

Printing

You can print, copy and scan documents at any Multi-Function Printer (MFP) located throughout the campus.

You have the option to print in black & white or colour (choose this option before sending your document to print). Printers are clearly identified as 'Black & White' or 'Colour'. You will need to have print credit on your account to print as there is a charge for printing. See the ISS website for more information. (nuigalway.ie/iss4students).

PC Suite Printing

The following print queues are installed on PC suite desktops:

BW_Release - Black & White only
Colour_Release - Colour

The print jobs are submitted to a release queue and you can visit any MFP to release and print your job. Your print job will be available up to 24 hours after the job was submitted.

WiFi Printing

You need to install a wireless print package to use this service. This package is available for download from the ISS webpages under Printing. (nuigalway.ie/iss4students).

Email Printing/Scan to Email

Send an email including the document you want to print either to bwprint@nuigalway.ie (for black & white printing) or colourprint@nuigalway.ie (for colour printing). Visit any MFP to release and print your document.

You may also scan a document at any of the print release stations. Scanned documents will be sent to your NUI Galway email address as an attachment.

To Purchase Print Credit

Online: You can purchase print credit online at printcredit.nuigalway.ie/. Purchased print credit will be immediately added into your account.

Cash Kiosk: Print credit can also be purchased from print kiosks located in: the Print Release Room 125A, opposite the Arts and Science PC Suite in the Arts & Science Building, the front foyer in the Cairnes' Building, the Engineering Building and also in the James Hardiman Library.

PC Suites

General access PC Suites are open from 08.30 to 22.00 (Monday-Friday). Some suites are open at weekends and over holiday periods. Full details are available on the ISS website.

Computer Files

You are responsible for your own files, wherever they are stored. All students are allocated disk space on the network servers, your U:Drive for storing your files from one session to another. You are responsible for maintaining this disk space.

Remember: Always keep a backup of your work.

OneDrive provides 1TB of space for storing your files in the cloud.

Software

SPSS, Nvivo and Minitab are available for students. In addition to software available to students in the PC Suites, it is possible for students to avail of deals on certain software for use on their own personal devices. Visit the ISS website for more information about software. nuigalway.ie/iss4students.

ISS does not endorse any particular supplier and provides this information to make students aware of software deals available.

Advice and Support

Advice and support on how to use IT services are available from the Library & IT Service Desk. The Service Desk is located in the foyer of the James Hardiman Library. We recommend visiting the ISS website (nuigalway.ie/iss4students) for advice and information on services provided in advance of raising a support request.

In addition, please visit the Library & IT Service Desk Facebook page (James Hardiman Library, NUI Galway) for the latest service status information.

How do I raise a support request?

1. Log in to the Service Desk Ticketing System (servicedesk.nuigalway.ie) and raise a ticket.
2. Drop in to the Library & IT Service Desk located in the James Hardiman Library (Ground Floor).
3. Phone the Service Desk on (091) 495777.
4. Email servicedesk@nuigalway.ie with your query.

Feedback

We welcome all feedback on your experience of our service and any comments on how we can improve. You can respond to the survey provided on the closure of your ticket or you can also send your comments to servicedesk@nuigalway.ie with the subject line 'Feedback'.



Check the ISS website for the most up to date information:

nuigalway.ie/iss4students/

Forgot your Campus Account password?

Go online to CASS – cass.nuigalway.ie
and click 'Forgot Password'



Quick Start Guide IT Services for Students

nuigalway.ie/iss4students/

NOTE: Information Solutions and Services (ISS) or any other department within NUI Galway WILL NEVER request details of your Campus Account password via email or ask you to verify your account

Campus Accounts and all associated IT services are automatically disabled when no longer a registered student at NUI Galway.

Download the NUI Galway Mobile App!

Available on the Google play and App Store

www.nuigalway.ie/mobileapp

Where do You Register?

For Registration information and to register for your course and choose your modules go to nuigalway.ie/registration/. Once you are registered you should activate your Campus Account.

What is Your Campus Account?

Your Campus Account provides access, using a single user ID and password, to Blackboard, Email & Microsoft Office 365 Apps, Library Systems, MyCampus, Online Registration, PC Suites, Placement, Exam timetables and Exam results.

You must activate your Campus Account before you can use it.

To activate your Campus Account you need your Campus Account User ID (your Student ID number) and your temporary Campus Account password:

What is your Campus Account User ID?

Your Campus Account User ID is your current Registration/Student ID number. This ID is used to access all services **except** your student email (Office 365) which uses your student email address. (See [Student Email](#) and [Office 365 Apps](#) section of this leaflet.)

What is your Campus Account password?

On first login, you will use a temporary Campus Account password which is provided in your registration guide at nuigalway.ie/registration/. If you have any queries regarding your password contact the Library & IT Service Desk (contact details available in this flyer).

Get started by activating your Campus Account

- Go online to Campus Account Self Service (CASS) (cass.nuigalway.ie/).
- Log in using your Campus Account User ID and password:

User ID: (tp)

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Password:

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- Choose three security questions and click 'Select'. Make sure your chosen questions have answers which are unlikely to change over time.
- Answer the three security questions. Click 'Save'.
- Choose your new Campus Account password. Click 'Save'.

Note: Passwords must be alphanumeric, have at least 8 characters, include upper and lower case and a special character, e.g. Tool12kit!

Your Campus Account is now active.

NOTE: Your Campus Account and all associated access to IT services in NUI Galway will be automatically disabled when you are no longer a registered student at NUI Galway.

No extensions are permitted.

Student Email & Office 365 Apps

All email correspondence from NUI Galway will **only** be sent to your NUI Galway email address.

To find out your NUI Galway email address:

- Log in to CASS (cass.nuigalway.ie) and Click 'My Account'
- Click 'Set Language'
- Your email address will be displayed.



Go to outlook.office365.com/ and sign in using your NUI Galway email address:



Sign in

[Can't access your account?](#)

Click 'Next' and enter your password when prompted:

Enter password

[Forgotten my password](#)

Office 365 offers features for students which include: the installation of Microsoft Office onto 5 devices, 1TB document storage in OneDrive, and more... see the ISS website for information.

Information & Identity Security

The University has a number of Information and Communication Technology (ICT) security policies which you should familiarise yourself with, which are available at nuigalway.ie/itssecurity/.

Spam and Phishing

Be suspicious of any email with requests for personal information such as passwords or bank account details. **Information Solutions and Services will NEVER send an email asking you to provide us with your Campus Account password or ask you to verify your account.**

Blackboard

Blackboard is the University's Virtual Learning Environment (VLE). The VLE provides a medium for supporting teaching and learning activities, including assessment and examination.

How do I login to Blackboard?

Your Blackboard account will be available for login **24 working hours after you have registered**. If you haven't already registered go to Online Registration (nuigalway.ie/registration/).

To access Blackboard go to nuigalway.ie/blackboard/ and login with your Campus Account details.

Courses and Modules

To choose your modules go to nuigalway.ie/registration/, once chosen your module options will appear in 24 working hours on your Blackboard account. Module content is made available by your course instructors/tutors.

Campus WiFi

You can connect to the campus WiFi network using NUIGWIFI or through the eduroam service.

NUIGWIFI can be accessed by choosing 'NUIGWIFI' from the available networks and entering your Campus Account credentials when prompted. (Your credentials are not stored and will require re-entry).

Eduroam is a globally available service for educational institutions. Connecting to eduroam can differ depending on device and software versions.

Note: You will only have to enter this information once per device.

To connect to the eduroam network use the eduroam Installer available at <https://cat.eduroam.org>.

- When asked to enter your credentials use the format campusaccountid@nuigalway.ie and your Campus Account password:

- Depending on device you may be prompted by a security certificate message. Choose Accept and Connect.