the screen shown below:

File Management

When using the portal to access your data files you should save the file to your local drive and then upload it when you have finished.

To work on a document:

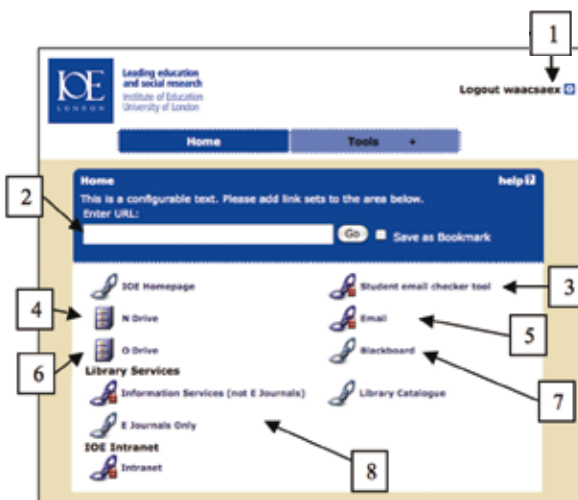
1. Download to your local drive: right click and select 'Save Target as'. Choose the location that you wish to save to.
2. Open the document and apply your changes.
3. Save the document to your local drive.
4. Upload: select the 'Upload' icon from within the folder you want to upload to.

For help with the Portal, contact: The Computer Helpdesk

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e: computerhelpdesk@ioe.ac.uk



1. To log out.
2. Typing in a web address here will access the website as if you were working on an IOE computer.
3. To check what your e-mail address is and what mail server you use.
4. To access your N drive: where your personal data is stored.
5. To access your IOE E-mail.
6. To access the O drive: where shared student data is stored.
7. To access the Blackboard login page.
8. To access the Library Catalogues and Electronic journals.

Computer Training

Computer training sessions are offered on a termly basis.

- The general training programme offers mostly hands-on sessions which focus on applications such as Word, Excel, PowerPoint, Publisher, EndNote, SPSS and NVivo.
- The mini courses programme offers 30 minute demonstration sessions and hands-on workshops. These look at a broad range of software and activities including: interactive whiteboards, Google Docs, working with video, digital storytelling, social media and Office 2007 features.

The training programme timetable is available on the IOE Intranet and Blackboard at the beginning of term. Information is also sent out by course administrators.

Software Guides

A wide range of software guides have been written to support the training courses. They are detailed enough to be used for self-training. Basics, intermediate and advanced topics are covered in Word, PowerPoint, Excel and Publisher. Most guides are for Office 2007, some for Office 2008 (for Mac users). These guides are available from the IOE Intranet.

To receive regular updates on our training programme you can join the **'Computer Training Updates and News'** mailing list.

To join this mailing list or for further help and information on computer training or software guides contact:

The IT Training Analyst

Krystyna Huszcza **e:** k.huszcza@ioe.ac.uk

Accounts expiry date

Computing and Library accounts expire on a yearly basis and are renewed upon individual enrolment at the beginning of each academic year. It is the responsibility of each student to undertake all necessary archiving on a portable storage device before the end of their course.

Expiry dates:

- PGCE Full-Time: **31 July**
- PGCE Part-Time (new students): **11 November**
- PGCE Part-Time (continuers): **31 July**
- Masters: **11 November**
- BEd: **11 November**
- Research: **11 November**



Contacts:

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f: 020 7612 6093

e: lib.enquiries@ioe.ac.uk

www.ioe.ac.uk/Library

The Computer Helpdesk

t: 020 7612 6696

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