



Student's Guide to College and University IT Systems

- 1. USERNAME AND PASSWORD:** Your Student ID #, Username, email address and password are all on the label above and the outside of your Induction Folder. Please store this information in a safe place, you will need it to access your GCNYC email and other College related systems including the GCNYC Commons and MURAL.

 - a. The password provided can be changed at any time; however, any password will only be valid for 90 days. (More information on changing passwords is provided below.)
 - b. You will need your student ID number to be able to change your password.
 - c. Your username will be used for logging into most systems and will form the “root” of your email.

- 2. EMAIL ADDRESS:** To access your student email account go to <http://www.outlook.com/caledonian.ac.uk> and log in with your username and password. Please use this email address for any school related communications. All communications from GCNYC staff and faculty will be sent to your student email address. It is the responsibility of the student to ensure they can access their account and check it regularly!

- 3. WIRELESS NETWORK:** When on campus, please use the network named “EDUROAM.” To log on, use your username and your password (same as above).

- 4. CHANGING PASSWORDS:** You will be required to reset your password every 90 days (the same password applied to college resources, email, library, and GCNYC Commons +MURAL. You will receive an email reminder and link prior to the 90-day mark. New Passwords must have the following characteristics:

 - a. 8 characters in length
 - b. Must not contain all or part of your name or username
 - c. Must contain characters from 3 of the following 4 categories:
 - i. Upper case characters (A-Z)
 - ii. Lower case characters (a-z)

- iii. Numbers (0-9)
- iv. Non-alphanumeric (e.g. symbols such as !,\$,#)

5. **OFFICE 365:** All students are provided with an Office 365 account which includes a license for the full Office suite which can be used on up to 5 devices (you use the same license for your laptop, your phone, your ipad, etc.)
- a. **Getting Started:** To begin, open a browser and enter the address:
<http://outlook.com/caledonian.ac.uk>. You will login using your email (your username and @caledonian.ac.uk) and your password.
 - b. **Office 2016:** Once you are logged in, you will see a button in the upper left hand corner that reads: **Install Office 2016**. Click that and you can install.
6. **GCNYC COMMONS:** The GCNYC Commons is our Sharepoint site which contains most of the electronic resources you will need. Access it by visiting GCNYC.com, and select “Student Resources” under the “Current Students” tab OR by clicking this link
<https://www.connected.gcu.ac.uk/sites/GCNYCStudent/SitePages/Home.aspx>. You will need to enter your username and password provided on your label.

There are two sections in the GCNYC Commons, you can access them via the two labeled tabs at the top of the screen:

- a. **GCNYC Student Home:** On the home page, you will have access to registration, courses, various documents, and community news.
 - b. **MURAL (Multi-User Repository of Academic Learning):** MURAL is our learning system where you will find class resources including course syllabi and course materials. There is also a discussion board and term calendar.
 - i. To view course materials, select the appropriate term in the left-hand bar menu.
 - ii. Select the appropriate course to view materials
7. **THE LIBRARY:** You may access online resources by logging into the GCU library at
<http://www.gcu.ac.uk/library>.
8. **REGISTRATION:** Students are responsible for re-registering for courses each term. Students will receive a notice when course registration opens each term. Course Registration is done through the

GCNYC Commons.

- a. Once you've logged into GCNYC Commons, select "Student Class Registrations" from the left side bar on the "GCNYC Student Home" page.
- b. Select "New Item" and choose your course from the drop-down menu.
- c. Select "Save"
- d. Repeat for additional courses.

9. GETTING HELP:

- a. If you are having issues with your **GCU account** and need to reset your password, please contact, Student Learning Coordinator, Kerri Quinn kerri.quinn@gcu.ac.uk
- b. If you are having any other IT issues please contact the GCU Help Desk at ithelp@gcu.ac.uk or +44 (0) 141 273 1234.