DE MONTFORT
UNIVERSITY
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YOUR
DMU
IT HANDBOOK

MAKING TECHNOLOGY WORK FOR YOU

Using technology confidently, including your personal devices where suitable, will be an important part of your education at DMU.

This is our brief guide to what IT and online learning resources we can offer and how we can support you and your studies – you'll find an even more comprehensive guide online here.

As you know, Covid-19 has changed the way we all work, for a time – you can find out more on our blended approach to learning and teaching here.

YOUR VIRTUAL LEARNING ENVIRONMENT

The VLE is the main point for accessing learning and teaching materials and for submitting coursework.

DMU offers a Virtual Learning Environment (VLE) that all students can enter through their university login, making webpages accessible via Smartphone, laptops, PCs and tablets, and connecting them to their lectures, notes, relevant articles, quizzes and other content.

Each study module will have a dedicated 'space', and there are also discussion forums for students and academic staff. Your Student Induction will cover this – and Student IT Induction is available to all students, through their university login at **https://library.dmu.ac.uk/celt/ITinduction**.

Lectures are usually recorded, and available to review whenever you need (your device will need audio capability if you need to listen to content.)

Other teaching involves scheduled time with academic staff – this might be a session within a physical teaching space, or offered virtually through webinar software.

DMU uses Blackboard Collaborate and Microsoft Teams. These are accessible through a Smartphone, laptops, PCs and tablets with a live internet connection.

All DMU students have access to the MyDMU portal. This is a personalised website portal and mobile app that gives access to up-to-the minute university information and key services. This is available through a downloadable app or through the **my.dmu.ac.uk** website.

SPECIALIST SOFTWARE AND IT

There are more than 270 software applications used by DMU students.

• There are 2,600 PCs available in 180 IT Labs, studios and other teaching spaces. (These spaces are typically timetabled for teaching, and are available for student access outside of these hours.) Please visit **https://library.dmu.ac.uk/DMU** to check availability and if you will need to book slots so we can follow safety guidelines.

• There are 1,000 PCs available in open-access and library spaces for students to use across DMU. Libraries also offer some specialist IT equipment.

• Many software applications are available for students to install on their own PC; options include Office 365 for all students and Adobe Creative Cloud. Instructions on what software applications are available is included on the student software list available here.

• **Most of the software applications are available for students to run on their own PC or another device without installation.** This is possible through a virtual IT lab called YourDMUlabs.dmu.ac.uk, which is a new service for 2020 to support remote and blended learning. The device does not need to be capable of running the software application – this is provided through servers at the university, and is available through a microsite which will be made available from the main YourDMUfuture website.

USING YOUR OWN IT EQUIPMENT

Many students have personal IT equipment which can be used to support teaching and learning.

MyDMU is available through a website, or through an app available to download on to Smartphone and tablet, and provides access to many student services.

The VLE, Blackboard Collaborate and Microsoft Teams are available either through websites or apps. All students can install Office 365 on up to five of their own devices, using their university logins. The student software list is available here and contains instructions.

Many of the software applications used by students can be installed onto their own PCs (and in some cases Apple Macs), with information on what applications and how to access them included on a software list here. The software list also includes hardware requirements.

Most of the software applications used by students can be accessed through YourDMUlabs service available to all students; **this is a new service for 2020 to support remote and blended learning** and requires an active internet connection.

INTERNET CONNECTIVITY TEACHING SPACES

A continuous internet or university network connection is necessary to engage in virtual live teaching activities; virtual IT labs; downloading student software onto your device; reviewing 'asynchronous' teaching; to use websites or systems at DMU, and to use Office 365.

All students can access these services using PCs on the university premises.

The university provides all students with free access to the campus wireless network, Eduroam; this provides high-speed wireless access within most of the rooms and corridors in the buildings and many of the outside spaces on campus. This does not cover halls or other accommodation.

Instructions on how to connect to the campus Eduroam network are available here.

The university-owned halls and most of the private halls provide internet access as part of the rental agreements. If you are reliant on this for access, please check details with your provider when you book the accommodation.

In private or privately rented accommodation, please consider the limits of the broadband contract. Do also consider the location of any wireless routers, as both distance from the router and the thickness and density of walls and floors can substantially reduce speed and reliability

Mobile phone contracts can be used to connect to the university services.

ACCESS TO IT EQUIPMENT AND SERVICES

The university provides students with a wide range of IT and AV equipment and software to support studies. Open-access PCs, primarily in libraries, are available for students to use for teaching and learning; there are 1,000 PCs, including Macs. Please visit https://library.dmu.ac.uk/DMU to check availability and if you will need to book slots so we can follow safety guidelines.

MATERIALS ARE AVAILABLE FOR CLEANING PRINTERS, KEYBOARDS LAPTOPS AND OTHER EQUIPMENT.

The library service hosts a self-serve laptop loan scheme for students, with about 100 laptops available on short loans. These laptops connect to the university's wireless service, and provide access to many of the teaching software applications.

The university also operates an AV loans service, where students can book and borrow equipment such as digital cameras, video cameras, sound recording and lighting equipment. Where students are studying subjects such as photography, media or related fields, specialist equipment is available.

The university provides a student print service and photo-copying. See here to printing document for more details.

The university also has a range of specialist wide-format printing, available on campus; the DMU Print Centre can also be used by students for specialist printing. Further information is available on the services from the print centre here.

SPECIALIST IT LABS, STUDIOS AND OTHER TEACHING SPACES

There are 2,600 PCs available in 180 specialised IT labs, studios and other teaching spaces; **access to these is generally restricted to students based in relevant school or on related programmes and the software installed in these is specific to their areas of study and research.** These spaces are typically timetabled for teaching, and only available for student access outside of this. Please visit **https://library.dmu. ac.uk/**DMU to check availability and if you will need to book slots so we can follow safety guidelines.

Where needed, the PCs may offer larger screens and connectivity to other IT equipment such as clinical devices, recording devices, oscilloscopes or other specialist devices. Materials are also available for students to clean equipment.

There is some access to these spaces outside of teaching hours, but please check the university guidance. **Most PCs in IT labs and studios will be available to students through physical access and through a new service: the virtual IT labs, called YourDMULab.**

The university provides students with access to a wide range of student collaborative tools including bookable syndicate rooms in the library, which allow the sharing of electronic equipment for group work. Office 365, including MS Teams, enables virtual group work or collaboration on documents, and the VLE provides chat-rooms and other options.

All students are provided with 1TB storage through Microsoft OneDrive; with a DMU email account, linked to their university login; and with access to LinkedIn Learning – a self-service portal to develop and improve business, technology and creative professional skills.

All students have access to Microsoft support and additional specialist guidance is provided by the Digital Partners in the Kimberlin library.

GETTING IT SUPPORT, GAINING UNDERSTANDING

All students have access to IT support once they are registered at the university. The university operates 24-hour live support for staff and students, available through the MyDMU portal, or through a 24-hour support line (0116 250 6050). Futher information can be found here.

All students will have access to IT support at the Kimberlin Library (Monday-Friday between designated times – more information about timings will be available here.

Please note: there may be occasions when the IT service desk asks to takes control of the desktop on your device in order to resolve an issue.

You can take part in a Student IT Induction, available through your university login here. This provides an opportunity to see the various technologies that will be used by your lecturers and to learn how to access the VLE and other resource.

Students can also access information on using the teaching and learning tools by using their university login and going to:

▪ The UserGuide tab in the VLE is available here

▪ The LibGuide is available here

Students can undertake a Digital Capabilities Certificate, available in the VLE, and also get guidance and assistance on commonly used tools and activities using Office 365, including Microsoft Office, Teams, OneDrive and other tools here.

USING ASSISTIVE TECHNOLOGY

DMU provides students with impairments or disabilities access to assistive technology, primarily through the library service. This includes hardware and software, advice and support, and adapting personal equipment.

The library has dedicated PCs with assistive technology for students; voice-recognition is installed on some of the loan PCs, and assistive technology software that can be installed on a student's own laptop or PC, through the software list here.

SECURITY AND PASSWORDS

Every student is issued with a user login; this provides access to the systems described above. **University staff will not require your password, so please do not provide this to others, as this may compromise your accounts** – Please follow the guidance provided on staying safe here.

Do not use the same password for your university login as you use elsewhere. If you think your password or university login has been compromised, or discovered by someone else, change it.

You can manage your passwords and set up extra protection here. (The IT service desk can help.)

WHAT DO I DO IF I HAVE A PROBLEM DURING SAME-TIME VIRTUAL TEACHING?

To minimise any disruption to live-but-virtual ('synchronous') teaching:

▪ Make sure you are connected to the university through a reliable internet connection before the session;

▪ Test your connection and access before the session is due to start –preferably a few minutes early to allow time for a re-start;

▪ Ensure you've installed Office 365 fully on your devices, preferably with the Microsoft Teams client, and in plenty of time before your first synchronous session using MS Teams;

▪ If you have a problem with your username and password, try again – and if it's still a problem, check against another device (e.g. on your mobile phone).

▪ Typical issues include the **connection to the internet** not being established; a **login** problem; your connection to the university through the internet being erratic (possible if you are using a mobile phone or a **poor wireless signal**).

If none of these resolve the issue, call the IT service desk on 0116 250 6050.

To reduce the likelihood of problems, close down other programs or apps on your device; make sure you're not loading videos or other processes.

If you have a problem with performance in synchronous teaching sessions, then try closing the Teams or Collaborate session and re-starting. You may need to switch off your video and check against the trouble-shooting suggestion above. If you can, get closer to the Wi-Fi router.

You may need to re-start your device and re-connect. This may take a few minutes. If you have access to another device such as a Smartphone, use this is the intervening time. There are MS Teams clients for many phones and tablets, as well as for PC and Mac computers.

In the event that you have a problem that creates significant issues, contact your lecturer or module leader and let them know. Remember that many teaching sessions are recorded and may be available through DMU Replay – check with the lecturer.

Some teaching sessions are repeated for other groups of students, so it may be possible to attend an alternative session, in some cases

If you continue having difficulty connecting to the university or to teaching materials because of user login issues, or you can't access the systems, **please contact the IT service desk**. This can be via the MyDMU portal; with an email to **itmsservicedesk@dmu.ac.uk**; on **0116 250 6050**, or in person through the IT support desk in the library.

You may be referred to other services in the university, and for some services you will have to make a formal application in order to understand what support the university can provide. **This includes consideration of financial or IT access hardship.**

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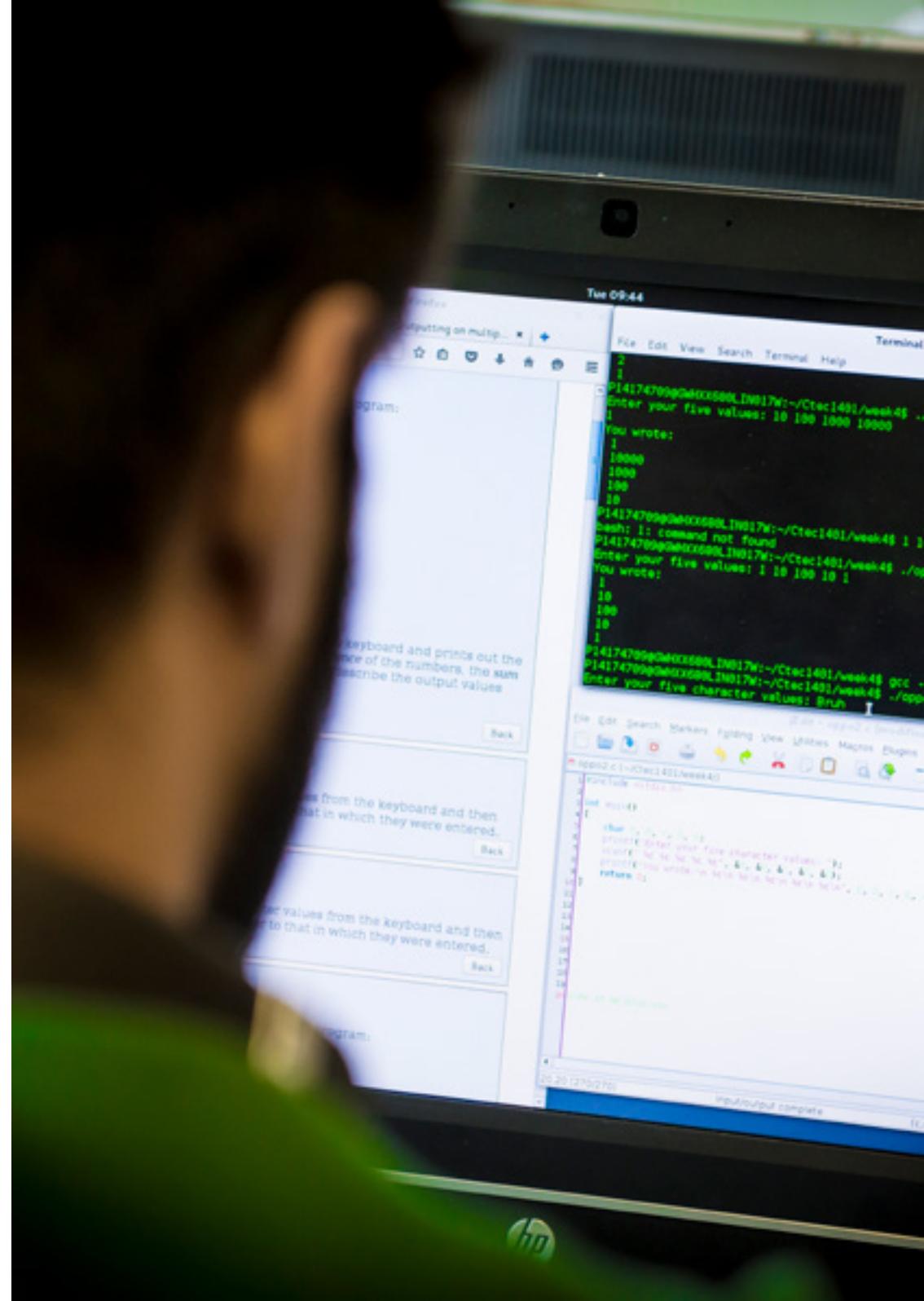
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