Welcome to the Lifelong Learning Centre. While you are a registered student of the University you have access to a wide range of University services, including its extensive computing facilities, whether you are studying on campus or at a distance. This leaflet gives a basic explanation about how to access the computing network and what you will find there. It cannot be very detailed, but there is plenty of other documentation, both written and online, which you can consult. Most of this material is produced by the University’s Information Systems Services (ISS) which is responsible for providing the computing service; see the list of useful contacts at the back of this leaflet.

**Getting access to the computing network**

To use the IT services provided by the University, you will need a computer **username and a password**, provided by ISS.

To get these, you need your **student i/d number**. Students on degree, CertHE, foundation degree and PHE programmes will be notified by post of their student i/d number. If you are a student on a short course programme (Arabic and Islamic Studies, Open Study, Self-Directed Study), you will find your student i/d number printed on your Student Card. This will be posted out when your application form has been processed. Alternatively, you can elect to collect the card yourself from the Student Services Centre at the University. If you don’t know your student i/d number, please contact the Lifelong Learning Centre.

To get your computer username and password from your home or work computer, go to [http://mypassword.leeds.ac.uk](http://mypassword.leeds.ac.uk). You will need to input your student i/d number and date of birth and will then be provided with your computer username and password.

To get your username and password from a University computer (for example in a cluster, the Library or the LLC), press the Ctrl, Alt and Delete keys simultaneously and then type *mypassword* into both the **username and password** lines of the first ‘dialogue box’ than comes on screen. Click OK and follow the instructions. You will need to quote your student i/d number and date of birth, so have these to hand.

**Logging in**

Once you have got your username and password, you log in on a University computer by putting these two items into the dialogue box on the first main screen that comes up. Get to this by pressing the Ctrl, Alt and Delete keys simultaneously, then clicking ‘OK’ in response to the screen about your legal responsibilities. You should now see the dialogue box on screen, inviting you to put in your username and password. Do this and you are then logged in to the University computing system.

**Changing your password**

For security reasons, you are advised to change your password at the earliest opportunity. Log in as above, then press Ctrl, Alt and Delete simultaneously again. On the box which now comes up on screen, click Change Password and follow the instructions. Your new password should be something you can easily remember (but not too obvious!), of at least eight characters, containing at least one number. Please note that passwords can only be changed if you are logged in to a University computer. If you are using another computer (e.g. at home or at work), you cannot change your password from there.
Validity of usernames and passwords

Your computer username and password are only valid while you are a student on a course with us. For example, if your course finishes at the end of semester one, your username will lapse until you are registered on another course. If you are only registered for one year, your username will be closed down in July, unless you have requested an extension to its validity via the LLC Computer User Representative (for example, because you have coursework to complete over the summer). If you return to study with us in the following autumn, your username will remain the same and will be re-opened, but your password will have been re-set to the original one; please change it again if you wish. Any unused printer credit attached to your username will still be there! (for more about printing, see below). If your course runs for more than one academic year, your computer username will remain open until you complete your course.

Finding computers to use

Rooms full of computers for students to use are called ‘clusters’ and are available across the campus. Opening hours vary; some are open 24 hours a day via keypad access. You can use any computer in any cluster, as long as it’s not been booked for teaching (check notices on the doors). A map showing the locations of clusters is available on the computing service website at http://iss.leeds.ac.uk/clusters (a copy can also be found in this booklet). On the website, you can also check individual cluster opening hours, scheduled bookings and current occupancy.

The Lifelong Learning Centre has also provided its own ‘mini cluster’ for students (6 PCs) in the resource area on Level 11 of the Ziff building. You can come in to use these computers at any time when the Centre is open, to check emails, renew Library books and other tasks. A printer is provided, and printing on this is free, but students are expected to bring their own paper (paper can be bought in the nearby Students’ Union building). There are also 4 computers available for general use in the Ziff building coffee bar on Level 10.

Printing

New students are allocated 15 free pages of printing when joining the University. When you’ve used up your free pages, you need to buy more ‘printer credit’ to enable you to use the printers in the clusters. It costs 4p per page for black and white printing and 15p per page for colour printing. Printer credit can be bought from slot machines in the bigger clusters (Fourman, Woolhouse, Edward Boyle, Mechanical Engineering) or from the ISS Helpdesk on Level 10 of the Edward Boyle Library (but the minimum purchase here is £10.00). You can also buy printer credit online using a debit or credit card. If you are using a University cluster computer, double click on Buy Printer Credits on the first screen which appears after you log in. If you are using another computer, off campus, go to: http://printcred.leeds.ac.uk:8080/pcred/index.html Please note that the minimum online purchase is £5.00.

IMPORTANT: In bigger clusters, there will be more than one printer, so you will need to choose which one to send your printing to and make sure you know where to collect it from! All printers have an individual code name (a mixture of letters and numbers), which is displayed clearly on/beside each machine; if in doubt, walk over to the printers and make a note the name of the one you want to use before making your printer selection on the computer.
Services available

When you have logged in to the computing network on a University PC, you will get a screen which has ‘icons’, or small symbols, down each side. Each represents one of the main services provided by ISS for students to use. To access the one you want, double click on the icon.

The key services are:

The Portal
This takes you to your personalised ‘one-stop-shop’ access to all the University online facilities, including your personal records (such as your module enrolments and results). It also provides direct links to all the main University services, including the Library, the email system, the Virtual Learning Environment (‘Blackboard’), the Students’ Union and many more. To access the Portal off-campus, go to http://myuni.leeds.ac.uk You are strongly advised to store this as one of your ‘Favourites’ and use it as your access point to all University services, as it avoids you having to remember lots of web addresses and can get you to all the information you will need with just a few clicks of the mouse.

Blackboard: The University VLE (Virtual Learning Environment)
This is the University’s electronic learning resources and teaching system. It can easily be reached by logging in to the Portal (see above) and clicking on the link. Alternatively, it’s on the web at https://vlebb.leeds.ac.uk
Tutors will use Blackboard to store information for each module; for example, module handbooks, lecture notes, presentations and reading lists. Some may also provide chatrooms and other interactive forums for students on their modules. You will be required to submit your coursework electronically through Blackboard. Your tutor will advise you about the use of Blackboard for your course.

Email
Click on the Webmail icon to use this. You have an email address automatically generated when you register with the University. It is [yourcomputerusername]@leeds.ac.uk e.g. ll09zzz@leeds.ac.uk. You can start sending and receiving messages as soon as you’ve got your username and password (see page 1). If you’re away from the campus, at home or at work, you can access your University email from any computer with internet access by going to http://webmail.leeds.ac.uk (or link from the Portal). You should check your email frequently, as Schools and services at the University will use it to communicate with you; you may miss important information if you don’t.

It can be difficult to remember to log in to your University email account regularly, so if you have a personal email account (at home or at work), you can set up your University email account so that it forwards all messages to your home/work account. That way, you get quick and easy access to your University emails without having to go into your University email account. To do this:

- Using your internet browser, go to http://webmail.leeds.ac.uk
- Log in to your University email account using your ISS username and password
- Click on the Options button (on the sidebar), then Filters
- Click on the Forward button
- In the white box, enter the email address to which you want your University emails forwarded
- Click Save
- On the Forward line, click on the red X symbol to make it change to a green tick symbol
- Mail forwarding is now ‘enabled’ i.e. activated, and your University emails should now arrive in your personal email inbox at home or at work.
IMPORTANT: You are advised NOT to check the box that says ‘keep a copy of messages in this account?’ unless you plan to go into your University webmail account regularly and clear up unwanted/expired messages, because if you do check this box, all messages sent to your University email account will be kept indefinitely and your University inbox will soon be full. Once your inbox is full, no more messages can be received and so you will once again be missing out on important information which may come via email.

Library Services
If you click on this icon, it will take you to the University Library homepage, from where you can search the catalogue, read electronic journals, browse databases and do your own reservations and renewals. You can do this from home or work too, at http://library.leeds.ac.uk or via the Portal.

Word Processing
Students are required to submit written coursework assignments, such as essays, in word-processed form. Click on the Microsoft Word icon to access the software to do this.

IMPORTANT: Please note that the University does not accept computer failure or loss of data as a reason for missing coursework deadlines. It is vital that you make backups of your work if you are creating them at home or at work, in case your computer breaks down. There are several ways to do this:

- Save your work in your personal space on the University’s shared area, the ‘M: drive’, via the ‘Desktop Anywhere’ service (see below);
- Attach your work to an email and send it to your University email address. It will then be stored safely on the University’s computer system;
- Save your work to a portable storage device such as a ‘memory stick’ or disk (but remember to keep this separately from your computer in case of fire, theft or other damage).

The best place to store your backups is on the University’s computer system, which is a highly protected environment but also easily accessible.

World Wide Web
Click on Internet Explorer to enable you to browse the web (your default ‘homepage’ on the University network is the Portal login page).

Other applications
The University provides Access (a database management system), Excel (a spreadsheet package), Powerpoint (software for making presentations) and many other applications. If you can’t see an icon for something you want to use, click on Start, then ‘Programs’ at the bottom left-hand corner of the screen to get a menu from which you can browse the entire range of software available.
**Desktop Anywhere**

The University’s ‘Desktop Anywhere’ services enables you to have secure, remote access to a number of key facilities, via the familiar desktop interface which you get when logged on to a University computer, including:

- Some of the most frequently used applications which are described above as being available when you are working in a University cluster (this includes many software packages which you may not have at home or at work);
- The Home directory (M: drive) and, if appropriate, departmental shared areas (N: drive) (you can store documents on your M: drive);
- On-campus services such as the Library and departmental intranets;
- Cluster printing.

Desktop Anywhere is accessible from off-campus via the internet: log in to the Portal at [http://myuni.leeds.ac.uk](http://myuni.leeds.ac.uk) and go to the Computing and Libraries tab. Look for Desktop Anywhere and click on the Connect to Desktop Anywhere link (you may be prompted to download some required software the first time you do this on a particular computer). Desktop Anywhere works on many operating systems including Windows, Mac and Linux. For more information, see [http://iss.leeds.ac.uk/desktopanywhere](http://iss.leeds.ac.uk/desktopanywhere)

**Getting more information and help**

**Help with logging in**
If your username or password doesn’t appear to be working, please contact the LLC Computer User Representative, Sitara Akram, in the first instance.

**Help with problems after logging in**
If you have logged in successfully but are having difficulties with a particular item of software or the printer, please contact the ISS Helpdesk, either by email ([helpdesk@leeds.ac.uk](mailto:helpdesk@leeds.ac.uk)) or telephone (extension 33333). A telephone for this purpose is normally provided in each University cluster.

**ISS information and support**
ISS provides an *Undergraduate IT Induction Handbook* (in PDF format) which can be downloaded from its website. Please note that this is over 60 pages long, so you may wish to print off selectively! Alternatively, you can do an interactive online tutorial, which introduces you to the IT facilities at the University, including the Portal, the VLE and Desktop Anywhere. It is available throughout the year. [http://iss.leeds.ac.uk/inductions](http://iss.leeds.ac.uk/inductions)

ISS also provides a very helpful introductory webpage, including FAQs, at: [http://iss.leeds.ac.uk/help](http://iss.leeds.ac.uk/help)

**Introductory one-to-one support**
If you need more personalised help to get you started with the University’s IT systems, the LLC can offer one-to-one support sessions tailored to your individual needs. We specialise in helping complete beginners and the IT-phobic! Contact the LLC to make an appointment.
Useful contacts

Information Systems Services (ISS)
Telephone: 0113 343 3333
Email: helpdesk@leeds.ac.uk
Website: http://iss.leeds.ac.uk

Lifelong Learning Centre (LLC)
Computer User Representative: Sitara Akram
Telephone: 0113 343 7894
Email: s.akram@leeds.ac.uk
Website: http://leeds.ac.uk/lifelonglearningcentre
One-to-one introductory IT support: M.J. Morgan
Telephone: 0113 343 3244
Email: m.j.h.morgan@leeds.ac.uk
Website: http://leeds.ac.uk/lifelonglearningcentre

University Library
Faculty Team Librarian for the LLC: Janet Morton
Telephone: 0113 343 7166
Email: j.morton@leeds.ac.uk
Website: http://library.leeds.ac.uk