Student Guide

To

IT at HOPE

Sept '05

This comprehensive Student guide is particularly useful when working off-campus. It provides a complete overview of the Library, Learning and Information Services offered at Hope and is utilised as supporting documentation for many programmes at Hope and in particular Network of Hope students. PLEASE NOTE – <u>Hope's web site is currently under review</u> and some of the information i.e. links to various services may change in the near future.

Student Accounts

There are now only 2 IT accounts required in order to access the IT Systems at Hope:

Network Account

From August 8th 2005, **ALL** Students will receive only **one** Network Account In order to**:**

- *Log into the network on Campus (P 4)*
- *Log into the network off-campus (P 4- 7)*
- *Access the "Learnwise" Virtual Learning Environment (P 8)*
- *Access E-Mail (P 10)*
- *Access E-Sources (P 14)*

In previous years, separate accounts where required in order to access these systems. Details of the **Network Account** username and Password are given below:

Username and Password

<u>Your **Username**</u> for this Account is your **Student Id no** (see your ID card) e.g. **05000000**

<u>Your **Password**</u> will be as follows:

- <u>If you are a new student\have never logged into the network</u> enter the first 2 characters of your surname followed by your date of birth e.g. Student Peter Smith with Date of Birth 24/12/89 would enter **sm241289**

- <u>If you are a returning student and are logging in before the 8th August 05</u> enter the password you were using the last time you logged in

- <u>If you are a returning student and are logging in for the **first time** after 8th August 05</u> enter the first 2 characters of your surname followed by your date of birth e.g. Student Peter Smith with Date of Birth 24/12/89 would enter **sm241289**

- <u>If you have logged in after the 8th August 05 and changed your password</u> enter your *new* password

Library Account

To access your borrower record for information on loans, reservations, outstanding fines, and to be able to renew materials, a PIN number is required. This number is also required to be able to issue items on the self service machine in The Sheppard-Worlock Library. This can be obtained from the Issue, Security or Enquire desks, or by emailing issuedesk@hope.ac.uk from your Liverpool Hope GroupWise account. Please note you must quote your ID number. PINs cannot be given out over the telephone for Data Protection reasons.

Logging into the Network On-Campus

1. Power up the Pc and the network login screen will be displayed:
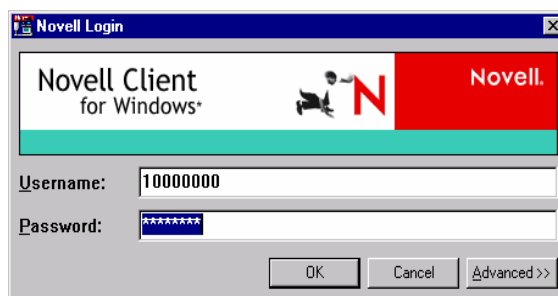
2. Enter your Network Account **Username** and **Password** (*see P 3 for information*)

3. *Click on **Ok** - **You will now be prompted to change your password, failure to do so will lock your account after 6 logins:***

   ➢ *Press **Y** on the Keyboard*
   ➢ *Type in a **new** password (**min 5 numbers or letters**) and press **Enter***
   ➢ *__Retype__ the new password and press **Enter***

   ***Your password has now been reset**. This is the password you must use for future logins.*

4. You are now logged into the network. When you have finished your session, close down all applications and **shut down the computer**.

   NOTES ON PASSWORDS

   Passwords expire every 365 days. At the point your password(s) reach this expiry, you will be prompted to change\reset your password when you login to the network (on or off campus). Please remember to use a password which hasn't been used previously.

Logging into the Network Off-Campus

You can now Log into the network whilst off-campus in order to access your network drives\data, email etc. The current facility (**login.hope.ac.uk**), explained below will shortly be replaced by **Virtual Office** (P 7):

Login.Hope.ac.uk

Logging into the Site
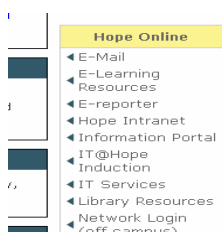
1. Go to our website at www.hope.ac.uk and click on **Welcome to Hope** under **Quick Links** then **Network Login (off campus)** within the **Hope Online** section. A Security Alert will pop-up warning you that you're connecting to a secured site. Press **Yes**.
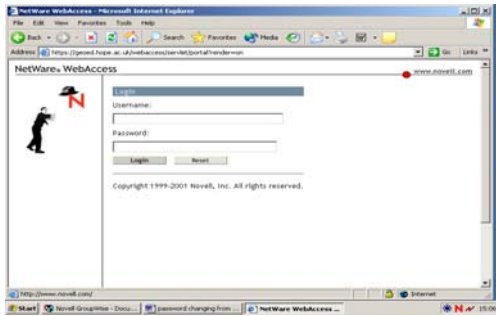
2. At the next screen, enter your Network Account **Username** and **Password** (*see P 3 for information*)

3. Click on **Login**.

4. At this stage you will get a pop-up box, titled 'The Secret Store is currently locked' **Close this box using the X in the top right of the Window.**

5. You should now see the main screen. *If the pop-up windows appear, keep closing them down and continue to follow the procedure until you get to the screen.*

Changing your Network Password

1. Having connected to the site (*see **Connecting to the site** above*), Click the **Change Password** link on the left. You will then see the **Change Password** screen;

2. Enter your **Current password** and your **new password**. > Re-type your **new password** (must be more than 5 characters). You should get a Password has been changed confirmation.

Accessing Your Network Drives

1. Having Logged into the site (*see P4*), Click the **Net Storage** link on the left;

2. **If this is the first time you have tried to access Net Storage**, you will be asked to confirm your **Network Username** and **Password** > Enter this information and the Net Storage screen will be displayed (you will not be asked for this information again).

Accessing Email

1. Having Logged into the site (*see P4*), Click the **GroupWise Mail** link on the left;

If this is the first time you have tried to access GroupWise via login.hope.ac.uk, you will need to enter your **Network Username** and **Password** (*see P 3 for information) - you will not be asked for this information again*.
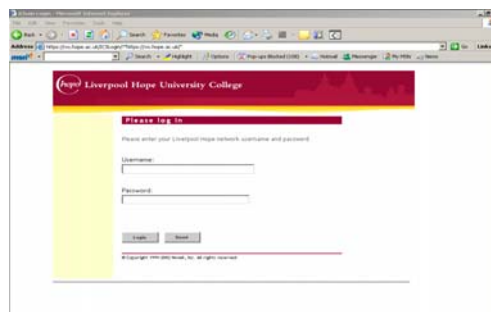
Virtual Office

Introduction

Virtual office is an enhanced version of **Login.hope.ac.uk**. Further to evaluation, there will be a link available on Hope's home page www.hope.ac.uk. Its graphical interface and improved functionality will allow users of the College's Novell network to access resources from a browser on or off campus. Enhancements include Virtual Teams which can be set up by Library, Learning and Information Services to allow departments, project groups etc. to function regardless of location – unfortunately this is not a service offered to Students.

Logging in

1. There is currently no link for this. Open up your Browser on or off campus and Go to **vo.hope.ac.uk**

2. Click on **Yes** to proceed past the security certificate

3. At the next screen, enter your Network Account **Username** and **Password (*see P 3 for information)**

4. Click on **Login** to authenticate.

The Virtual Office Button Bar

▶ **Home**   *Returns you to the Virtual Office home page*

▶ **Teams**   *Accept or decline invitations and manage your virtual team Memberships*
   (staff only)

▶ **Files**   *Store and retrieve network files on or off campus*

▶ **eGuide**   *On-line, searchable directory of other users on the network*

▶ **Email**   *Access your Email without a separate login*

▶ **Links**   *Manage (access, store, remove) links to your favourite sites*

Email Gadget

The first time you log into Virtual Office you need to setup the **email gadget:**
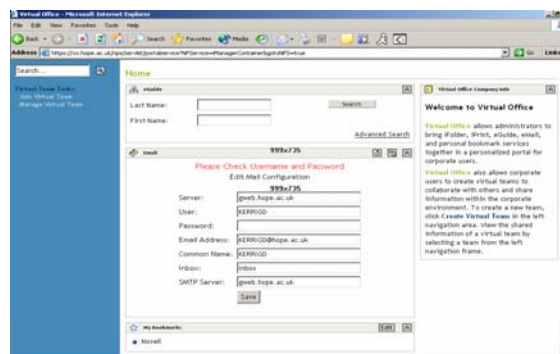
To do this:

1. Edit the **Email Address** in the **Email** Section of the main screen to show **id@hope.ac.uk e.g. 10000000@hope.ac.uk**

2. Enter your **Network password (***see P 3 for information***)** in the **Password** space and click on **Save**
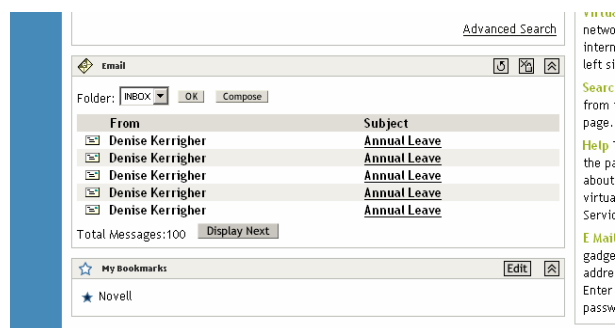
The main screen will now change slightly to show a condensed view of your emails. ***This is the Email view you will see for all subsequent logins.***

Learnwise Virtual Learning Environment

Materials relating to most courses are accessible via Hope's Virtual Learning Environment, Learnwise. Your Tutor will give you clear directions re. what you need to do to access the information relating to your course.

How to Log in

1. Go to Hope's website at www.hope.ac.uk and click on **[E-Learning Resources]** or **Welcome to Hope** under **Quick Links** then **E-Learning Resources** within the **Hope Online** section.

2. Click on the **Learnwise** link. (*If working on-campus you can also access this page from the Intranet by Clicking on the* **Hope Live** *link and selecting* **Learnwise**).

   3. At the Next Screen, Click on your chosen **Learnwise Module. (*See your course Tutor for information*)

   4. At the login screen, enter your **Network Account Username** and **Password (*see P 3 for information*).**

   Note:

   If at this point, your password has expired or if this is the first time you have logged in with your Network Account, then you will be prompted to set a new password. You must do this before you can log into Learnwise.
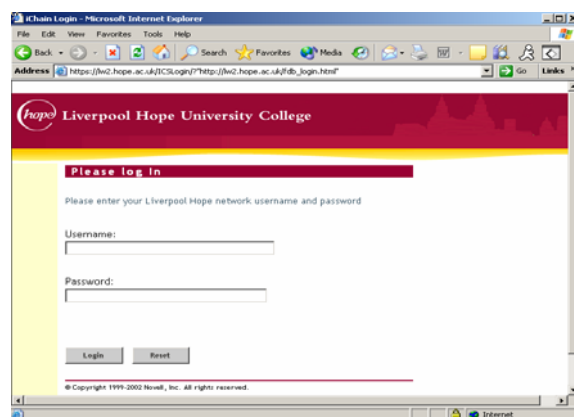
Troubleshooting

Although the "**Getting Help**" Section of this Guide (*P 17*) takes you through all the General support options available (contact numbers etc.), *the following guidelines relate specifically to campus use of Learnwise. Please read these Guidelines before contacting a Helpdesk;*

Basic Requirements

To access Learnwise from home you must have;

- A PC with an Internet connection. The computer must be a PC – Learnwise cannot be accessed on a Mac.
- The computer must be installed with an appropriate standard web-browser, either Microsoft Internet Explorer (IE) version 5.5 or higher, or Netscape version 6.2 or higher.
- Certain software must not be installed on the computer, or if it is installed, users need to understand how to switch it on/off or configure it to allow access to Learnwise. An example of such software is pop-up window killing software. (Note: this is explained more fully in another document in this section). Other software may also be required, not to access Learnwise, but to access the content tutors upload into it. For example, word-processing software such as Microsoft Word, or software used by specific subject areas e.g. Sibelius – used by Music.
- A Liverpool Hope University College network account (username and password).

Usernames & Passwords

Make sure you are using the correct username and password. If you need assistance with this and\or your password resetting, contact Library, Learning and Information Services (see "**Getting Help**" P 18).

Browsers

Make sure you are using the correct browser and a high enough version i.e. either M**icrosoft Internet Explorer (IE) version 5.5 or higher, or Netscape version 6.2 or higher**. If problems persist, try installing a new browser as well as leaving the ISP provided browser installed on your PC. *The latest versions of IE and Netscape can be downloaded from:*

Internet Explorer -   http://www.microsoft.com/windows/ie

Netscape -   http://channels.netscape.com/ns/browsers/download.jsp

For example, if your ISP is AOL then connect to the Internet as usual using the AOL provided browser, leave the AOL provided browser open, and open a separate IE or Netscape browser window. Use this separate IE or Netscape browser window to access Learnwise.

Browser Configuration

The standard configuration of an appropriate browser is normally sufficient to allow access to Learnwise, however, browser configurations may be modified (by you or other people using your home PC) and the configuration may prevent Learnwise from being accessed or functioning correctly. Using Internet Explorer as the example, following settings are important and should be applied only if you are confidently IT literate;

1. On the Menu bar click on **Tools** and then **Internet Options**:
2. On the **General** page, click on the **Settings** button in the Temporary Internet Files section, and select "Every visit to the page".
3. On the **Security** page, click on **Default Level** button and adjust the security level for this zone (internet) to **Medium**. Then:
4. Click on the **Custom Level** button, and set the five "ActiveX controls and plug-ins" parameters to **Enable**.
5. On the **Privacy** Page, adjust the settings to **Medium.**

EMAIL

At Liverpool Hope we use an Email system called GroupWise. Students access email using GroupWise WebAccess. This has the benefit of on or off campus to email and is also a method employed by staff to access email from home/ a remote location.

Externally your address would be ***student id number@Hope.ac.uk*   *e.g.10000000@hope.ac.uk***

Connecting to Hope Email

From any browser, you can connect to your Liverpool Hope e-mail at any of the following addresses:

On or Off Campus

5 ways to access email whether you're **on** or **off** campus:

▶ **www.hope.ac.uk** then click on the **[Email]** link at the bottom of the page
▶ **www.hope.ac.uk** then click on **Welcome to Hope** under **Quick Links** then **E-mail** in the **Hope Online** section
▶ **webmail.hope.ac.uk**
▶ **Vo.hope.ac.uk** (*see* **"Virtual Office"** *P 6*)
▶ **www.hope.ac.uk** then click on **Welcome to Hope** under **Quick Links** > **Network Login (off campus)** in the **Hope Online Section** (*see " Login.hope.ac.uk" - P 4)*

On Campus ONLY

▶ Once logged into the network > double click on the **Internet Explorer icon** to display the Intranet Home Page (http://172.16.0.58/) then Click on the **e-mail** button.

Logging into your Hope Email Account

Unless you are accessing email using *login.hope.ac.uk (P 4)* or *Virtual Office* (*P 6)*, you will need to log into your email account as follows;

1. Connect to Email (see *Connecting to Hope Email P10*) then Click on **GO** against GroupWise Web Access and you will see the Login screen:
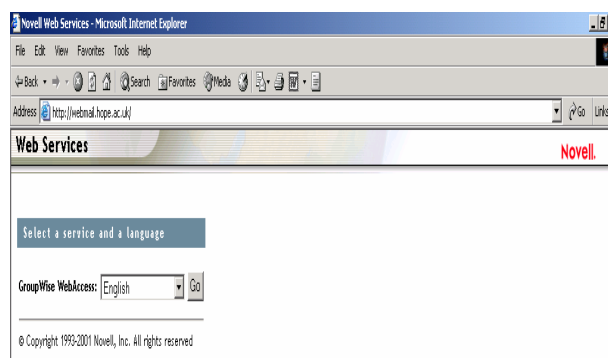
2. At this screen, enter your Network Account **Username** and **Password (*see P 3 for information*).**
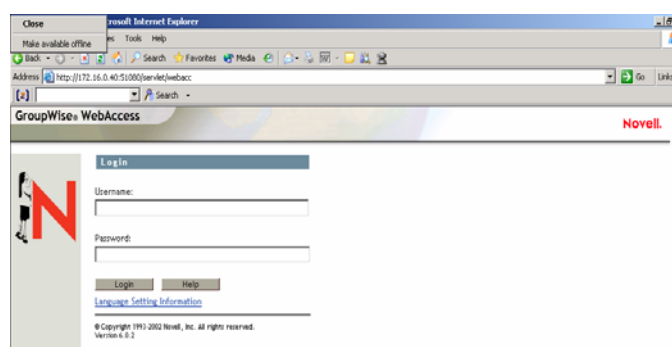
3. Click on **Login** and your GroupWise email account will now be displayed:

Understanding the Main Window

After logging in (*see **Logging into your Hope Email Account, P 4**), you can now see
the main window:

The Folder List
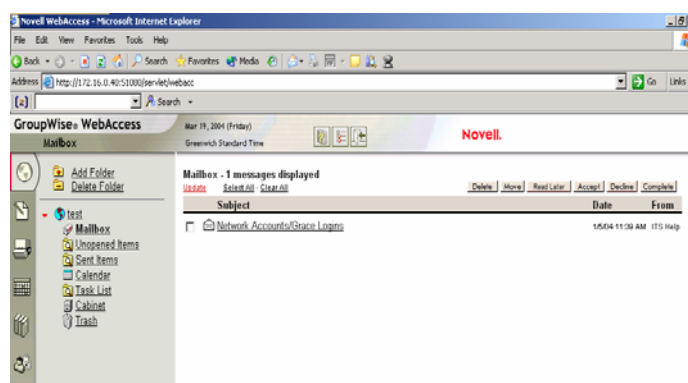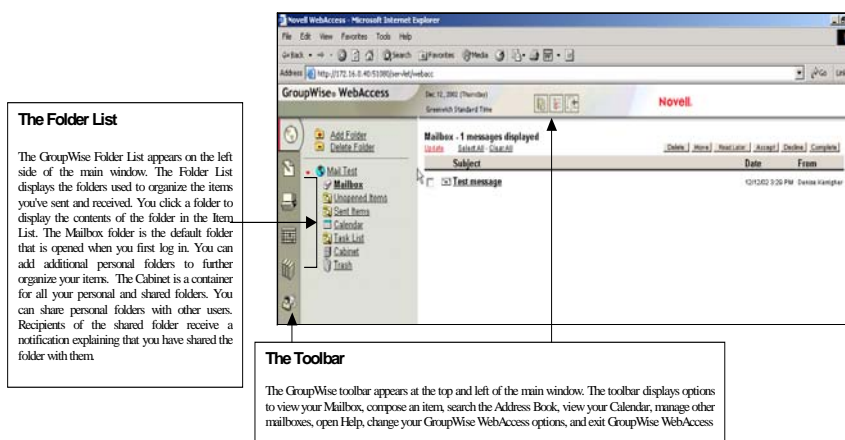
The GroupWise Folder List appears on the left side of the main window. The Folder List displays the folders used to organize the items you've sent and received. You click a folder to display the contents of the folder in the Item List. The Mailbox folder is the default folder that is opened when you first log in. You can add additional personal folders to further organize your items. The Cabinet is a container for all your personal and shared folders. You can share personal folders with other users. Recipients of the shared folder receive a notification explaining that you have shared the folder with them.

The Toolbar

The GroupWise toolbar appears at the top and left of the main window. The toolbar displays options to view your Mailbox, compose an item, search the Address Book, view your Calendar, manage other mailboxes, open Help, change your GroupWise WebAccess options, and exit GroupWise WebAccess

The Folder List Explained

Lists items you've received
Lists received items you have not yet opened
Lists items you've sent
Lists all calendar appointments, tasks, and notes
Lists all tasks in your Calendar
Lists folders you've created
Lists items that you've deleted

Sending a Mail Message

1. From the GroupWise WebAccess main window, *click* the Compose icon [ ].
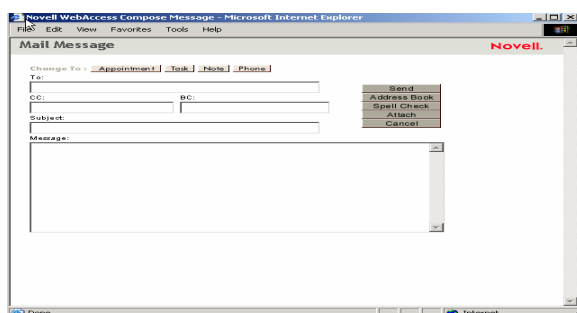
1. ***Type*** a recipient's address in the **To**, **CC**, or **BC** box or *Click* [Address Book] to add recipients to these boxes. The address can be a GroupWise user ID, or external e-mail address. Separate each address with a comma.

2. ***Type*** a **subject** and **message**. *You can include Web site locations in these boxes*

3. (Optional) Click [Spell Check] to spell check the message. Or Click [Attach] to attach files to the message.

4. Click [Send].

Timing Out

Specific actions, such as opening or sending an item, generate a call to the Web server. Other actions, such as scrolling through items in the Item List, composing a message without sending it, or reading Help topics, do not generate a call to the Web server. If, for a period of time, you leave GroupWise WebAccess alone or perform actions that don't generate a call, WebAccess logs you out. Doing so provides security for your e-mail and ensures that the Web server and GroupWise WebAccess run efficiently.

Forwarding Hope Email

Many users (students and staff) have email accounts outside Hope e.g. hotmail. It can be difficult to operate more than one account and quite often our users forget to check their Hope email account and as a result, miss vital information\contact with tutors and Hope colleagues. It is advisable that if you have one or more email accounts that you set up a **RULE** to forward your email;

In the following example, the resulting rule will forward any email received into your Hope email account to the email address, Sam_Brown@hotmail.com;

1. Login to your Hope email account (***see Page 11 for instructions***).
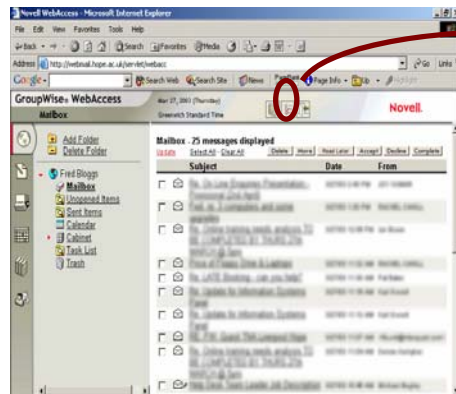
2. Click on the Options icon and select the Rules tab to display the following screen

3. Complete the relevant details (as illustrated)

4. Save the Rule and return to your GroupWise mailbox window

5. Exit using
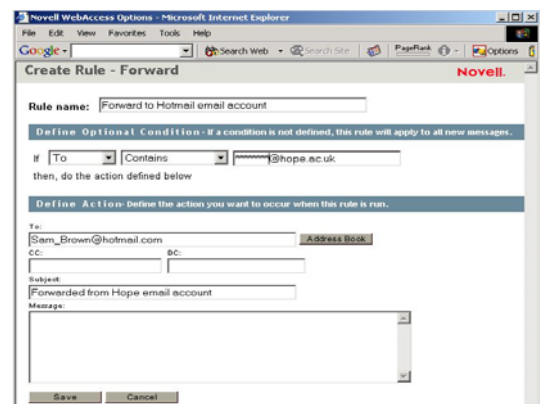
E-Sources

The **ATHENS** Access Management System was initially deployed in the Higher Education sector in 1996 and is a web site which controls access to the web-based Electronic Resources subscribed to by Liverpool Hope and other academic institutions. Such resources provide access to a host of research materials beneficial to both students and staff.

To Access these Electronic Resources, a separate account called an ATHENS account was generated by Library, Learning and Information Services - although these accounts can still be used to log into ATHENS resources, *this is no longer required to access many of the resources*. You can access these resources along with other Electronic resources using your **Network Account Username** and **Password.**

Benefits of this method include instant access to resources and no need to remember additional usernames and passwords.

Accessing Electronic Sources

1. Connect to Hope's main Web site at **www.hope.ac.uk >** click on **Welcome to Hope** under **Quick Links** > **E-Learning Resources** in the **Hope Online** and select > **E-sources**

   Or

   Connect to Hope's main Web site at **www.hope.ac.uk** > **[Library Resources]** at the bottom of the page > **Obtaining information** > and select **E-sources**
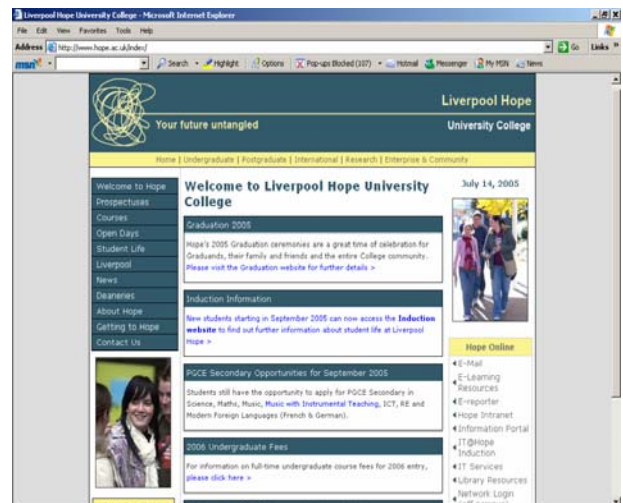
2. **Select a Link** from:

   E-Books
   E-Journals
   E-Newspapers
   Online Databases
   .

3. If you select **Online Databases** you will be required to log in using your **Network Account Username** and **Password (*see P 3 for information*).**

Network Printing on Campus

Network printers are located in Student public Access areas at all Hope sites. In order to print, it is necessary to purchase print credits. **Every new student is given £2.50 worth offprint Credits**. Additional credits can be purchased at vending points using the student number on your ID card and your network password. Vending Points (with clear instructions) which allow you to credit your print account are located in the Library, Everton and IM&C.

Internet Connections - Halls of Residence

In previous years, students staying in Halls of Residence had to request Internet connections and pay a deposit\fee to Library, Learning and Information Services. As part of a new re-structure, Internet connections will be available by default in **New** Halls of Residence at **no charge**. If you are staying in older Halls of Residence and require Internet Connectivity, please contact Library, Learning and Information Services for more information (see **Getting Help** P 17).

Student Click ™ Laptop Rental Scheme

Student Click™ is a University approved scheme, run for students by students. You can rent a specification laptop computer at a price you can afford with a host of added extras.

What's included in the scheme

- Flexible rental periods designed to suit you
- Rent to buy option available
- Full Manufacturer's Warranty
- Cover for Accidental Damage, Fire and Theft
- On-campus support
- MS Office included
- Carry Case
- Pre-configured for the University Network

Free Stuff

We are offering you an added bonus if you decide to order a laptop before 30th September 2005 for 12 months or more, we will throw in a free A4 Colour Printer. But if you order for 24 months or more you will receive a free A4 Colour Printer and USB Memory Stick. These free accessories are non – returnable items.

What's Next

Sounds good? Simply visit www.studentclick.co.uk and contact us for more information or visit the **Library, Learning and Information Services Helpdesk HCA109**, Telephone: - **0151 291 2100 (DDI)**, **ext 2100 (Internally)** or E mail: - itshelp@hope.ac.uk and we will be happy to answer any questions you might have.
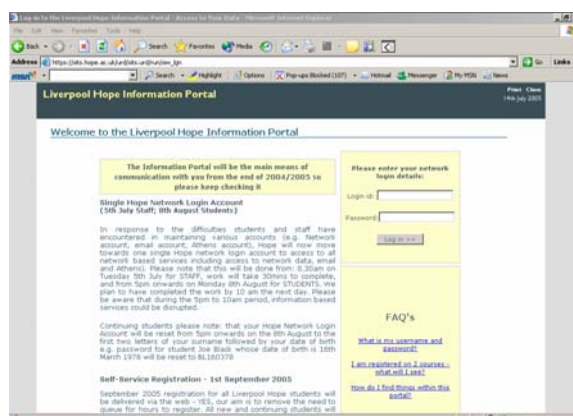
Information Portal

The Information Portal is becoming increasingly important as a means of communication.

Logging in to the Information Portal

1. Go to our website at www.hope.ac.uk and click on **[Information Portal]** at the bottom of the page **or Welcome to Hope** under **Quick Links** then **Information Portal** within the **Hope Online** section.

2. In the **Login id** and **Password** Boxes, enter Network Account **Username** and **Password (***see P 3 for information***)** > Click on **Login.**

Exam Results

All exam results at Hope are delivered via this Information Portal.

Self-Service Registration

September 2005 registration for all Liverpool Hope students will be delivered via the web, our aim is to remove the need to queue to register. All new and continuing students will be able to register online from anywhere in the world at anytime by accessing our Information Portal using their Hope network login account and password. We also plan to offer you the facility to pay your tuition fees online. For further information about any of these services, please contact the IT helpdesk on ext: 2100.

Getting Help

There are a number of ways you can obtain Help and Support both ON and OFF campus; Library, Learning and Information Services operate a centralised Helpdesk called Sunrise which you can contact by email or telephone (see **Contact Numbers** and **Email Support** P 18). There are also a number of student helpdesks on campus to provide first level IT support in public access areas (see **Helpdesks on Campus** P 18).

Before contacting a Helpdesk please check out the Library, Learning and Information Services Web site at **www.hope.ac.uk/itswebsite**.
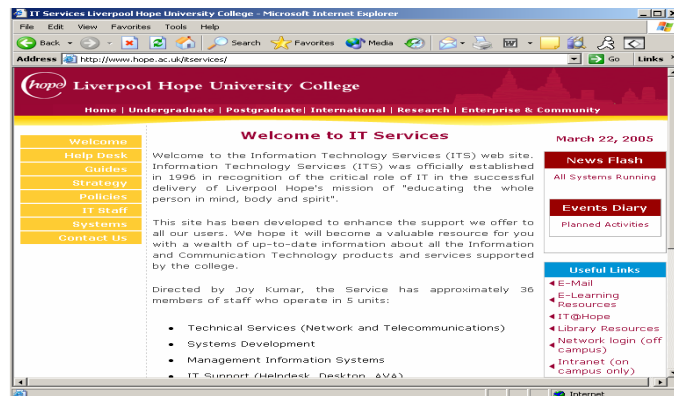

This site contains a number of electronic guides\documentation links and a collection of on-line tutorials (see **IT@HOPE** *below).*

IT@Hope – *IT Induction on-line*

IT@Hope is an important element of your introduction to Liverpool Hope's IT provision. A number of on-line tutorials designed to build on your existing knowledge by providing a basic understanding of hope's Campus computer Network and how to access the provision effectively to achieve your goals.

Not all tutorials apply to Distance Learners, for example logging in on Campus. To access the IT@HOPE tutorials, go to www.hope.ac.uk from any browser then click on IT@Hope under the **Hope Online** section. Full instructions are supplied on-line.

Author: Denise Kerrigher, Library, Learning and Information Services
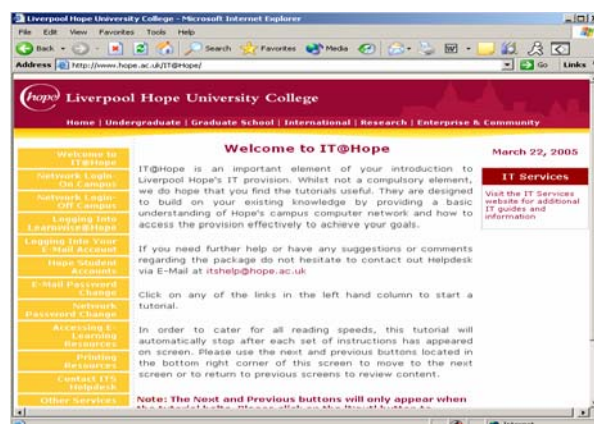
Helpdesks on Campus

First Level IT support is available at the following On-Campus locations;

- ▶ First Floor of the Sheppard Worlock Library
- ▶ FML 417 (IM&C, 4th floor Frances Mary Lescher)
- ▶ The Cornerstone, Hope at Everton

Where a problem cannot be resolved, it will be escalated to the Library, Learning and Information Services Helpdesk.
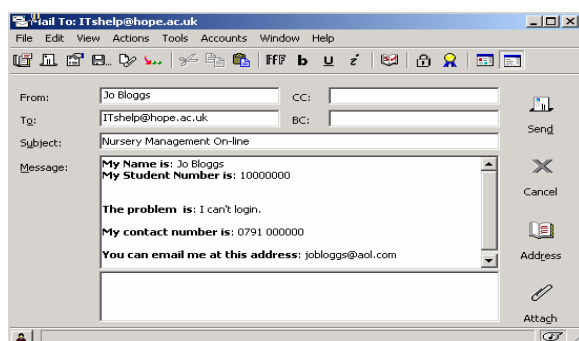
Contact Numbers

- ▶ LIBRARY, LEARNING AND INFORMATION SERVICES Helpdesk External No **0151 291 2100**
- ▶ Library, Learning and Information Services Helpdesk Internal Number **2100**
- ▶ Library, Learning and Information Services Fax No **0151 291 3757**

Email Support

When using Email to report Faults, please email itshelp@hope.ac.uk stating your **Course Title** as the **Subject**. Please follow the **example** below; supplying as much information as is possible about the problem;

If you do not receive a response within 24 hours, please contact the Helpdesk on one of the numbers above.

Policies

A number of IT related policies exist at Hope:

IT Acceptable Use Policy

Subject to the following paragraph, the network may be used for any legal activity that is in furtherance of the aims and policies of Liverpool Hope. In using the IT resources at Liverpool Hope, you have agreed to the guidelines laid out by this policy, which forms part of the Liverpool Hope IT Code of Practice **www.hope.ac.uk/itservices/Guides/pdfs/UseofComputerFacilities.pdf**

Unacceptable Use

The network may not be used for any of the following:

- The creation or transmission of any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material;
- The creation or transmission of material which is designed or likely to cause annoyance, inconvenience or needless anxiety;
- The creation or transmission of defamatory material;
- The transmission of material such that this infringes the copyright of another person;
- The transmission of unsolicited commercial or advertising material to other users.
- Deliberate unauthorised access to facilities or services accessible via the network;
- Deliberate activities with any of the following characteristics:
- Wasting staff effort or networked resources, including time on end systems accessible via the network and the effort of staff involved in the support of those systems'
- Corrupting or destroying other users' data;
- Violating the privacy of other users;
- Disrupting the work of other users;
- Using the network in a way that denies service to other users (for example, deliberate or reckless overloading of access links or of switching   equipment);
- Continuing to use an item of networking software or hardware after Liverpool Hope has requested that use cease because it is causing disruption to the current functioning of the network;
- Other misuse of the network or networked resources, such as the introduction of 'viruses'
- Where the network is being used to access another network, any abuse of the acceptable use policy of that network will be regarded as unacceptable use of Liverpool Hope's network;
- Any other actions that infringe current legislation.

Any breach of the above will activate Liverpool Hope's code of student discipline.

Email and Passwords

- *Student E-mails and appointments remain available for 250 days, after which they will automatically be deleted*

- *Student Email is not archived or backed up*

- *For security reasons, Email communication between staff and students should be via the Hope Email Account*

- *Student mailboxes are limited to 7mb – automated messages are sent out once the mailbox is 85% full. Failure to clean out the mailbox may lead to problems receiving E-mails.*

- *Network Passwords expire every 365 days.*