**DE MONTFORT UNIVERSITY** LEICESTER

# Information Technology and Media Services

Last updated 07.09.21

## IT Guide for Students

This guide has been produced by ITMS to provide students with the initial information they require in order to begin to use the university IT systems.

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# Your Student Account

The University has several electronic systems which you will use, and you will need a user name and password to access these. During enrolment you will be given your student ID card which will have your unique P-number on it. This is your user ID.

## How to log in on campus

- Press the Ctrl + Alt + Delete keys on the keyboard to access the login screen.
- In the user name box type in your unique **P-number** found on your student ID card.
- Your password will be your single sign on password.
- You must change your password once you have logged in for the first time. This is easy to do, see the '**Change your password**' section of this leaflet.
- This must be a min of 8 and max of 32 characters and should contain at least one number. **It is case sensitive**.

N.B. Consider using a word not found in the dictionary and not associated with you!!

## MyDMU

MyDMU is a web-based student information system which can be accessed from any device that has an internet connection. It shows all your contact details, course information, timetables, grades, social info plus much more.

- Go to https://my.dmu.ac.uk
- Click the Student link, read through and accept the 'Terms of Use' and the Single Sign-on screen will appear.
- In the username box type your P-number your password is the same one you set up when you first logged onto the computer.
- If you have any problems logging into MyDMU then contact your faculty advice centre in the first instance.

## Change your password

All students are issued with user logins, and this provides access to individual systems and accounts described above. All students will continue using the same P-number and password after activating their P-number for registration. University staff will not require your password, so please do not provide this to others, as this may compromise your accounts. Do not use the same password for your university login as you use elsewhere, as if this is known to someone else, they will be able to access all the relevant accounts and systems.

If you believe your password or university login has been compromised, such as being known by someone else, then please change your password immediately.

You can manage and change your passwords at https://sspr.dmu.ac.uk/. Set up the security questions so you can reset your password in the event that you forget it. The ITMS Service Desk can provide assistance if necessary. If you do change your password you would need to log out of all DMU systems and clear your cache on your devices e.g. Phone and PC, for the new passwords to be recognised from all devices.

## Multi-Factor Authentication

To enhance security, we will be adding Multi Factor Authentication (MFA) protection for MS365 apps and your student email off-campus. It is a simple process to register your preferred MFA method, use either a mobile app or an SMS text message and we recommend doing this as soon as possible to avoid disruption when it is enforced.

- Go to https://aka.ms/mfasetup.
- Sign-in with your student email and follow the on-screen instructions.
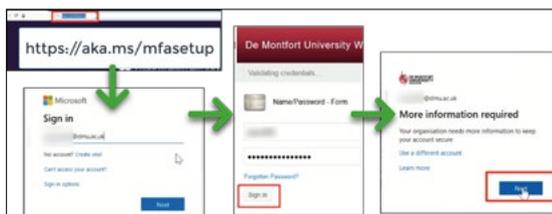


See also the MFA setup guide: https://library.dmu.ac.uk/itinduction/mfa2.

# Student Email

Your e-mail address will be your student P-number@my365.dmu.ac.uk e.g. **P12345678@my365.dmu.ac.uk**.

Your account can be accessed from MyDMU. E-mail is the primary means of formal communication used by your tutors, the library and the University.

Log into MyDMU or open the MyDMU app (available from the Google Play Store or the App Store). Click on the Email tile to access your Outlook student email.

You can also access your Outlook account directly via outlook.office.com or download the Outlook app to your phone or tablet.

If you access your email via a browser, remember to log out at the end of your session.
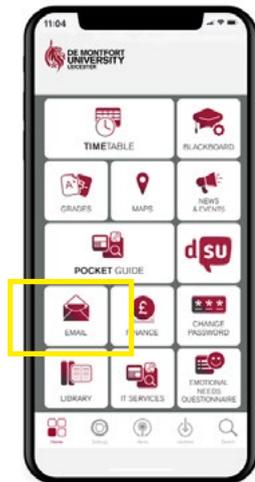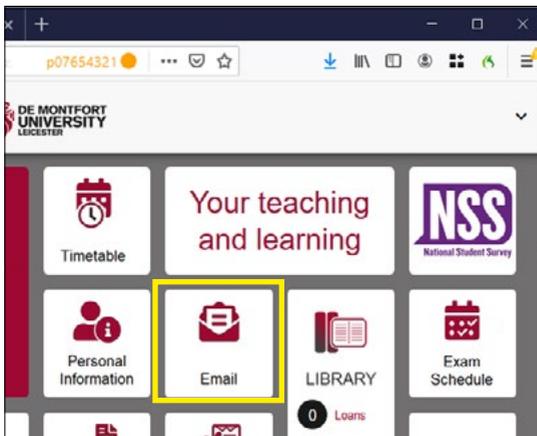


# Library Opening Times

All information on the University libraries opening times can be found on the following URL: https://dmu-ac-uk.libcal.com/hours/.

# Blackboard

Blackboard is a web based virtual learning environment used at DMU to support your learning. Blackboard provides access to online learning materials from any computer with internet access. It enables you to continue your learning activities, collaborate and access resources away from the lecture room.

To access Blackboard visit the link: vle.dmu.ac.uk.

Once you have  clicked on the link you will be prompted for a username and password.  In the username field type in your P-number and in the box below your single sign-on password.
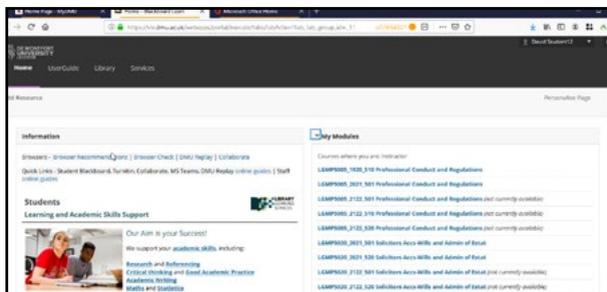


# Turnitin

Turnitin is a web based 'text matching' system that allows your teacher to mark your assignments electronically. Turnitin submission links are setup on your module shells on Blackboard.

When you login into Blackboard to view your module shells, you will be asked to enter a username and password. In the username field type in your P-number and in the box below your single sign-on password.
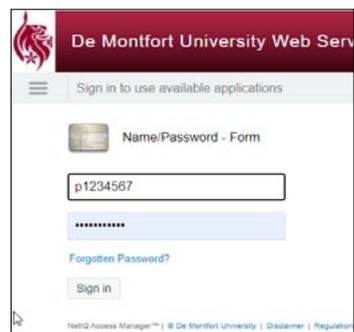


For more information on how to submit your work via Turnitin visit the Learning Technologies Student Help Guides: https://library.dmu.ac.uk/learningtechnologies.

# DMU Replay

DMU Replay is a tool that allows you to replay staff led teaching sessions. This can help you recap learning and revise for exams. For more information visit the Student Learning Technologies guide: https://library.dmu.ac.uk/learningtechnologies.

You will be prompted to enter your single sign-on username and password. In the username field type in your P-number and in the box below your single sign-on password.
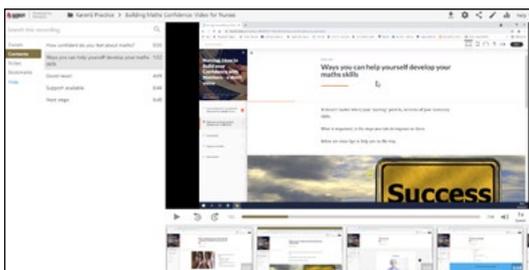


# Your DMU Labs

Logging onto physical machines remotely will give a similar experience as being sat on campus using them and you will be able to remotely launch all the applications on that desktop.

You can access Your DMU Labs using a web browser or by downloading a client to your Windows, Mac or Linux desktop. When you log in, it will be clear which resources are the physical machines and which are the 24/7 virtual applications.

When you access the system, the PCs and applications that appear for you will be based on your programme of study.

To access remote labs, you will be prompted to register for Multi Factor Authentication (MFA). This is a simple process that can be achieved using either a mobile app, an SMS text message or a phone call. See the User Guides to setup and access: https://www.dmu.ac.uk/your-dmu-future/your-dmu-labs.aspx.

# AV Loans

AV Loans has a wide range of photography, video, and audio equipment for students to borrow helping you complete assignments and coursework. All of which are available to reserve free of charge.



To browse equipment available to you and make a booking, please visit the https://avloans.dmu.ac.uk.

Once you have clicked on the link you will be prompted to login into Blackboard and will be asked to enter a username and password. In the username field type in your P-number and in the box below your single sign-on password.

Our online self service reservation system allows you to view the availability of equipment and book it yourself on campus or at home.

### Our Opening Hours (During Term-Time)

Monday—Friday: 8:45—16:30
Saturday - Sunday: Closed
All Bank Holidays & DMU closure days: Closed

The collection and returns counter can be found in: Portland Building 00.27

# Microsoft Office

## Login to MS365

Enrolling at DMU activates your FREE Microsoft 365 account. Microsoft 365 is cloud based and you can access it from multiple devices, enabling you to study and work on the go. Your Microsoft 365 account will provide you with email, 1TB personal storage and the ability to work collaboratively with your fellow students across applications including One Note, PowerPoint, Sway, Word and Excel.

Microsoft 365 works in partnership with an installed desktop version of Office. To benefit from the full functionality of Microsoft 365 you will also need to install the latest version of Office on your device. You can install Microsoft 365 on a maximum of 5 devices.

As a DMU student you also benefit from free access to LinkedIn Learning with access to over 7000 online courses and around 300k videos. See the LinkedIn Learning Guide for more details: https://library.dmu.ac.uk/linkedin.



Outlook  Teams  Word  PowerPoint  Excel  Publisher  Forms

Sway  OneNote  OneDrive  To Do  Stream  Planner

## Install MS365

Visit Microsoft 365 via https://office.com.

And click on the Sign In button and enter your DMU student email address e.g. p12345678@my365.dmu.ac.uk. You will be redirected to the DMU Single-Sign on page. Login with your DMU student credentials.

On the MS365 home page, you find the Install Office button at the top-right-hand corner.
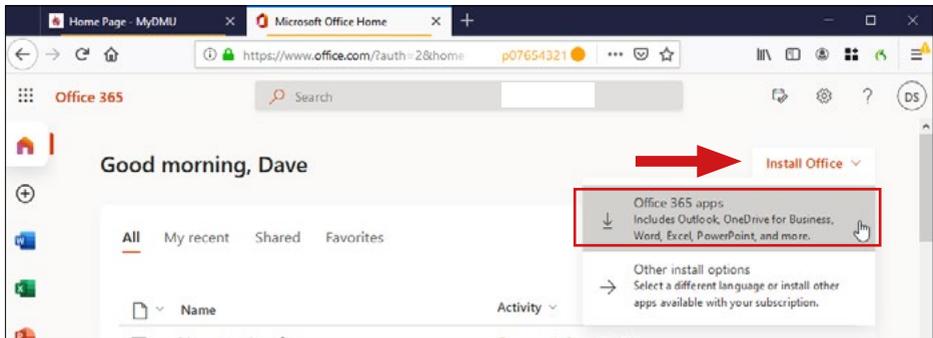
Click on the Install Office button and select Office 365 apps. The Setup File will download to the bottom of the screen and you will see below instructions in a pop-up window.
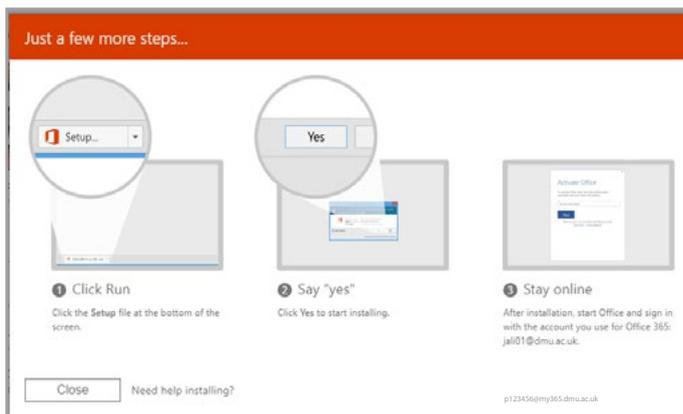


Click on the downloaded Setup File. Depending on your browser and Operation system, installation windows may differ. If promoted to Save or Run select to **Run**. Then, click **Yes** to start installing as in Step 2 in the above MS instruction window. Stay online until the installation has completed.

After installation, start Office and sign in with your DMU student email.

**N.B. Your Office software can be installed on up to five computers (PC and/or Mac) as well as up to five mobile devices (Android and/or iOS)**

**Your newly installed copy of Office 365 will remain active until you graduate, you do not need to renew it each year.**

# Support and Guides

## IT Accessibility

We offer screen enhancement, special display systems and adjustable workstations in campus libraries and faculty IT spaces. We can also advise on specialist software, such as speech recognition systems.

The **Disability Advice and Support (DAS)** team can provide further information about support available for disabled students.

Visit their website at:

https://www.dmu.ac.uk/dmu-students/the-student-gateway/disability-advice-and-support/disability-advice-and-support.aspx

### Assistive Technology (Library Learning Services)

https://libguides.library.dmu.ac.uk/at/home

### Library Disability Support (Library Learning Services)

https://libguides.library.dmu.ac.uk/disability

## Microsoft Accessibility Tutorials

You can also have a look at the Microsofts Learning Tools pages, which provide information about the digital learning tools and features in MS365 applictaions.

https://www.microsoft.com/en-gb/education/products/learning-tools

# Support and Guides

## LibChat

ITMS Service Desk can also be contacted via Live Chat.  We can assist with technical queries, faults and offer guidance and support. This service can be found on the Library website via the LibChat icon or via https://library.dmu.ac.uk/libchats.

We are available for Live Chat support Monday to Friday 10am to 12pm and 2pm till 4pm.



## Self Service: Help.dmu.ac.uk

Please refer to our self service help page where you will be able to locate answers and information to some of the common queries around IT Services at DMU. Visit: https://help.dmu.ac.uk.