



## Student's Guide to College and University IT Systems

1. **YOUR ACCOUNT:** Prior to the start of your first trimester, new students will receive an email from the Registrar with their Student ID #, Username, Caledonian email address and password. Store this information in a safe place, you will need it to access various GCU/GCNYC systems.
  - a. The password provided can be changed at any time; however, passwords will expire every 365 days. You will receive an email notifying you 14 days prior. *Be sure to change your password promptly to avoid being locked out of your account!* (More information on changing passwords is provided below.)
  - b. GCU/GCNYC uses Single Sign-On (SSO). Your one username and password will be used to access various systems including email, GCU Learn, the GCU Library, course registration and more.
  
2. **EMAIL ADDRESS:** To access your Caledonian 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 will be sent to your Caledonian email address. *It is the responsibility of the student to ensure they can access their account and check it regularly!*
  
3. **CAMPUS WI-FI:** When on campus, please use the Wi-Fi network named “EDUROAM.” To log on, use your username and your password.
  
4. **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.
  - a. **Getting Started:** To begin, open a browser and enter the address: <http://outlook.com/caledonian.ac.uk>. You will login using your Caledonian email address and your password.
  
5. **GCU Learn:** GCU Learn, powered by Blackboard, is the College’s learning management system. Here you can access your syllabi, course materials from your instructors and other helpful resources. You will log in with your username and password at <https://blackboard.gcal.ac.uk/ultra/stream>
  
6. **GCU ONLINE LIBRARY:** You may access online resources by logging into the GCU library at <http://www.gcu.ac.uk/library>.
  
7. **RESETTING YOUR PASSWORD:**

If you forget your password, use this link to reset it: <https://pwreset.gcal.ac.uk/>

You will be prompted to enter three pieces of information:

- **Date of Birth:** this must be entered as DDMMYYYY and there should not be any periods, dashes or slashes included. **Please note:** *The date format is in UK format and should start with the day not the month, for example, 30051986*
- **Student ID Number:** this is the ID number that appears on your student ID card and was in your initial email with your account details. Ex. S1234567. If you cannot locate this number, ask a GCNYC staff member.
- **Personal email address:** this is the external email address you used during the admissions process. *Do not use your Caledonian email address.*
- If you are unable to reset your password with this process, please contact GCNYC's IT Helpdesk Technician.

#### 8. GETTING HELP:

- a. If you are having issues accessing your email or GCULearn please contact GCNYC's IT Helpdesk Technician [IT@gcnyc.com](mailto:IT@gcnyc.com). Please note that they are part-time, expect 1-2 business day for a response. In emergencies, email the Office & Events Manager, Sandra MacDonald at [Sandra.MacDonald@gcu.ac.uk](mailto:Sandra.MacDonald@gcu.ac.uk) or the GCU Help Desk in Glasgow at [ithelp@gcu.ac.uk](mailto:ithelp@gcu.ac.uk) or +44 (0) 141 273 1234.