




NELSON & COLNE
COLLEGE

IT Support and Network Services

Service Desk



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

Notes and Recommendations

- All passwords must be a minimum of 12 characters long and do not need to contain special characters, spaces or capitals although they can if you'd like them.
- When choosing a new password, we recommended using a combination of three or more words that are easy for you to remember but hard for anyone else to guess.
- For example, if you like the song, Cruel Summer by Taylor Swift, your long and memorable password could be `cruelsummertaylorswift`.
- If you change your password, you should not use one you've before.

Changing your password

When you started studying at the college, you will have been issued with a temporary password which you will have been forced to change it the first time you logged into one of the computers. But if you want to change it again?

The next steps show how to do this.

Note: All passwords **must** be a minimum of 12 characters long, contain at least one number and one capital letter.

If you are away from College

In any web browser go to **www.nelson.ac.uk** and at the very bottom of the page 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 two 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 12 characters long.

If you are physically in College

- Go to any college computer and when prompted type in your student ID for example '123456' and use your current password.
- 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 change your password to something memorable to yourself.
- The password must then be re-entered.

Forgotten your password?

Although there is not 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.

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.



NELSON COLLEGE

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

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?

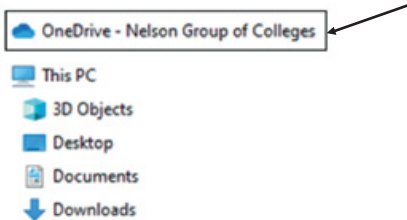
Now that you're at college and have been busy with the computers, you are going to need a place to store all of the work you have done.

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).**

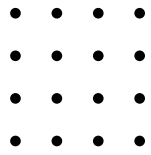


Recommendations

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 –



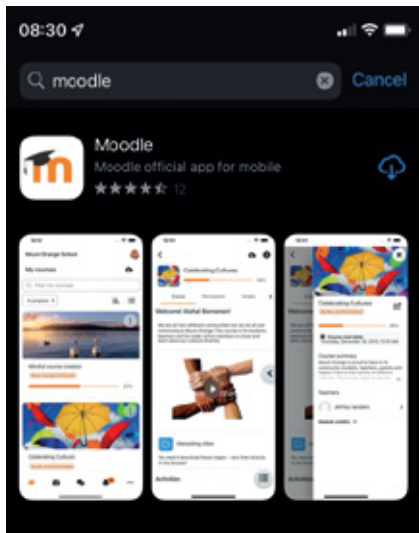
Click on the icon labelled '**moodle**'



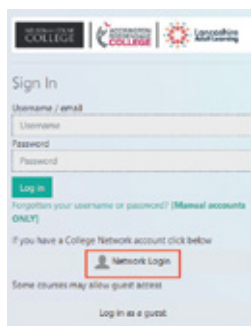
You will automatically be connected to the system and your tutor will be able to provide further guidance.

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.

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

Laptop Usage Guide

Within the college there are many charging stations containing laptops for you to use during teaching sessions.

So that you can always find a laptop that is ready for use, please can you follow the below guidelines:

- To make sure that there are enough laptops available for everyone, please return the laptop you have been using to the same place that you got it from.
- So that the laptops are ready for use, it is important that they are regularly charged up so please put them back on charge when you have finished working.
- So that nobody else can use a laptop using your account, please make sure you have signed out when finished.
- If you find any damage or faults with a laptop, please let your tutor know. You will not be blamed for any accidental damage.
- So that the laptops remain in the right place and ready for you to use, please only use laptops in teaching rooms, LRC or the Study Zone.



Safe Computing

When using any device that it is connected to the Internet it is important that you have a sound awareness of how to stay safe online.

The college has many systems in place to protect us all from many of the risks associated with being online but unfortunately, in an ever-changing world, it is impossible to defend against everything.

Two of the greatest threats that you will undoubtedly face arise from are:

- Social Media
- Phishing

Social Media

- One of the best ways to protect yourself on social media is to use strong passwords and privacy settings.
- Your passwords should be long, complex, and unique. You should also use different passwords for each of your social media accounts.
- Your privacy settings should be set to the highest level of privacy possible. This will help to limit who can see your posts and information.
- Don't share anything on social media that you wouldn't want the whole world to see. This includes your personal information, photos, and videos.
- Be especially careful about sharing anything that could be used to identify you, such as your address, or phone number.
- Don't friend or follow strangers on social media. If you do interact with someone you don't know, be careful about what information you share with them.
- If you see someone being bullied or harassed on social media, report it to the social media platform.
- If you're not sure about something, talk to your parents or guardians. They may be able to help you understand the risks of social media and how to use it safely.
- By following these tips, you can help protect yourself from the risks of social media.

An excellent rule to follow though is – If in doubt, then don't

Phishing

- Be suspicious of emails that ask for your personal information. Phishing emails often ask for your personal information, such as your username, password, or financial details. If you receive an email that asks for any of this information, don't click on any links or open any attachments.
- Beware of emails with poor grammar or spelling errors. Phishing emails often contain poor grammar or spelling errors. If you receive an email that looks like it was written by someone who doesn't speak English very well, it's probably a phishing email.
- Don't click on links in emails unless you're sure they're legitimate. Phishing emails often contain links that lead to dodgy websites. If you click on one of these links, you could download some harmful onto the computer. Instead, hover your mouse over the link to see the actual link that it points to and if it doesn't look legitimate, don't click on it.
- Don't open attachments in emails unless you're sure they're safe. Phishing emails often contain attachments that contain malware. If you receive an attachment in an email that you're not expecting, don't open it. Instead, scan it with your antivirus software first.
- Be aware of the latest phishing scams. Phishing scammers are constantly coming up with new ways to trick people. There are many resources available online that can teach you about the latest phishing scams. By being aware of these scams, you can help protect yourself from becoming a victim.

Microsoft Multifactor Authentication

To help protect you whilst you are using Microsoft products away from the college, we use a system called multifactor authentication (MFA). The idea behind MFA is that you need to use 2 different elements of security to login, usually your password and a mobile phone with an application installed called 'Microsoft Authenticator'.

MFA adds an extra layer of security to your online accounts by making it more difficult for hackers to gain access even if they have your password. This is because even if a hacker knows your password, they will also need to have access to your phone to complete the login process. If you do not have a mobile phone, or do not wish to use it for logging into your account, then please contact IT Support.

Registration

To use MFA, generally, you will need a mobile device which you can register and use as your 'second factor' when logging in (the first is your password).

Firstly, you'll need to download the Microsoft Authenticator App.

Depending on your device, using your smartphone camera, you can scan one of the below QR codes which will take you to the app on the store.

Android



Apple



Alternatively, they can be searched for in the Apple App Store or in Google Play.

To use any Microsoft applications, such as Outlook, OneDrive, or Word, you will need to first configure the Authenticator app – the bad news is that it's a bit of a pain, but the good news is that you only need to do it once (unless you change phone and/or phone number – in which case you'll need to contact It Support).

Please follow the below steps to complete the process:

- Download the Authenticator application, if you have not already done so, by scanning the relevant QR code above.
- Open the Authenticator app and click the '+' sign in the top right-hand corner. Depending on your device, the '+' symbol may appear as 3 vertical dots.
- Select Work or School account.
- Login using your college username and password. You must use your full email address, for example 123456@nelsongroup.ac.uk and not just your student ID number.
- Within the app, click 'Open browser'.
- Again, login using your college full email address and password.
- Click 'Next'
- Click 'Next'

Note: This step is important: Ensure that you click on 'Pair your account to the app by clicking this link'. Do not click 'Next'.

- Go back to the browser.
- Click next.
- Approve the notification.
- You will be advised that the process has been successful.

New Phone or Phone Number

If you change your phone or mobile number, then please visit IT Support and we will update your details to get you up and running again.

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.

Location

NR106, Ribble Building
Nelson & Colne College
Scotland Road, Nelson

Telephone

01282 440239 *select option 1 for the 'Nelson Team'*

Email

itsupport@nelsongroup.ac.uk