

huish

RISE

to the challenge, get informed

Richard Huish Information Services Explained



welcome

This book introduces you to the Library and Information services available to you at college.

When you enrol at college you will be given a student ID card which is also your Library card. You will be given a unique user name and password which will allow you to access the college network.

At the back of this booklet is a checklist of things for you to do, so that you can start using the services available to you straight away.



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the basics

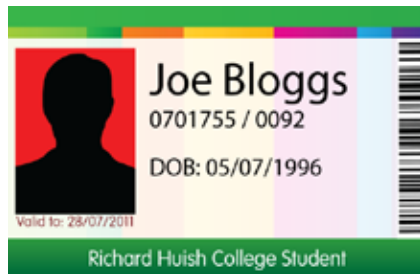
What do I use my ID Card for?

On enrolment you will be given a Student ID card. On this card will be your photograph, some personal information, your course expiry date and at the top, your user name. Please check that your personal information is correct. If the information on your ID card is wrong please contact the Helpdesk.

Please make sure you bring your Student ID card with you when you come into college. You will be asked for your ID card when you want to borrow books or equipment or if you want to get your network password reset.

If your ID card is lost or stolen please come to the Helpdesk with an alternative form of ID (e.g. driving licence). There is usually a replacement cost of £5.00 (please pay at the box office). This is waived if your card has been stolen and you have a police record number.

- I have checked my ID Card





Where can I study?

In the LRC or in one of the other Study Centres or Study Areas:

Name	Location
Beech Study Centre	B5
Beech Study Area	Next to B24
Bridge	Between Beech & Redwood Buildings
Gallery Study Centre	2nd Floor Redwood Building
Hawthorn Study Centre	H1
Juniper	J2
Redwood Centre	
Willow Study Centre	C12

Eating and social areas are clearly signed and have blue furniture.
Please eat only in these areas.

- I have visited the LRC
- I have found the study centres

When are the study areas open?

The LRC is open:

Monday, Tuesday & Thursday 8.30am - 6.00 pm

Wednesday & Friday 8.30am - 5.00 pm

Please note the PCs in the LRC are not available after 4.30pm on a Friday.

The study centres are open until the buildings are locked up in the evening.

During the holidays there is a reduced service in the LRC and on the Helpdesk. Please check notices in the LRC for holiday opening times. The college is closed on Bank Holidays.



getting started - the network

What am I allowed to do on the computers at college?

- College work
- Email
- Use the internet and other online resources for research

What am I not allowed to do on the computers at College?

- Play games
- Send offensive* or inappropriate* emails
- Send or participate in chain mails
- Use someone else's username and password
- Use chat
- Search for, or access web sites that contain inappropriate* or offensive* material
- Copy or download pictures, video, music, software or text illegally.

For more information on copyright and plagiarism go to the LRC's Intranet pages.

Is what I do on the college computers monitored?

Yes. By logging in to a college PC or Laptop you agree to have that session monitored. You agreed to allow the college to monitor your computer use when you signed the Acceptable Use Policy form at enrolment. Misuse of your access to the college network and the wider internet may result in your access to the college computers being suspended.

*Inappropriate or offensive material is anything that is considered to be unacceptable including material that is obscene, abusive, sexist, racist or defamatory.

...e-safety and security

Are my emails private?

No. All the college's computer systems are monitored, including the email system. This is to prevent people using the email in inappropriate ways. If you want to ensure complete privacy or confidentiality then send or receive personal emails elsewhere, or use a different method of communication.

Can I tell my friends my password?

No. Keep your password secure. Do not share it with anyone.

If you voluntarily share your password your access to the college computers may be suspended.

What do I do if I think someone else is using my user name and password?

Come to the Helpdesk as soon as possible and we will change your password.

What do I do if someone sends me an email that worries or upsets me?

Contact the Helpdesk and your personal tutor. Keep a copy of the email so you can show it to the Helpdesk team and to your personal tutor.

- I have read the AUP

getting started - the network

Where are the computers?

PCs are available for you to use during the college day in the LRC and the Study Areas/Centres.



How do I use the computer Network?

You will need your user name and your password. Go to an available PC and follow the on screen instructions. The first time you log in you will be asked to change your password.

You have been given space on the college Network to store your work on the N drive. When you save a document it will automatically be saved in My Documents on the N drive. The N drive is backed up every night.

- I have logged on to the Computer Network.
- I have saved a document into My Documents on the N drive

Do I have an email account?

Yes, the email program we use in college is Microsoft Outlook. Your email address is:

your user name@student.richuish.ac.uk.

...using the computers

Please get into the habit of checking your college email regularly as all emails from the college including from your tutors will be sent to this address. The email system is monitored and should not be used to send confidential or offensive messages.

- I have checked my college email account.

Please note, there is no access to webmail e.g. Hotmail, Gmail, Yahoo etc from college.



Can I reserve a computer to use?

We have a computer booking system called **MY PC** on which you can book a computer to use in advance. You will find **MY PC** on the Helpdesk pages on the college Intranet.

- I have found **My PC** on the Helpdesk pages on the Intranet.

How do I print and is it free?

Most printing is sent to a central print queue to which all the printers are connected. The college printers are Multi Functional Devices (MFDs) and can also be used to scan and photocopy. There are MFDs available for you to use in all the college buildings. Not all the MFDs are colour; check the notices near the printer.

All the MFDs in the LRC are colour. Instructions on how to use the MFDs are displayed near them. If you're not sure how to do something please ask at the Helpdesk.

Unfortunately printing and photocopying are not free. Prices are displayed next to the MFDs. When you start college you will be credited with £1.00 of printer credits. Once this is used up more credits can be bought from the LRC Issue Desk or the Box Office.



- I have found the printers in the LRC

Where do I go if I need help using the computers?

Come to the Helpdesk. The Helpdesk is at the far end of the LRC. Staff are there to assist with IT problems or questions. There are also help sheets and leaflets available from the Helpdesk and on the Helpdesk intranet pages.



To contact the Helpdesk:
email: helpdesk@richuish.ac.uk
phone: 01823 320854

Can I connect my laptop/mobile device to the college network?

Yes you can. We have wireless throughout the college and you just need to select the RHC unsecured network. If you have problems connecting then please come to the Helpdesk.





Can I access the college network from home?

Yes you can. You can connect from home using the Remote Desktop facility in Windows. This can usually be found by selecting on your home PC **Accessories > Communications > Remote desktop**. In the Remote Desktop Box type in: **remote.richuish.ac.uk** and then click connect. You should then be taken to the normal college network log-in screen.

Can I use USB Memory Sticks?

Yes you can. Please be aware that memory sticks are vulnerable and files can easily get corrupted. Back up any important files either at home or preferably in your college network space. The college network is backed up every day.

Can I email files from home to college?

Yes you can. Email files to your college email account. Please do not email them to a webmail account e.g. hotmail, as there is no access to webmail accounts from college. Please ensure any files you want to open are compatible with the software used in college e.g. Microsoft Office.

WARNING!

Always save attachments/files to your network space before working on them. Always open files from My Documents. Do not open files directly from the email, as when you save, any work done will be lost.

getting started - the LRC

Can I borrow stuff and what can I borrow?

Yes you can. You can borrow up to 6 items at any one time and you can borrow books, newspapers, magazines, DVDs & Videos, and audio CDs. You will need your College ID card to borrow items. The usual loan period for books is 2 weeks and for other media the loan period is overnight.

FINES ARE CHARGED FOR THE LATE RETURN OF ITEMS.

How do I find out if there is stuff relevant to my course in the LRC?

You can search our online catalogue Heritage which you will find on the LRC pages on the Intranet. You will also find Subject Resources pages on the LRC's intranet pages. For books you can also browse the shelves as they are arranged by subject. The LRC team are happy to help with research for your coursework and can advise on suitable resources.

- I have found the LRC's Intranet pages
- I have used Heritage the online catalogue
- I have found the sections in the LRC that are relevant to my courses.



Do I have to be quiet in the LRC?

Yes you do. The LRC is for you and other students to study in. A quiet and clean environment aids concentration. Please read the code of conduct on the LRC's intranet page.

- I have read the code of conduct.

Can I borrow a digital camera?

There is a wide range of Audio-Visual equipment available for you to borrow including digital cameras. If you need more information then have a look at the Audio-Visual page on the Learning Resources Centre Moodle site or contact the Helpdesk.



Moodle is the College's Virtual Learning Environment or VLE and can be accessed from the College Intranet.

Where else in the college is help available?

The Student Services team can support you with many aspects of college life, including your studies, personal, health and financial issues. For more information about the help that is available contact Student Services in Hawthorn room H1 Monday - Friday 11.15 - 1.15 or email Student Services.

- I have found H1

student checklist



- The information on my ID card is correct
- I have visited the LRC
- I have found the study centres
- I have found the eating areas
- I have found Student Services in H1



The Network

- I have checked my college email account
- I have found My PC on the Helpdesk pages on the Intranet
- I have logged on to the Computer Network
- I have saved a document into My Documents on the N drive
- I have found the printers in the LRC
- I have read the Acceptable Use Policy



The LRC

- I have found the LRC's Intranet pages
- I have used Heritage the online catalogue
- I have found the sections in the LRC that are relevant to my courses
- I have read the code of conduct
- I have found the LRC's Moodle pages





contacts

LRC:

Tel 01823 320836

email: lrc@richuish.ac.uk

Helpdesk:

Tel 01823 320854

email: helpdesk@richuish.ac.uk

Student Services

email: ssenquiries@richuish.ac.uk



Shaping your future

