

# **IT Support and Network Services**

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# User ID and Passwords

## Passwords

Passwords are necessary for accessing all sorts of things – examples include social media, applying for something, or simply to access your own phone.

It can be a bit annoying having to remember lots of them, but at the end of the day it protects your data and identity so, at least for now, we are stuck with them. The bad news is that the College is no different, and you will need your password to access almost everything.

The good news is that a single username and password will allow you access to everything you need.

## Changing your password

When you started studying at the college, you'll have been issued with a temporary password which you will have been forced to change the first time you logged into one of the computers.

But if you want to change it again? The steps below show how to do this.

## If you are away from College

- In any browser go to **www.nelson.ac.uk** and at the very bottom under the 'Quick Links' section you will find 'Change my password'.
- In the box labelled 'Domain\user name:' type in your email address, for example, 123456@nelsongroup.ac.uk or joe.bloggs@nelsongroup.ac.uk  
**Note: just typing in your username will not work.**
- In the box labelled 'Current password:' type in your password you have been using up until this point.
- In the next 2 boxes - 'New password:' and 'Confirm new password:' enter what you would like your new password to be.

**Note:** All passwords **must** be a minimum of 10 characters long, contain at least one number and one capital letter.

## If you are physically in College

- Physically go to any college computer and when prompted type in your student ID number for example '123456'
- Once you are logged on, simultaneously, hold down the CTRL - ALT - Delete keys and choose 'Change a password'.
- Type in your password you have been using up until this point.
- You will be prompted to change your password. From there you can continue to reset the password memorable to yourself as long as it matches the criteria of being 10 characters long, containing a capital letter and also 2 numbers.
- The password must then be re-entered.

## Forgotten your password?

Although there isn't a great deal you can do about this yourself, IT Support will be able to get you up and running again very quickly.

It is best to come to one of the IT Support offices in person, but if you cannot, please email **itsupport@nelsongroup.ac.uk** from an alternative address or call **01282 440239**.

IT will then verify your identity, by asking a series of questions, and continue to help you from there.

## Notes and Recommendations

All passwords **must** be a minimum of 10 characters long, contain at least one number and one capital letter.

When choosing a new password, it is recommended you avoid using full words but do include symbols such as !"£\$%^&\*.

For example, Thecatsatonthemat1 uses all English words – the, cat, sat, on, the, mat. Better would be to use Th3c4ts4t0nth3m4t1 which is equally memorable but means your account will be less likely to be hacked into.

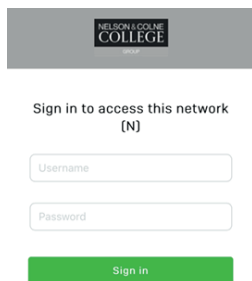
You cannot change your password to something you have used before.

# Connecting to the College Wi-Fi

The college has a Wi-Fi system and it is available to all learners and you are encouraged to use it. Using the college system instead of your mobile phone's data will be faster and is completely free.

## How to connect

Connecting to the system is easy. When you enter any of the college sites and try to access an internet-based resource - such as a web page, if you are not already connected to internet a login box will appear in your browser.



Sign in to access this network  
(N)

Username

Password

Sign in

Simply enter your college username (just the numbers not the full email address) and password and click 'Sign in',

If you do not automatically see the above screen when trying to connect, it will be necessary to first find the **'NelsonGroup-BYOD' Wi-Fi system.**

Navigate to the Wi-Fi settings of your mobile device (phone/ tablet/ laptop) and you will a list of available networks.

## Considerations

The use of this service is monitored in order to protect you.

You must use this service responsibly and in doing so you agree to the colleges **'Acceptable Use Policy'**

# Printing in College

You've spent hours doing a great piece of work, and hopefully saving it as you went along, but how do you print it? Printing when in college is really simple, and what you need to do is the same wherever you are making it easy.

## How to print something

For example, you wished to print this document all you need to do is:

- Click File
- Select Print from the menu
- In the box you will be presented with, ensure that the printer selected is 'My Print Anywhere'
- Click Print

Throughout the college there are large printers dotted about and you can recover your printout(s) from any of them. All printers can print A4 black and white sheets but some will allow larger printouts (A3) whilst others in colour too - your tutor will be able to point you towards the most suitable one.

## At the printer, all you need to do is:

- Rest your student ID card on the plate to log you in.
- Once logged in, press the large button labelled 'Secure Print'.
- Select the file you wish to print from the list presented to you and select either 'Print + Keep' or 'Print + Delete' depending on whether you are likely to print out the same file again.  
**Note:** 'Print + Delete' simply removes the file from the printer and does not delete any of the work you have done.
- Once you have finished printing, please be sure to press the 'Log In / Out' button on the keypad.

## Notes and Recommendations

When you start learning at the college you will automatically be given some free printing – how much depends on the course you are enrolled on and whether you are full-time or part-time.

Once you have used up your free allowance, printing is charged on a per-page basis with different rates for larger pages, colour, black & white etc.

To buy more print credit, please visit any of the Student Services desks which are usually on receptions.

## Costs and Environment

Before sending something to the printer, consider if you really need a paper copy – after all, it costs money and there is an environmental impact too.

# Storing your work

## Where Should I Store My Work?

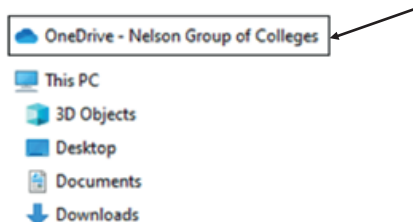
Now that you're at college and have been busy with the computers, you are going to need a place to store all of the work you have done.

The college recommends that all of your data is stored in Microsoft OneDrive and no other systems are used. In doing so, you will benefit from several advantages - free to use, secure, backed up, work stored centrally, accessible from any device from anywhere and data recovery is easier.

The only disadvantage is that an internet connection is required.

## Accessing your files

Accessing your Microsoft OneDrive whilst you're in college, is really easy, and from any PC all you need to do is open 'File Explorer'  
**(if you are unsure where to find this then ask your tutor).**



## Recommendations

It is also recommended that you download the Microsoft OneDrive app from the Google Play Store or the Apple App Store as this will allow you to access all your college files from any device that is connected to the internet.

If you do not have access to the internet then contact the Student Services team who will be able to advise you.



# Moodle Login

The college extensively uses a web-based tool called 'Moodle'. Moodle is used for blended learning, distance education, flipped classroom and other online learning schemes.

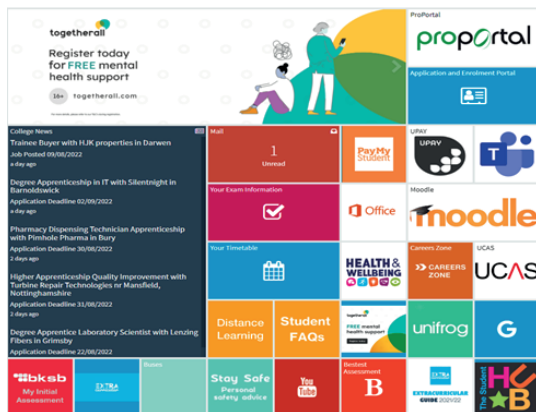
This guide is applicable to members of the college studying at Nelson & Colne or Accrington & Rossendale Colleges.

## Accessing Moodle

The way you access Moodle depends upon where you are and what course you are following.

Nelson & Colne or Accrington & Rossendale college learners

If you are logged into a college computer you can simply click on a browser and you will be taken to the 'myday' homepage which will look similar to the below –



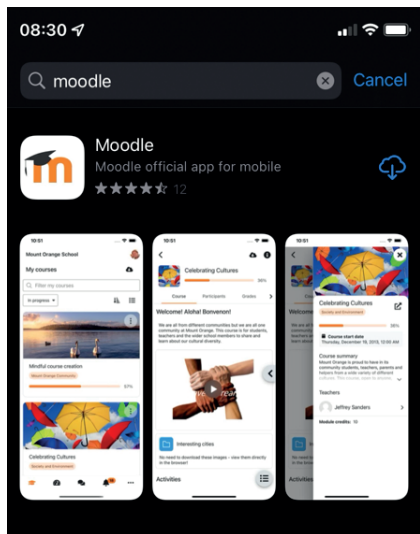
Click on the icon labelled 'moodle'



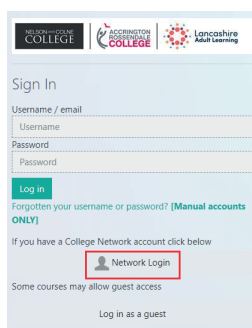
You will automatically be connected to the system and your tutor will be able to provide further guidance.

## From a mobile device

Moodle can be accessed from a mobile device (tablet or mobile phone) via an app which is available in both Google Play and Apple App Store and can be found simply by searching for it.



Once it has been downloaded you will need to enter the details under **'Your site'** – <https://mymoodle.nelsongroup.ac.uk> When the login screen is displayed, click the **'Network Login'** icon as per below.



You can now login using your college email address and password.

**Note:** you need to type in your full email address and not just the numbers – for example [123456@nelsongroup.ac.uk](mailto:123456@nelsongroup.ac.uk).

Once connected, all the courses that you have access to will now be available.

**Still unsure?** If you need any help or have any questions, simply speak to your tutor or email [itsupport@nelsongroup.ac.uk](mailto:itsupport@nelsongroup.ac.uk)

# Finding IT Support

If you run into a problem that neither you nor your tutor cannot fix - or simply want to talk to somebody about anything IT related – then the IT Helpdesk is the place to go.

You can visit any of the helpdesk regardless of where you are normally based.

The IT Helpdesk is open:

**Monday to Thursday** - 08:40am until 17:00pm

**Friday** - 08:40am until 16:30pm (closed between 13:15 and 14:00 daily)

If you need directions to any of the locations then just ask at the reception desk.

<b>Location</b>	<b>AB112 Broadoak Building Accrington &amp; Rossendale College Sandy Lane, Accrington</b>
<b>Telephone</b>	<b>01282 440239</b> <small>select option 2 for the 'Accrington Team'</small>
<b>Email</b>	<b>itsupport@nelsongroup.ac.uk</b>