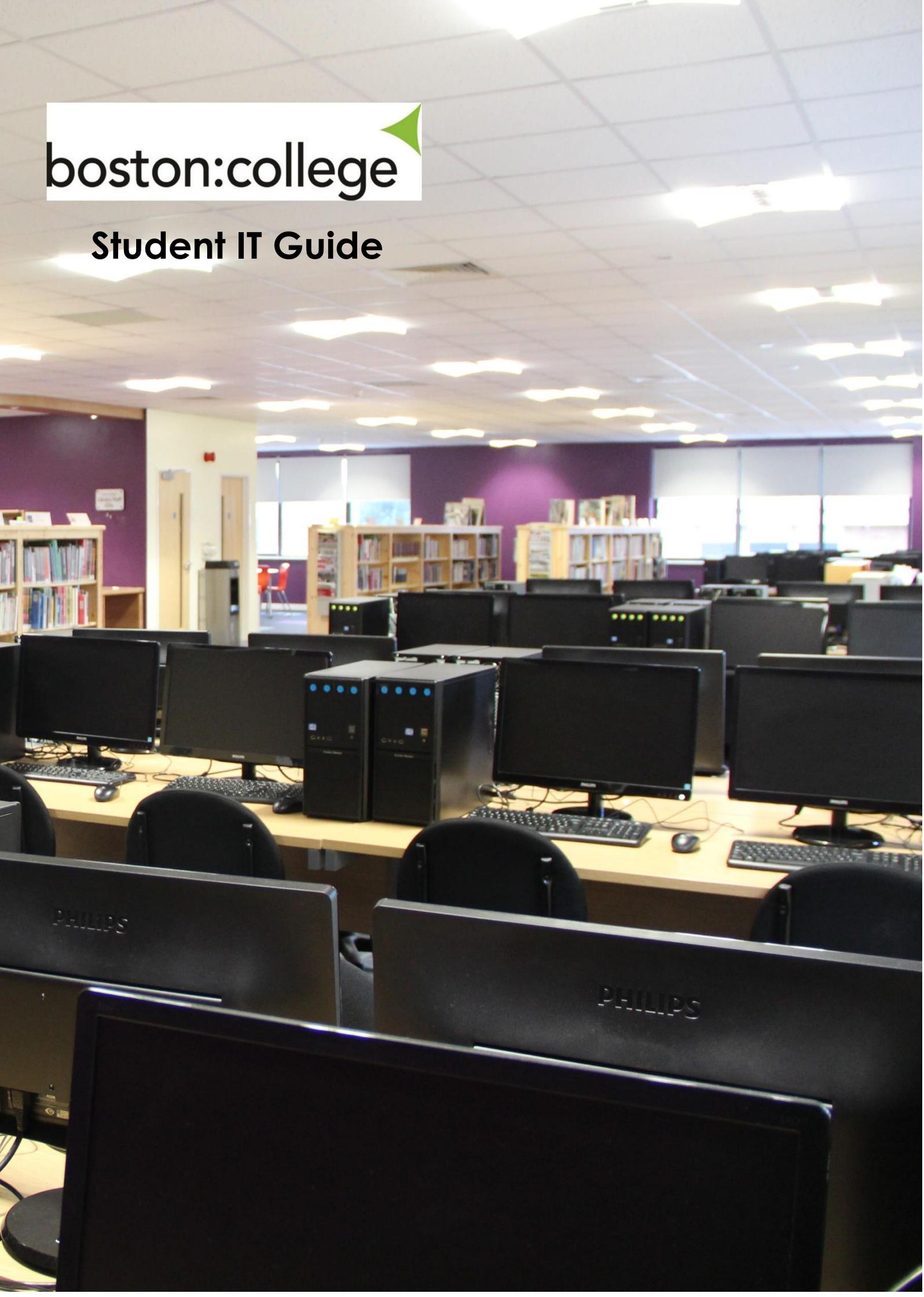




boston:college

Student IT Guide



Welcome

Welcome to Boston College, whether you are returning or joining us for the first time, we hope that you will enjoy learning with us.

This guide is designed to help you to understand and navigate the IT resources available to you whilst you study with us.

Resources

There are a number of IT resources at your disposal, and depending on your course will determine to what extent you use them. But even if you are not doing a course that requires the use of IT there are many great facilities and tools that you may wish to explore.

The main resources are:

- Access to specific resources from home
- Access to printing
- Access to the internet
- Access to email
- Access to online learning materials, eBooks and other resources
- Access to online course tracking called Vital
- Access to online Virtual Learning Environment called Moodle
- Many software packages for use in your course

“Your” Learner Identity

Whilst you study at Boston College we will provide you with an 'identity' which will allow you to log in and use the resources previously mentioned. This will be automatically created within 30 minutes of the Registry team processing your enrolment. This identity is your network login, email, Moodle access and other accounts. Your accounts will expire automatically one month after your course has completed to allow you to complete any outstanding work and tidy up.

Components of this identity are:

- YOUR student ID – the unique ID created after you enrol at the College
- YOUR unique College email address – created from your student ID followed by @student.boston.ac.uk

We realise that you have an identity outside of the College and may have your own email addresses and social network accounts, but whilst at the College we will mostly communicate with you using the College email account created for you. If you wish to connect your College email account to your Smart phone instructions can be found on the Office 365 website .

“Your” College Network Account

Your College Network Account consists of a USERNAME and NETWORK PASSWORD linked to your college identity (mentioned above). Your USERNAME is the same as your student ID (the number on your ID badge). Your NETWORK PASSWORD is initially random and is stored in our learner record system. Your tutor will issue this directly and not the IT team. Your password must be at least eight characters long. The initial password assigned to you must be changed before you can use any college systems (see Changing your initial password in the next section).

Changing your initial password

Whether this is your first year and Boston College or you are a returning learner, you will need to reset your initial password and activate your account before you can fully log in to any of the college systems. On campus this can be done on any of the college's Windows computers on any campus. You may also change your password from home using the following link

<https://adfs.boston.ac.uk/adfs/portal/updatepassword>

Your initial password can only be issued from your tutor who can get this from EBS. This should only be done after you have read and signed the computer code of conduct form.

The first time you log in to a college Windows computer, you will be prompted to change your initial password. **Your new password must be at least eight characters** long there are no other restrictions, however please avoid using currency symbols. Please change it to something memorable so not to forget it quickly otherwise you will have to visit the CSU office to change it once again. To change your initial password on your own device or at home see the appropriate section below.

Keep your password safe, and **NEVER GIVE IT TO ANYONE**.

Logging on to the “College Network” using college equipment

The college has a number of types of equipment available for you to use and will require you to log in using your College Network Account. These are:

- Microsoft Operating System PCs and Laptops
- Mac Operating System PCs
- iPad and Android Tablets
- Boston-Campus Guest Wi-Fi Access

To log in to any device you will always use the same USERNAME and NETWORK PASSWORD assigned to your Network Account.

You will be shown how to log in during your induction in the first few weeks of the academic year and, as mentioned before, you will use the same USERNAME and NETWORK PASSWORD to access all the IT systems that you have access to in the College, including computer access, Moodle, Printing, and WiFi access.

Logging on for the first time using your own equipment or externally

To log onto your account for the first time externally visit

<https://adfs.boston.ac.uk/adfs/portal/updatepassword> and enter your email address. (see your learner identity above). Here you will need to enter the initial password provided to you by your tutor along with a new password. This new password **MUST** be at least 8 characters long and can consist of numbers, letters or symbols, however please avoid using currency symbols.

Password Reset

If you have logged on once in the current academic year and you have forgotten your password please follow our [self-service password reset guide](#).

Internet access

Whilst at Boston College you will have access to the Internet to do research and complete assignments. This is a free service available to learners and is actively monitored and filtered. Should you wish to access a website that is blocked, and that you think should be open, then please either fill in the unblock request form that appears or send an email to ICT Helpdesk(filteradmin@boston.ac.uk) including all the relevant information and it will be reviewed.

For you to access the internet, you will need to be logged in to the College network by one of the following methods:

- By logging into your College Network Account via a College PC
- By logging into your College Network Account via a College Mac
- By logging into the College network via the Boston-Campus Guest wireless network service using your College Network Account details

Your Internet access will be monitored at all times in accordance with the [Counter-Terrorism and Security Act 2015](#). Please review our Esafety statement/tutorial at the end of this document.

Printing/Copying

The College provides £2 worth of credit towards printing and copying fees per month, which rolls over if not used.

Usage of the 'Follow ME' print queue and photocopying are charged at the following rates:

	Printers		FollowMe	
Type	Single	Duplex	Single	Duplex
A4 Colour	14p	24p	12p	20p
A4 Mono	6p	8p	5p	8p
A3 Colour	24p	32p	18p	26p
A3 Mono	10p	15p	9p	14p

Top up codes for printing costs are available from the Library at Rochford campus or Peter Paine/Sam Newsom/Spalding Reception at a cost of:

£2 which is the equivalent of 40 black and white prints

Instructions on how to use the 'Follow ME' are found here

<http://csu.boston.ac.uk/Follow-me-printing-and-copier-learner-guide.pdf>

Bring Your Own Device WiFi access

The College Wi-Fi (eduroam) network is available across campuses. To access the Wi-Fi network, connect to the "Setup your device for eduroam" wireless network* and then launch a web browser. You will then be prompted to select your profile(Learner or Staff). Download the configuration file and enter your college EMAIL address and college PASSWORD. You may connect to eduroam at any institution offering the service.

In order to access secure sites you will need to download and install our decrypt and Inspect certificate onto your device <http://fw.boston.ac.uk/getmitm>

*prerequisite when using an Android or IOS smartphone you have already installed the eduroam CAT tool from the app store/Google Play

Microsoft Office 365

The College has provided the cloud service called Microsoft Office 365 for you to use while studying with us. This will allow you access to the following services:

- Microsoft Outlook Email with 50GB storage
- Microsoft Outlook calendar linked to Email for setting appointments and creating schedules
- Microsoft Office Web Apps for Word, Excel, PowerPoint and OneNote, so that you will always have access to the tools you need
- Microsoft OneDrive Pro with unlimited storage for files and photos and is accessible from any Internet connected device with a web browser

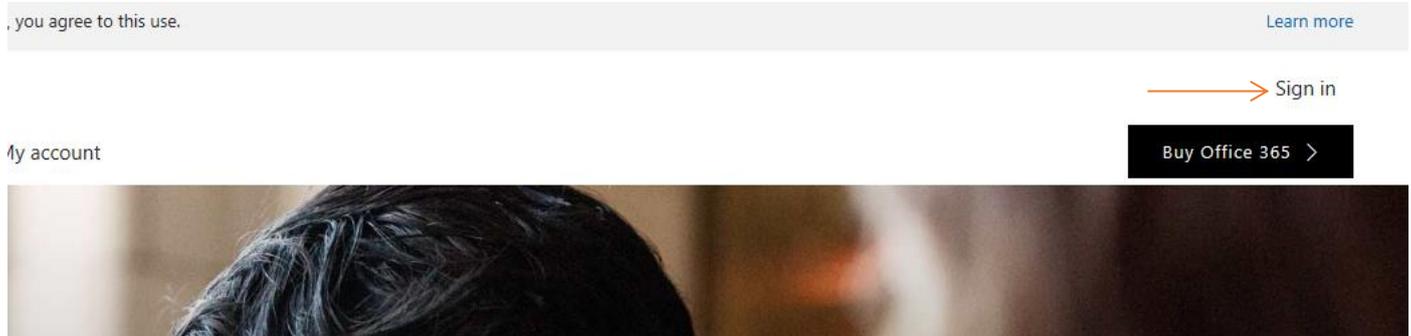
Additionally, you can install Office 2016 on up to five of you own devices. These devices can be PCs and Windows tablets running Windows 7 or higher, Windows Phone, Macs with Mac OS X 10.6 or higher, and Android phones and tables running 4.4 and above. Office for iPad can be installed on iPads running version 7.0 or higher. For information about mobile devices, visit www.office.com/mobile.

If you are having issues installing Office, please visit [Install Office on your PC or Mac with Office 365 for business \(http://aka.ms/Y0o21h\)](http://aka.ms/Y0o21h) for installation instructions.

Accessing Office 365

You can access Office 365 using <https://www.office.com> or from the icon on your College PC desktop, using your College email e.g. 12345678@student.boston.ac.uk and College Network Password described earlier. Click the Sign in link at the top right of the page.

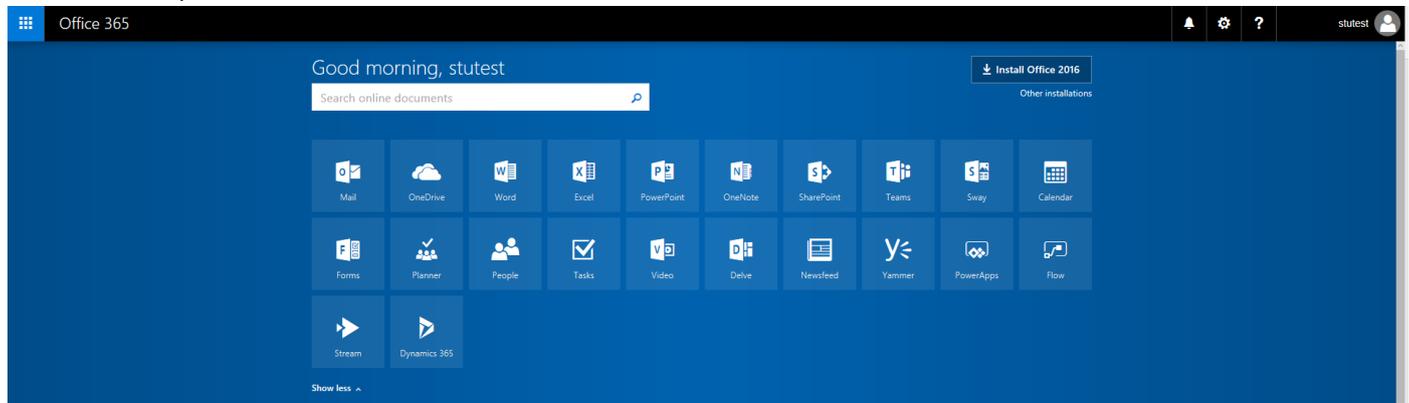
REMEMBER: To access Office 365, you must use your College email address and not your USERNAME. e.g. <mailto:12345678@student.boston.ac.uk>



If you log in from a non-college computer, you may get redirected for further authentication. Use your College email address and College Network Password described earlier.

If you experience issues logging in, please try again using Microsoft Internet Explorer or Microsoft Edge as your browser.

The first time you log into Office 365 you will see the following welcome screen here you will see all the apps available for you to use.



Note there is also an application launcher at the top left of the web page (3 x 3 squares icon).

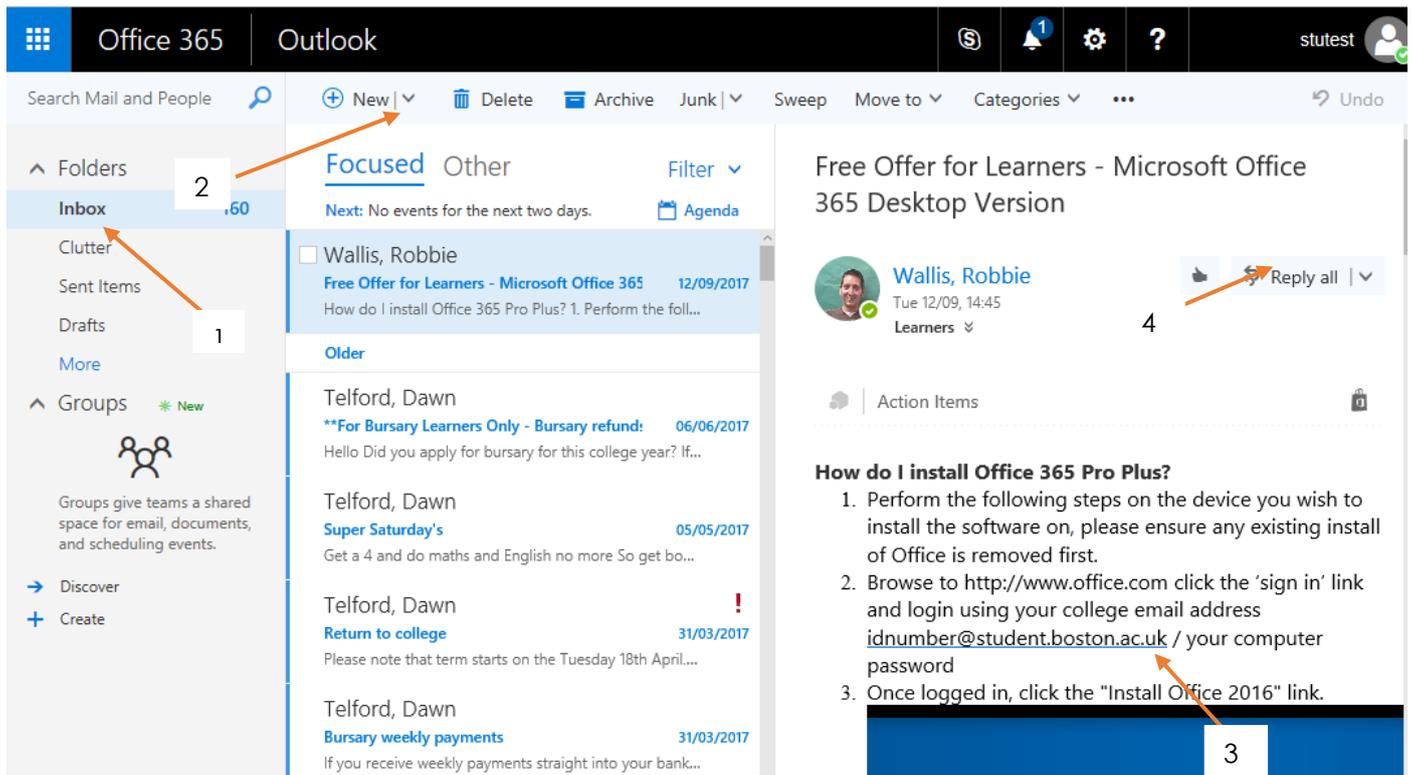
This will also allow you to control your account and access the tools you need:

1. Office 365 home and apps
2. Outlook Email
3. OneDrive (files, folders and photos)
4. Alerts (such as incoming messages)
5. Office 365 Settings including your profile, software, password and start-up help
6. Online HELP and community support

Microsoft Outlook Email

This web application functions as a full email client, allowing you to send and receive email, create folders, flag and categorise your messages.

IMPORTANT: In order to access your email you must first access from the Mail link in Office 365 and set a time zone.



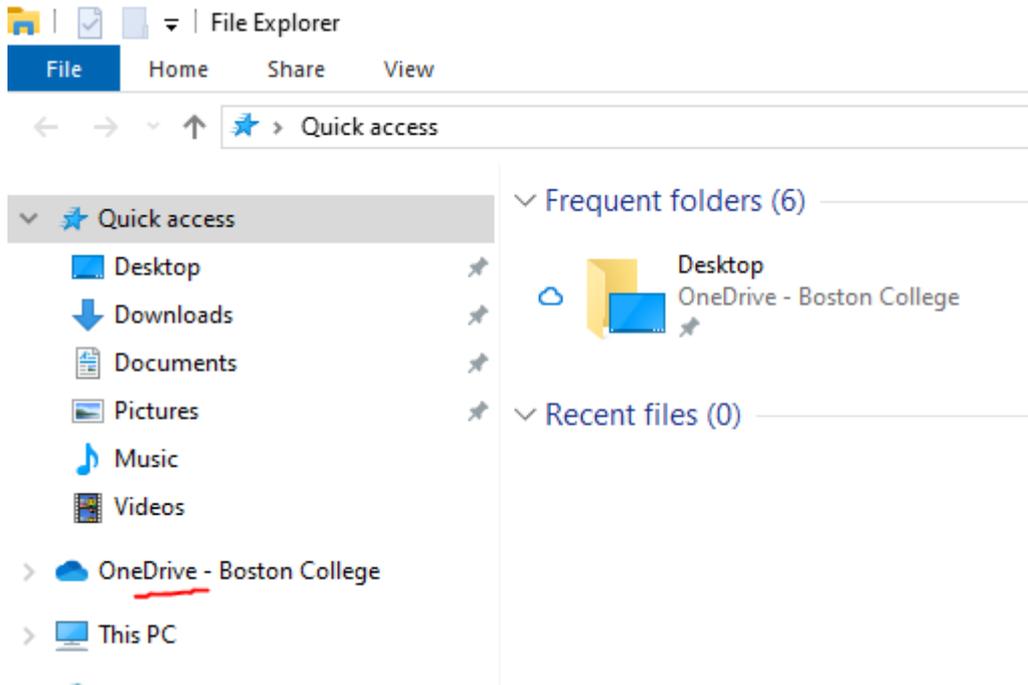
Here are the essential areas of Outlook email:

1. Compose new mail
2. Inbox email
3. Email Preview
4. Reply

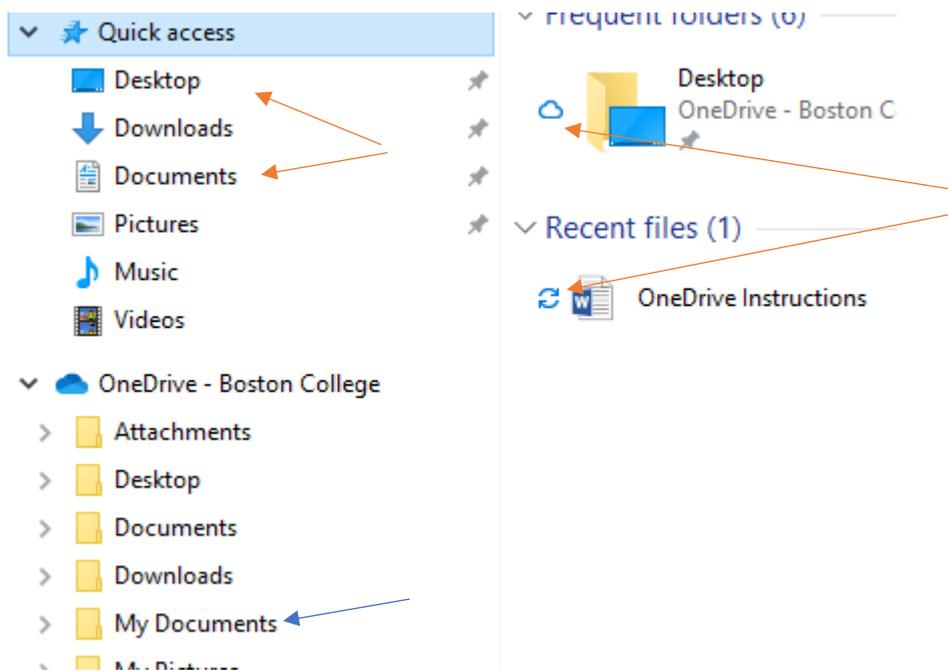
For full support and how to guides visit: <http://office.microsoft.com/en-gb/supportStudent>

Saving Your Work - OneDrive

After logging in for the first time you will notice your desktop restart briefly whilst OneDrive is configuring. To confirm this has happened, open an explorer window and you should see a “OneDrive – Boston College” link in the left-hand side pane.



Work should be saved to your documents folder or your desktop and it will automatically be uploaded to OneDrive. Returning learners from 18/19 will find their work located within the “My Documents” folder within OneDrive – Boston College.

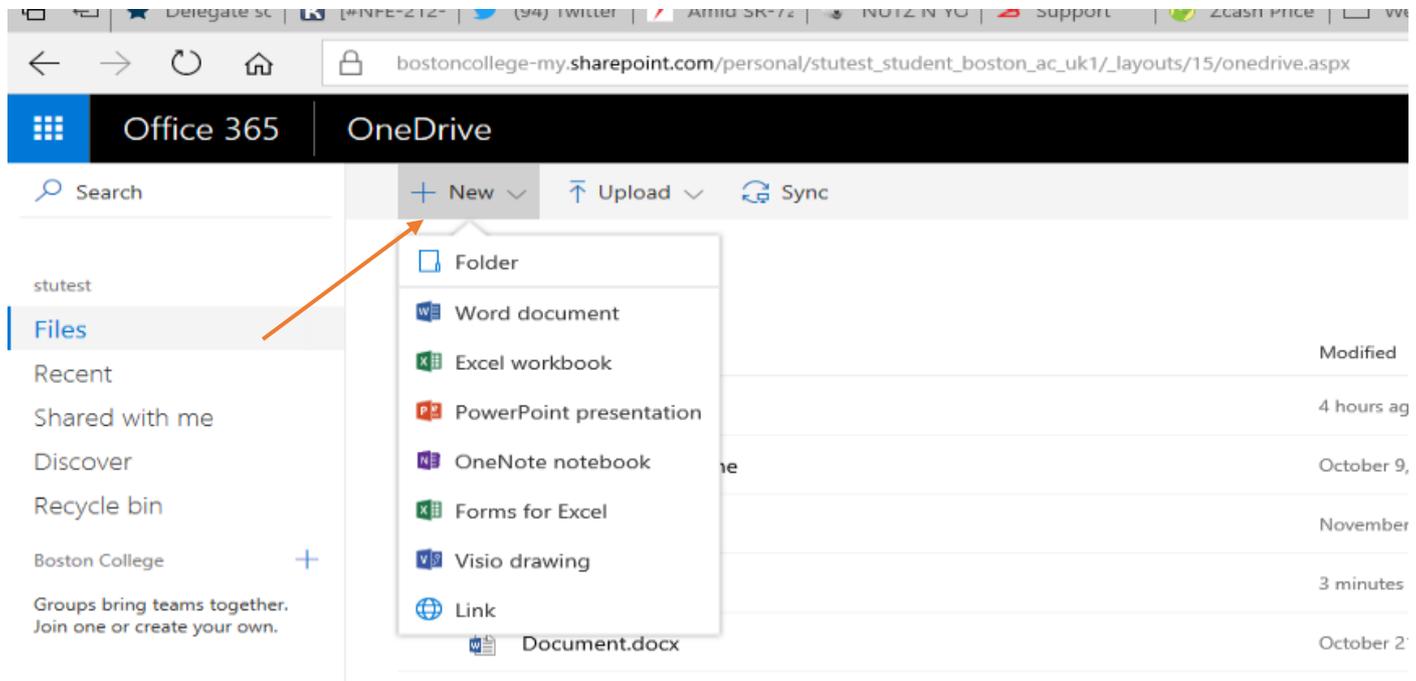


Icons will show documents are being protected by OneDrive. Circular arrows show the document is syncing. A green tick informs you the document has been synced successfully. If you do not see these next to your document advise your

A more detailed guide can be found here <http://csu.boston.ac.uk/OneDrive-Learner-Guide.pdf>

Microsoft OneDrive for Business(via a web browser)

Whilst on a College site you will have access to a local network H: drive to save your documents, however, you can also access your Office 365 OneDrive. The Office 365 OneDrive gives you 1Tb of storage space for files, folders and photos. You can also access your Office 365 OneDrive from any internet connected device with a web browser. <http://www.onedrive.com> or click the OneDrive link whilst logged into Office365.



In OneDrive to add files simply click on “New Document” and select:

- Word Document – to open a new Microsoft Word Document in Web App Mode
- Excel Document – to open a new Microsoft Excel Document in Web App Mode
- PowerPoint - to open a new Microsoft PowerPoint Document in Web App Mode
- OneNote - to open a new Microsoft OneNote Document in Web App Mode
- Excel Survey - to open a new Microsoft Excel Survey Document in Web App Mode
- New Folder – to create a new folder
- Upload Existing – to browse to and upload existing files

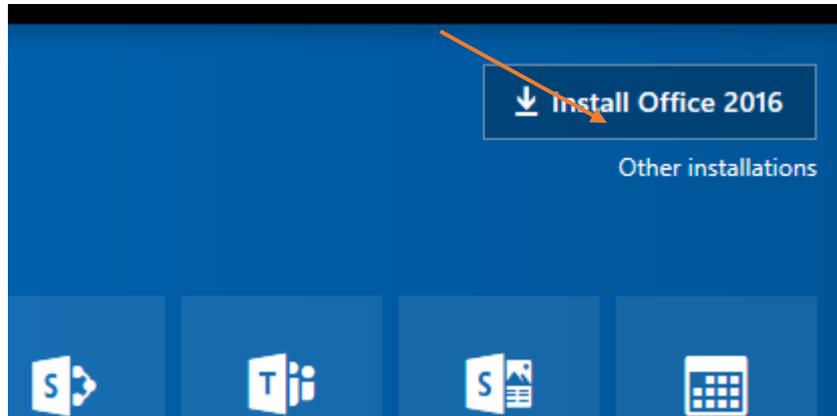
Once a file is on OneDrive you can open and edit using the included Web Apps, or the full version of the software, if it is installed on the machine. These are all available via the desktop on college computers.

NOTE: When you complete your course, or leave the college, your Office 365 subscription will end. You should make sure to transfer all your files from your college OneDrive account prior to leaving the college.

Install Office 365 on your own device

You can install Office 365 on up to five of your own devices. These can include desktop PC, laptops, tablets or even mobile phones.

From the device that you wish to install Office 365 upon follow the above instructions for accessing office 365. Click the Install Office 2016 link for PC or "other installations" for devices.



If you wish to remove one of your licenses from a device you can also deactivate it from this screen, so it is available to install on a different device.

To setup your phone with Office 365 please click or type in the link below. <https://support.office.com/client/Set-up-and-use-Office-365-on-your-phone-or-tablet-7dabb6cb-0046-40b6-81fe-767e0b1f014f>

Moodle (Virtual Learning Environment)

Moodle (VLE) is available via the portal when you open a web browser on any College computer, by entering <http://moodle.boston.ac.uk> into the address bar, or by clicking the Moodle icon on the desktop.

Besides important college news, the site also provides access to:

- Learning resources
- eBooks
- Course content
- Office 365

The screenshot shows the Moodle homepage for Boston College. At the top right, there is a login section with fields for 'Username' and 'Password', and a red 'Log In' button. The main header features the 'boston:college' logo and the title 'Boston:College Moodle'. Below this, a grid of 16 course categories is presented, each with a representative image and a text label: VITAL (Virtual Integrated Tracking & Administration of Learners), bksbLIVE 2, Access to HE, A-Levels, Business, Care, Computing, Construction, ESOL, Electrical, Engineering & Motor Vehicle, Hair & Beauty, Hospitality & Catering, vam (visual arts & media), Performing Arts & Music, Science & Small Animal Care, and Sport.

1. Log in to Moodle using your Network Account USERNAME and NETWORK PASSWORD to access course material and assignments
2. Find out about the library, and access eBooks and the Library Catalogue online
3. Links to College information and services for students
4. College information for students (News posts)
5. When you are logged in, this menu gives you quick access to pages for your course(s)

VITAL

Vital is a system the college uses for learner tracking. It can be accessed from anywhere by opening a web browser and typing <http://vital.boston.ac.uk/>

Vital will allow you to:

- View your learner journey – including goals and actions to helping you succeed
- Some courses track and monitor progress with assessments

The screenshot displays the VITAL system interface. On the left is a navigation menu with options: Help, Induction, Home Reports, My Dashboard, Assessment Tracking, A-Level/GCSE Tracking, Work Experience, ILJ (highlighted), Careers, Discipline & Praise, GDPR, and Logout. Below the menu is a student profile section for Boston College, showing the student name, academic year (2017-2018), login duration (3 minutes), and staff/learners/sponsors/parents counts. The main area features the 'boston:college VITAL' logo, a 'NO IMAGE' placeholder, and a student profile table. Below these are six dashboard tiles: ILJ, Action List, Progress, a graduation cap icon, WWW, and a Microsoft Teams icon. A 'Logging off in 00:59:59' message is visible in the bottom right corner.

Name	Student Name
ID	123456
Tutor	Tutor Name
Course	Course Title
College Email	123456@student.boston.ac.uk
Attendance	100%
🌟	You have 1 star(s)

ICT Support

If you have any issues with the resources or services provided by Boston College, then please talk to your course tutor who can log a support request on your behalf, or you can contact the ICT Helpdesk yourself.

ICT Helpdesk

Email us at ITHelpdesk@boston.ac.uk

Call us on: 01205 365701 (ext 3283)

Visit us at: Room 39, Rochford Campus

ICT Helpdesk Opening Hours

Weekdays 08:00 – 20:00 (17:00 on Fridays)

IMPORTANT: We are unable to perform password resets or discuss account information over the phone

Safeguarding Team

Boston College has a zero tolerance policy regarding bullying and cyber bullying. If you feel you are being threatened or bullied in any way, then you should contact your course tutor, or the Safeguarding Team.

The Safeguarding Team can be contacted via the main reception (01205) 365701 and ask for a member of the safeguarding team.

eSafety

Boston College seeks to maximise the benefits and opportunities of exploiting new technologies within teaching and learning and to promote the development of digital literacy skills. However, we also acknowledge the potential risks associated with use of these technologies

If you have e-safety concerns, you should talk to your tutor or one of the college's Designated Safeguarding Officers. Students are responsible for using the college ICT systems and equipment in accordance with the college Acceptable Use Policy, and for undertaking the e-safety training provided. The college's eSafety tutorial should be completed by all students. It covers topics including cyberbullying, social media, Chat & IM and security online and can be found here:

<http://moodle.boston.ac.uk/course/view.php?id=82>

You are always expected to act safely and responsibly when using the internet and to seek help or clarity if you are worried or concerned, or if you believe an e-safety incident has taken place.

Your Internet access will be monitored at all times in accordance with the [Counter-Terrorism and Security Act 2015](#).

Updates

Have you spotted a mistake in this guide, have something to add or a better description? All comments and contributions are welcome to make this guide as helpful to learners as possible. Please send your comments to ithelpdesk@boston.ac.uk