# ILS – Introduction to e-services

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Logging into a Student PC

To login to a PC located in one of the University’s student computer labs, you will need to follow the five simple steps below.

1. Press **CTRL + ALT + DELETE** on the keyboard to log on

2. This screen displays the University’s policies about computer usage; by **clicking** on “ok” you are agreeing to the policies

4. Click on “other user”

5. Enter your username and **Password** into the correct fields. Your username is located on your ID card

6. Then **hit enter or click** on the arrow as shown

7. Once logged into the network you will see the desktop.

The colour and details on the banner on the right will change depending what zone you are in.
Printing in the Labs

Printing is available from any of the student computer labs within the University, although some labs will offer a wider choice of printers. Printing is charged for and costs 5p for an A4 black and white page, with the price increasing for larger or colour prints.

1. Select the “Print” option from the program you wish to print from

2. Select the printer you wish to print to
   Black and White printers are always prefixed with BW and Colour printers with CL

3. Once you have sent your job to the printer you will get a popup, which tells you the print cost and confirms whether you want to print or cancel.

4. If you press print your print job will then be printed from the relevant printer.
Topping up your Account

You will need to top up your print credit using one of the print credit machines located in the libraries and computing labs across the University. This credit can also be used for photocopying within the Libraries.

1. To Login to the print credit machine swipe your Student ID card or enter your username and password using the keyboard

2. Once logged in your current balance will be displayed here

3. At this stage you can input coins and notes into the slots provided

4. Once finished press the silver finish button and this will log you out

Your printing/copying credit is then available immediately for use.
Student Portal

Login to the Student Portal

Using a web browser such as Internet Explorer, go to the University web page http://www.gre.ac.uk. To Login you will need your username and password, these are the same details you use for logging into a PC in the University.

1. When you reach the University web page, click on the “Student and Staff Portal” link located on the bottom right of the page.

2. You will then be taken to the portal login page. Fill in the Username and Password fields and click on the submit button.

3. You need to set password security questions the first time you login to the portal for you to be able to use the “Forgotten Password” service.

How the Portal is constructed - Tabbed Pages & Channels

After successfully logging in, you will be presented with a number of tabbed pages with The “Home” tab highlighted.

Each tabbed page consists of a number of “Channels” in which the content of the Portal is made available.
Updating Personal Information

Exercise – Check your Permanent home address is correct.

To check or update personal information you will need to find the “Student Records (Banner)” channel, this is located under the “My Learning” tab.

1. Click on the “My Learning” tab

2. You will then see the “Student Records (BannerWeb)” channel in the top right of the “My Learning” page.

3. Click on “View Your Student Profile.”

4. You will then see your student profile. This includes your programme and personal information.

5. To check and or update your addresses click on “Student Address.”

6. The next page will show the addresses the University has on the system for you.

Was your Permanent Address correct?

You can also update the rest of your contact details on this page by clicking on the various links above. The University expects both students and staff to keep their personal details up to date to enable communication between you and the University.
Obtaining a Coursework Header Sheet

When submitting course work assigned by your lecturers, you will need to locate and print off or sometimes attach a copy to your work before electronically submitting the appropriate course work header sheet.

1. Click on the “Print Coursework Header Sheets” link in the “Student Records (Banner)” channel.

2. You will then see the following screen. Click “Submit Term”, unless you wish to change to an older academic session.

3. On the next screen Click on the “Submit” button. (On this screen you can type in the Coursework Header ID before you press submit if you already know it.)

4. The next screen will show a list of all your Header Sheets. Click on the Header Sheet you wish to print.

5. Click “Submit” on the next screen and your Header Sheet will appear. You can now print or copy your header sheet.
Using Email

Your University e-mail is the primary electronic means of communication between the University and you. You should expect to receive information from your lecturers about your courses and from the Library about the state of your Library account. The University uses Google mail for all student email accounts.

Logging In

To open up your e-mail, you need to either first login into the portal then click on the e-mail icon located in the top right corner. Alternatively go to the following web address: http://studentgmail.greenwich.ac.uk

You are then presented with the email login page. Enter your University computing account username and password in the boxes provided. Then click the “Sign in” button.

Reading your email

You will now be logged into your email account. The inbox is the default view. All your received emails will be in shown in date order, with the most recently received emails displayed at the top.

Once you open an email, you will be able to read its content. Once you have read it there are a number of options.

Reply will let you reply to the e-mail currently open

Forward allows you to forward the current e-mail to another email address

Print All allows you to print the email
Composing an email

1. To compose a new email, you have to click on “Compose Mail”

2. Enter the email address of the person you wish to email into the “To:” box

3. Enter the Subject of the email here

4. Once you have finished composing your message click send.

5. Compose your main message content in the main window here

Attachments

To add attachments, click on the “attach a file” link located below the subject input box.

The following box will then pop up. From this, find the file you wish to attach then click on “Open”. You can now compose and send your email with the attachment added.

Deleting and Archiving emails

If you wish to delete an email permanently from your account, you need to click on the “Delete” button.

If you wish to remove emails from your Inbox without permanently deleting them, then just click on the “Archive” button.

You will be able to find this email later using the “Search Mail” box at the top of the email page.
Library account

The “My Library Account” channel located under the “Library & IT” tab allows you to view your Library status. This gives a brief view of the amount of loaned items you have and any outstanding fines you may have.

If you click on the “View my library account” link, this gives a much more detailed look at your account, including the names of the books you have on loan and the dates they are due back. It also lets you renew and reserve books online.

My Library Account

<table>
<thead>
<tr>
<th>Loans</th>
<th>Charges</th>
<th>Reservations</th>
<th>Bookings</th>
<th>Inter-library Loans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title / Author</td>
<td>Due Date</td>
<td>Fine</td>
<td>Renew Count</td>
<td>Actions</td>
</tr>
<tr>
<td>A child of the Jago Morrison, Arthur; 1863-1945</td>
<td>6th September</td>
<td>£0.00</td>
<td>0</td>
<td>Renew</td>
</tr>
<tr>
<td>Health and wellbeing in the workplace: managing health, safety and well-being</td>
<td>20th September</td>
<td>£0.00</td>
<td>2</td>
<td>Renew</td>
</tr>
</tbody>
</table>

Searching the library catalogue

From the “Library Catalogue” channel on the “Library & Computing” tab, select “Search the Library catalogue”.

You will then see the search page of the Library Catalogue; you can search the catalogue with the search box below located on the webpage.

Exercise - Searching the library catalogue by keyword

Let’s say you want to find books on writing essays.
3. You will now be shown the results page. This page shows you the number of titles matching your search. Click on **Check Availability** to see how many copies the library has of each book. You will notice that you can also reserve items from this page.

How many copies does the University have of the 4th book on the list? _______________
Online Resources (Databases & Journals)

In the E-library channel of the Library & Computing tab, open the “Databases, Journals and e-books” option by clicking on the text.

You will be presented with an A to Z listing of all the electronic resources available to you through the University’s subscription services.

Library Databases and Electronic Information Resources

Academic Search Premier
- The library service offers a wide range of resources that can be accessed from on and off campus.
- The library service offers a wide range of resources that can be accessed from on and off campus.
- Online Resources
  - Databases, Journals and e-books
  - Subject Guides
  - Greenwich Academic Literature Archive: A repository of the University's own research material

Exercise
What is SwetsWise? ____________________________________________

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Library staff run regular workshops on the use of online journals, so contact your library team to find out more about these sessions.

Subject Guides

These guides are maintained by our Academic Services Librarians, and are designed to be of particular relevance to University of Greenwich students and courses. They include information about our own library resources, external information sources and selected internet links.

<table>
<thead>
<tr>
<th>e-Library</th>
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<tbody>
<tr>
<td>The Library Service offers a wide range of resources that can be accessed from on and off campus.</td>
</tr>
<tr>
<td>Online Resources</td>
</tr>
<tr>
<td>Database, Journals and e-books</td>
</tr>
<tr>
<td>Subject Guides</td>
</tr>
<tr>
<td>Greenwich Academic Literature Archive: A repository of the University’s own research material</td>
</tr>
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</table>

After opening the Subject Guides pages you should see a screen like the one that follows. Select your school from the list to open the Academic Service Librarians’ Subject Guide page.

Library Subject Guides

These guides are maintained by our Academic Services Librarians, and are designed to be of particular relevance to University of Greenwich students and courses. They include information about our own library resources, external information sources and selected internet links.

- Architecture & Construction
- Business
- Computing and Mathematical Sciences
- Education
- Engineering [at Universities at Medway]
- Health & Social Care
- Humanities & Social Sciences [including Criminology and Law]
- Maritime Studies
- Pharmacy [at Universities at Medway]
- Science [at Universities at Medway]
Support for Off-Campus Users (OSCARS)

If you're...

- a University of Greenwich student studying at another institution
- registered on a distance learning programme
- responsible for collaborative provision
- supporting or teaching university students at another institution
- studying or working from home...

...we're here to help you.

More help and information about OSCARS is available at the following website:
http://www.gre.ac.uk/oscars

Wireless

The GreenNET Wireless network is available throughout the majority of the University. For instructions on how to connect and what is available via the wireless go to the following website, or visit any IT Support Desk throughout the University.

http://wireless.gre.ac.uk
Leaving Feedback

Exercise

As a final exercise we would like to get some feedback on both the induction you have experienced and of the portal you have been using during this induction.

1. In the top right corner of the portal you will see the “feedback” icon. Click on this.

2. The feedback window should now have opened. Please type “Induction” at the top followed by your comments.

3. Once you have made your comments press “Submit”.

Logging Out of the Portal and Your PC Session

We cannot express to you enough how important it is for you to log out of your sessions properly. At the end of this Introduction to e-services you will need to log out of the Portal and your current PC session.

1. To log out of your Portal session, click on the logout icon located in the top right corner.

2. And finally, log out of your PC session by using the Log out Icon found in your desk top.

This concludes the ILS – Introduction to e-services. We hope you found it useful.

For more in depth guides on some of the topics covered in this document, we recommend you visit the “Progression in Information Skills” modules, which are in the “Information Skills Training” channel under the “My Learning” Tab.