Student Support

IT induction

UoC Systems, Resources and Services

Getting set up

Accessing university systems and services

Contacts for support

my.cumbria.ac.uk

Induction portfolios

New Students - Registration and Welcome

Welcome to the University of Cumbria

Please ensure that you have **accepted your offer** to study with us before proceeding with your Registration, Account Activation and Induction.

Welcome and Induction

UNDERGRADUATE INDUCTION

Induction information for undergraduate students joining us at levels 4, 5 or 6 of their studies.

APPRENTICESHIP INDUCTION

Induction information for new Higher Level Apprenticeship students.

POSTGRADUATE INDUCTION

Induction information for postgraduate students including MA, MSc, PGCE and PhD studies.

INTERNATIONAL INDUCTION

We welcome students from all over the world and this information guides you through the induction process.

https://my.cumbria.ac.uk/**newstudent**

Getting set up

Preparation, Registration and IT Account Activation

1. BEFORE YOU ARRIVE
There are some things you need to ensure are in place before you arrive. Work through this list to prepare for joining us.

2. ONLINE PRE-REGISTRATION
Starting your registration allows us to prepare for your arrival on course. You should complete this as soon as possible.

3. ACTIVATE YOUR IT ACCOUNT
Your IT account gives you access to all of our systems and services. You should complete this as soon as you are emailed the information.

4. WHAT TO BRING
To make sure you're ready for university, here are some important items to bring with you in your first week.

1. Before you arrive

2. Online pre-registration (inc. your Cumbria Card)

3. Activate your IT account (inc. Multifactor Authentication or MFA)

https://my.cumbria.ac.uk/**newstudent**

Getting set up

Your **username** for university systems is your student email address:

S (for student) + **your student number** + **@uni.cumbria.ac.uk**

e.g. **s1234567@uni.cumbria.ac.uk**

And as part of your IT account activation, you need to create a password for signing into university systems. This is often referred to as your Network Password.
Keep this password safe.

If you forget your password, you can reset it yourself using the **Microsoft Online Password Reset Tool**:

my.cumbria.ac.uk/**passwords**

3. ACTIVATE YOUR IT ACCOUNT

Your IT account gives you access to all of our systems and services. You should complete this as soon as you are emailed the information.

The Student Hub

The Student Hub provides you with direct access to all of the university's systems and services.

Sign in with university email address and network password.

hub.cumbria.ac.uk

Also available from the Student Hub button at the top of every page on my.cumbria.ac.uk.

Student Hub available as app for Apple and Android.

The Student Enquiry Point

Using the Student Enquiry Point tile on the Student Hub (hub.cumbria.ac.uk) you can submit an enquiry relating to the wide range of services provided by Student Services including Academic Skills and Digital Skills.

It takes just seconds to complete and can be done on any internet connected device. Go to the Student Hub and select the **Student Enquiry Point** tile or use the short link below:

my.cumbria.ac.uk/**step**

Blackboard

Blackboard: University's virtual learning environment (VLE)
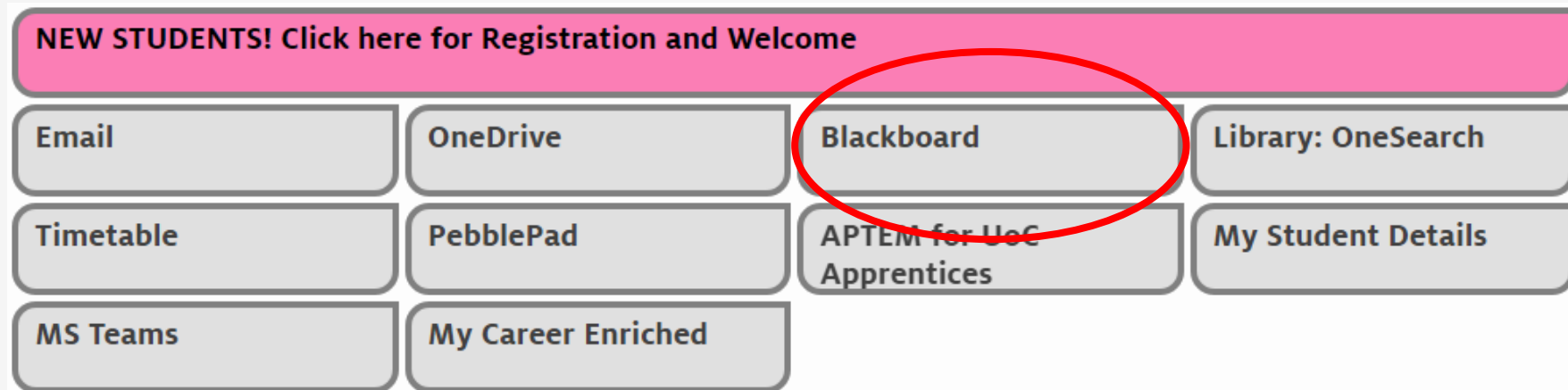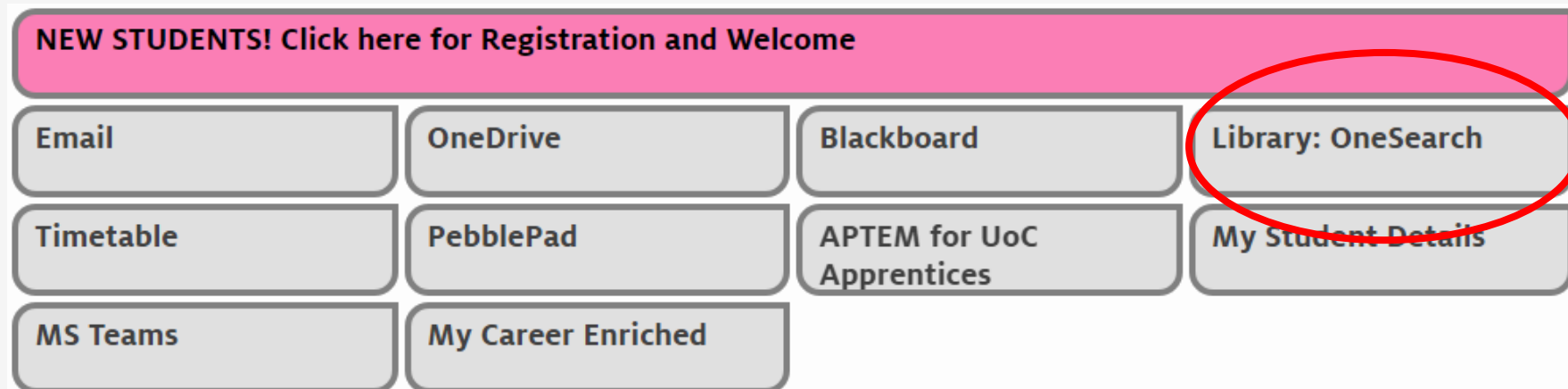

1. Module content

2. Assessment details and submissions

3. Online sessions through Blackboard Collaborate

my.cumbria.ac.uk/**blackboard**

Library: OneSearch
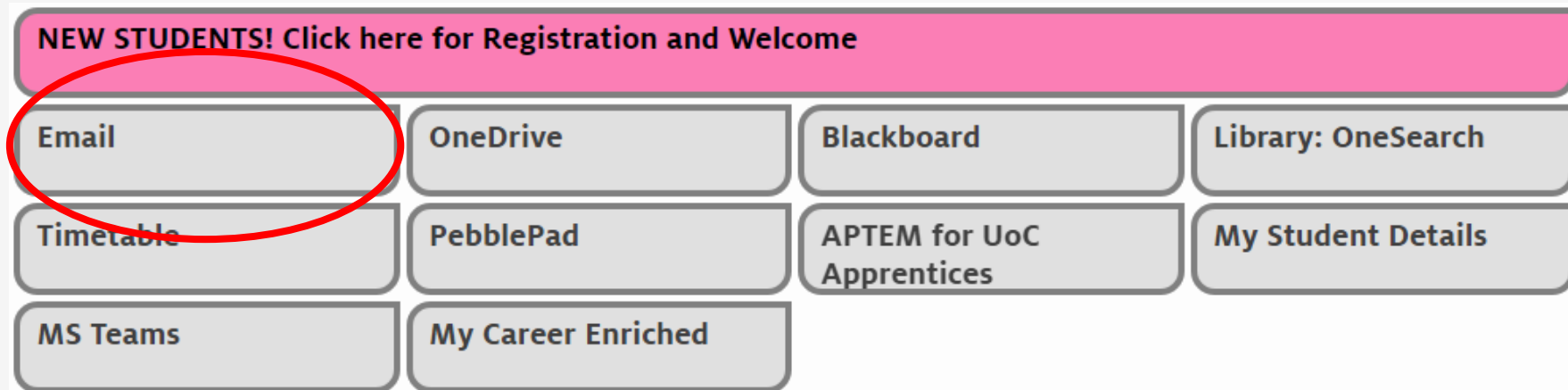
OneSearch: Search engine for your library

1. Access point and discovery tool for all library resources

2. Book reservations

3. Resources for your subject through Reading Lists and Subject Resources

my.cumbria.ac.uk/**onesearch**

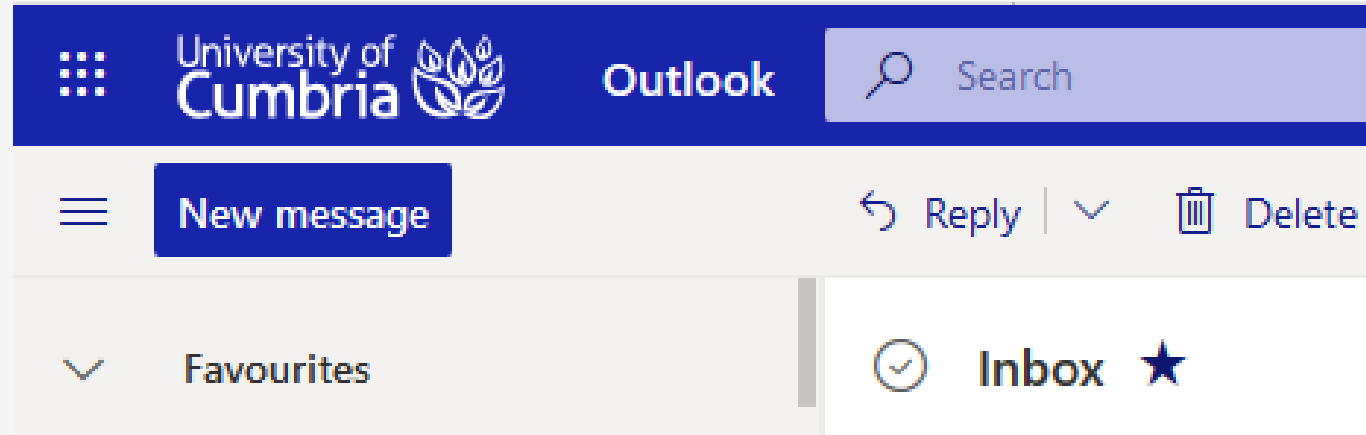# Student email: Microsoft Outlook (Office 365)

Outlook: Online student email account

1. Email address format **s1234567@uni.cumbria.ac.uk**

2. Outlook calendar

3. Chat, calls, to-do lists and access to Office online

my.cumbria.ac.uk/**email**

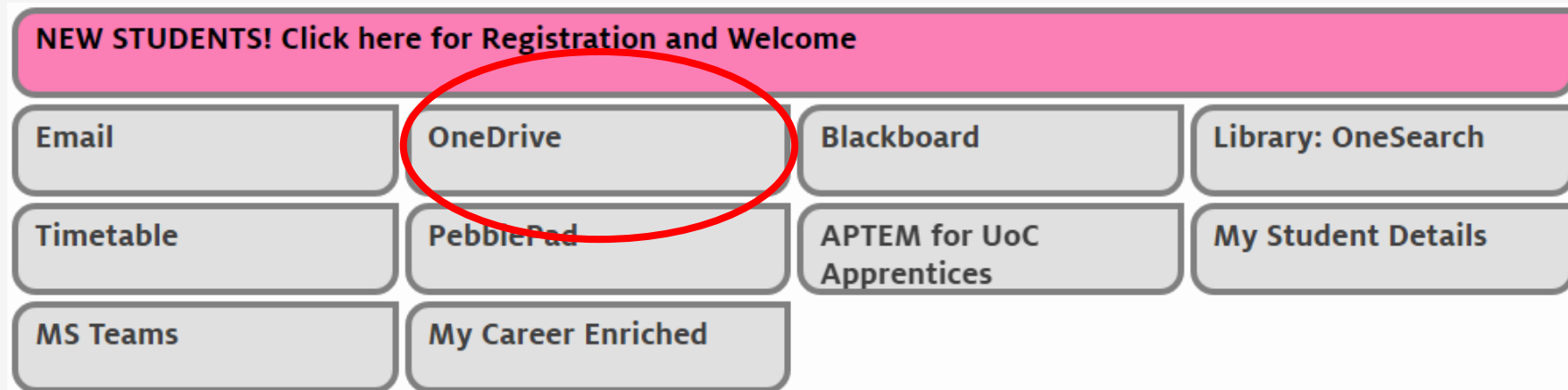# Student email: Microsoft Outlook (Office 365)

1. Student email account – use for everything university

2. Grab the Outlook app for your mobile device(s) my.cumbria.ac.uk/apps

3. Check and set your Timezone in Outlook

my.cumbria.ac.uk/**email**

Cloud storage: OneDrive

**OneDrive:** Online storage account and online Office suite

1. 1tb online cloud storage accessible from anywhere

2. Safely store all of your notes and assignments

3. Online office suite plus Teams, Forms, To-do and more…

my.cumbria.ac.uk/**onedrive**

Cloud storage: Online Office

9-dots menu (top-left of OneDrive and Outlook on the web) to access online Office including Word, PowerPoint, Excel, OneNote, Teams and more...
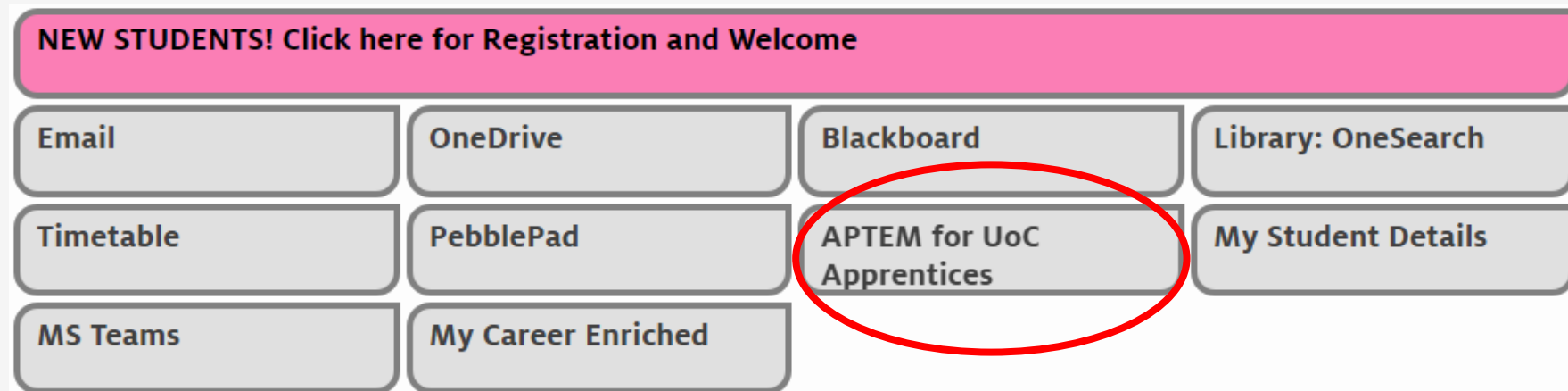
Download the full version of Microsoft Office Pro onto your own computer, laptop or Mac. Login to the full version to connect to your university account and OneDrive.
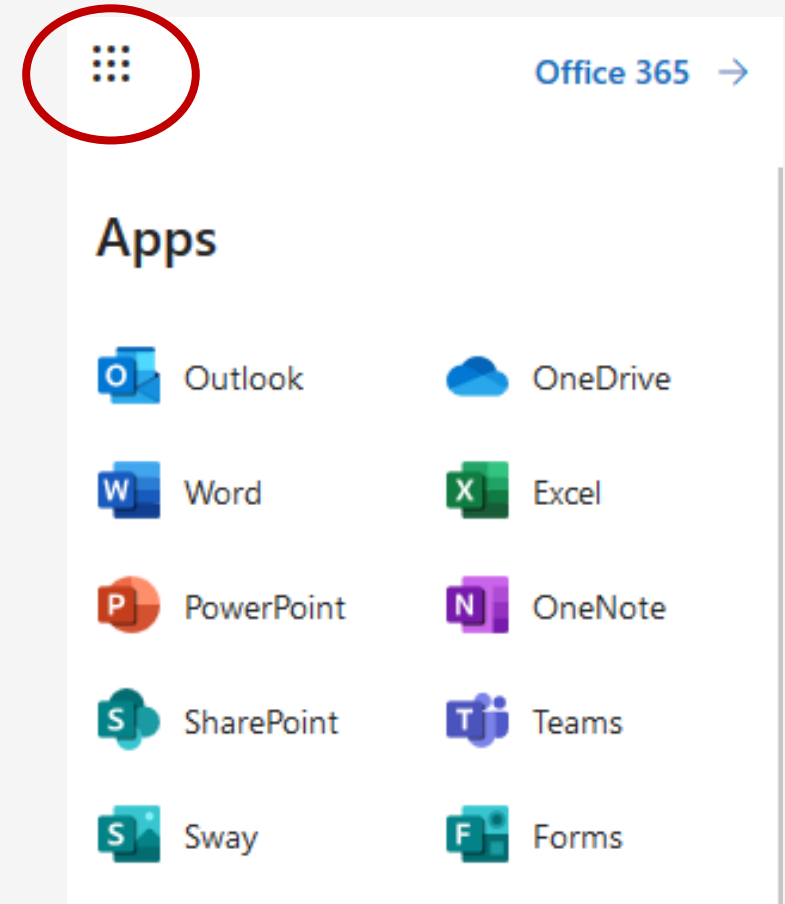
my.cumbria.ac.uk/**freeoffice**

Aptem

Aptem: Apprenticeship learning and evidence platform

1. Apprenticeships information and guides

2. Off-the-job training recording

3. Tripartite agreement and meeting records

hub.cumbria.ac.uk

Digital Skills

Resources and guides to help you with using all the digital tools you need to succeed including:

- Microsoft Office including presentations

- Blackboard

- Turnitin (assignment submissions)

- File management

- Multimedia including images, audio and video

- Wi-fi and Eduroam

- Working on the web

Files and folders
- Backup strategies
- Converting files
- Deleting files
- File and folder management
- Joining different files together
- Sharing files

Internet
- Browser Cache
- Downloading files
- Incognito / private browsing
- Popups / pop up windows
- Social media and you
- Studying from home
- Studying on a small screen
- Working on the web

my.cumbria.ac.uk/**digitalskills**

Linkedin Learning

16000+ online video based courses available.

Skills areas include:
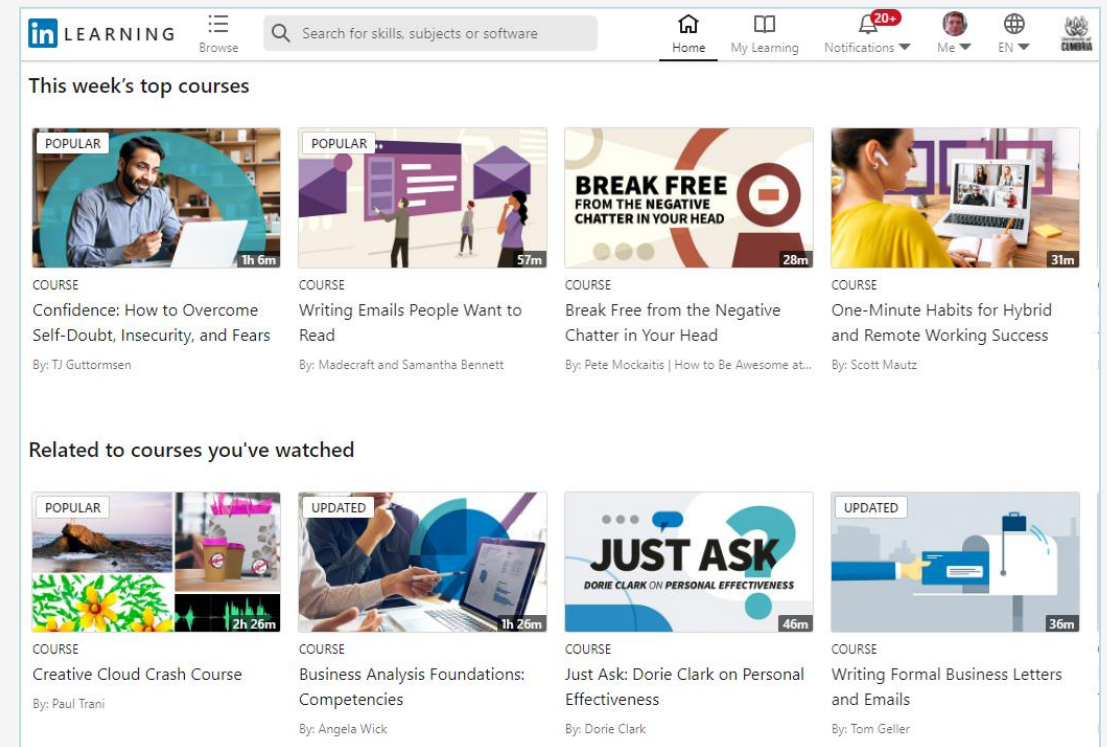- Digital
- Management
- Creative
- Social
- More…

All delivered in bite-sized chunks for ease of use.

Activate your account today my.cumbria.ac.uk/**lil**

Curated Digital Skills Pathways available from:
my.cumbria.ac.uk/**lildigital**

my.cumbria.ac.uk/**lil**

Cyber security: stay safe online

Cyber Security is about being smart about how you access and use technology, especially where that technology is connected to the internet.

Universities and students are a big target for cyber criminals and we don't want you to become a victim.

We provide lots of information and guidance on how to stay safe online, but if you think something has gone wrong that involves your university account, please contact the IT Service as soon as possible (my.cumbria.ac.uk/**itservicedesk**).

And if you take one thing away from cyber security today – **never share your passwords with anyone**.
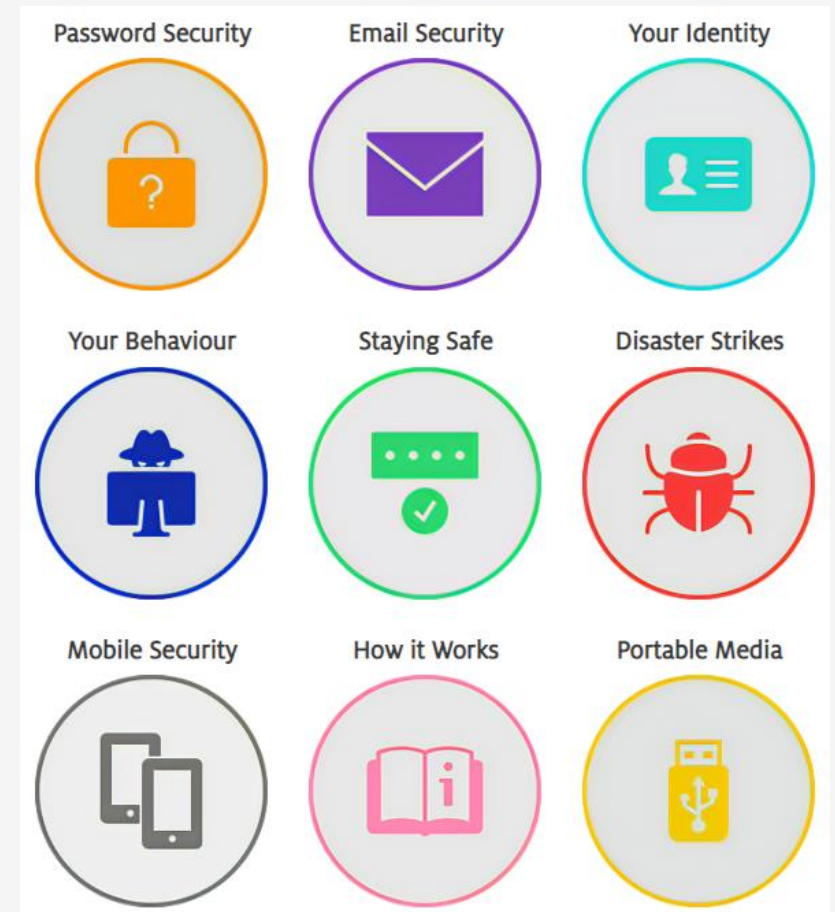
my.cumbria.ac.uk/**cybersecurity**

Password Security

Email Security

Your Identity

Your Behaviour

Staying Safe

Disaster Strikes

Mobile Security

How it Works

Portable Media

Assistive Technology

Assistive technology is for everyone because some things are just made easier by using it.

Microsoft Edge can read web pages to you so you can make notes whilst listening. Ebook platforms can do the same thing.
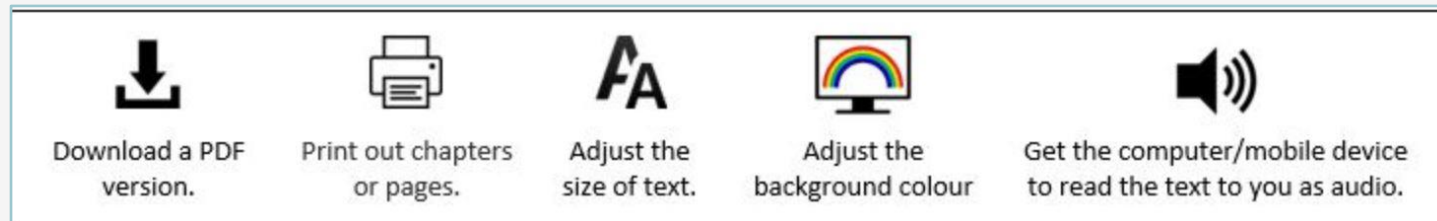
You can write in **Word** or **PowerPoint** by simply talking to them.

Access software, resources and equipment to support your studies, e.g. **Atbar**:

Download a PDF version. | Print out chapters or pages. | Adjust the size of text. | Adjust the background colour | Get the computer/mobile device to read the text to you as audio.

More specialized software is available on assistive workstation computers on every campus and technology such as voice recorders can be borrowed from the libraries.

my.cumbria.ac.uk/**at**

Mobile Apps

Mobile apps are available for your Apple and Android devices to support your studies. These include:

- The Student Hub
- Blackboard
- Microsoft Office
- Outlook
- OneDrive
- Teams
- Linkedin Learning

All the apps are free, and we provide direct links to your app store.

my.cumbria.ac.uk/**apps**

IT Support & Resources

Usernames and passwords: my.cumbria.ac.uk/**password**

IT services, support and advice: my.cumbria.ac.uk/**it**

IT Service Desk: my.cumbria.ac.uk/**itservicedesk**

                                  01228 888888 or itservicedesk@cumbria.ac.uk

Aptem support (Apprentices):   aptem@cumbria.ac.uk (Policing aptem@mdx.ac.uk)

Digital Skills resources: my.cumbria.ac.uk/**digitalskills**

Student Enquiry Point: my.cumbria.ac.uk/**step**

Free Microsoft Office: my.cumbria.ac.uk/**freeoffice**

Any questions?

- Check your **Induction Portfolio** for information and guidance: my.cumbria.ac.uk/**newstudent**

- Contact **IT Service Desk** for account, system and logging on issues: my.cumbria.ac.uk/**itservicedesk**

- Request support through the **Student Enquiry Point** for Digital Skills help: my.cumbria.ac.uk/**step**

University of **CUMBRIA**