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Student IT Handbook
2024/25

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Contents

Making technology work for you

Using technology confidently is an important part of your education at DMU.

This is our guide to the IT and online learning resources we can offer and how we can support you during your time here. You will be required to access and use IT and AV to complete your studies.

Your virtual learning environment

The Virtual Learning Environment (VLE)is the main point for accessing learning and teaching materials and for submitting coursework.

DMU offers a VLE that all students can access through their university login. This provides access to webpages via your smartphone, laptop, PC or tablet. Each study module has a dedicated space in LearningZone where you can connect to lectures, notes, relevant articles, discussion forums for students and academic staff, quizzes and other useful content. You can access LearningZone at vle.dmu.ac.uk or via MyDMU – your personalised information portal.

MyDMU is available at my.dmu.ac.uk and gives easy access to key university services such as email, timetables and results.

It is recommended that you download the MyDMU app. MS Teams is used for a small number of online only learning sessions or where prior arrangements have been approved for remote learning in a specific circumstance.

Your Student IT Induction covers all of the above.

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 schools or on related programmes and the software installed in these is specific to their areas of study and research.

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 with your faculty. Most PCs in IT labs and studios will be available to students through physical access and through Your DMU Labs, the virtual IT labs service.

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. MS365, including MS Teams, enables virtual group work or collaboration on documents.

Spaces can be booked for students in the Library through the Learning Environments page.

All students are provided with cloud storage through Microsoft OneDrive; a DMU email account, linked to their university login; and 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.

Specialist software MS365 and IT

The university provides students with a wide range of IT and AV equipment and software to support studies. There are approximately 250 software applications used by DMU students. There are 2,600 PCs available across 180 IT Labs, studios and other teaching spaces.

There are 1,000 PCs including Macs available in open-access and library spaces for students to use across DMU. Libraries also offer some specialist IT equipment including laptops, accessibility equipment and CAD workstations. Many software applications are available for students to install on their own PC including MS365.

Instructions on which software applications are available on DMU devices and included for home use are included on the student software list.

Your DMU Labs allow you to securely access Faculty specific software and resources you need to assist you with your studies remotely.

YourDMULabs
https://yourdmulabs.dmu.ac.uk

Securely access the resources you need to assist you with your studies remotely.

PCs can now be accessed between 07:30am-12am. In addition, we are also providing 24/7 access to virtual applications and desktops that can be launched in a web browser. This access will be for most of the teaching software titles available at the university.

Further information on accessing the system can be found in the Your DMU Labs guide.

Security and passwords

Every student is issued with a user login beginning with P; this provides access to the systems described above. University staff will not require your password, so please do not provide this to others, as it may compromise your accounts. Please follow the guidance provided on staying safe, managing your passwords and setting up extra protection. (The IT Service Desk can help.)

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 immediately. To enhance security Multi-Factor Authentication (MFA) is available. Further details on how to set up MFA can be found on the Multi-Factor Authentication page.

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, LearningZone and Microsoft Teams are available either through websites or apps. All students can install MS365 on up to five of their own devices, using their university logins. Check the student software list with software available to download on your own devices.

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 recorded lectures or teaching; to use websites or systems at DMU; and to use MS365.

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. It does not cover halls or other accommodation.

Follow these instructions on how to connect to the campus Eduroam network.

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

In 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 reduce speed and reliability.

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

Access to IT equipment and services

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 printing and photo-copying service as well as 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 on the services is available from the print centre.

Further information can be found in the IT Guide for Students.

Materials are available for cleaning printers, keyboards, laptops and other equipment.

Getting IT support and developing digital skills

All students have access to IT support once they are registered at the university. While on-site students will have access to the ITMS Service Desk at the Kimberlin Library. This service is available: 8.45am to 5pm on Monday and Friday, and 8.45am to 5.15pm on Tuesday to Thursday, excluding bank holidays.

Further advice can be found by visiting help.dmu.ac.uk or the ITMS chatbot.

There is also support available via a 24-hour telephone line for staff and students: +44(0)116 250 6050, through the self service myITSupport and through the MyDMU portal. Support is also available by emailing: itmsservicedesk@dmu.ac.uk.

The Service Desk will respond to self service requests and emails during standard opening times, which are Monday to Friday, 8am to 5pm, excluding bank holidays.

Please note: there will be occasions when the ITMS Service Desk or the Library Digital Partners ask to take control of the desktop on your device in order to resolve an issue.

The Library Digital Partners also offer student Digital Skills support and software training via one-to-one tutorials, workshops and online drop-in sessions. Students can contact DigitalPartners via the Digital Skills email digitalsupport@dmu.ac.uk or their online question form.

You can access the Student IT Induction guide or the Student Digital Skills Hub to see the various technologies that will be used by your lecturers, and to learn how to access the VLE, MyDMU, MS Teams, MS365 Office apps, Your DMU Labs and other resources. Students can also access information on using the teaching and learning tools by going to:

- The Student Technology tab in the VLE (login required) or directly to the Library's Learning Technologies Hub for VLE, Turnitin and DMU Replay.

- The Library MS Teams guide.

Guidance and assistance on commonly used tools and activities can also be found when using MS 365 Office apps including MS Teams, OneDrive, PowerPoint etc. via the Digital Partners at the Library. See also the MS365 guide on how to download MS365 Office .

LinkedIn learning

Access is also provided to LinkedIn Learning – a self-service portal to develop and improve business, technology and creative professional skills. Using assistive technology DMU provides students with disabilities access to assistive technology, one-to-one tutorials and workshops primarily through the library service. This includes hardware and software, advice and support, and adapting personal equipment.

The library has dedicated PCs and laptops with assistive technology for students (including speech-to-text, text-to-speech, mind mapping and note taking software) and a selection of assistive technology software that can be installed on a student's own laptop or PC, through the online Software Downloads page.

The full range of Assistive Technology software can also be accessed remotely via the virtual IT labs, Your DMU Labs.

What do I do if I have a problem during same-time virtual teaching?

The majority of teaching is via face to face learning sessions. However for a small number of online only sessions, you may be required to join the session virtually.

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 MS365 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. your mobile phone);

- Typical issues include a connection to the internet not being established; a login problem; or 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, please visit the ITMS Service Desk in the Kimberlin Library or contact the Service Desk via self service, phone or email.

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

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 in the intervening time. There are MS Teams clients for many phones and tablets, as well as for PC and Mac.

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 your lecturer.

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

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 visit the ITMS Service Desk situated in the Kimberlin 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.

Access to IT hardship scheme

The university operates the IT Access Hardship Scheme for those students who would not be able to persist with their students without assistance. The scheme has a small number of standard desktop or laptop PCs available which can be loaned to students to continue their studies.

The scheme is only available to registered students based on the Leicester campus, and requires an application to be completed. Contact the ITMS Service Desk for further information or for an application form and guidance.

Students must meet all of the following eligibility criteria:

- You are unable to access campus due to health guidance,

- You do not have access to IT equipment otherwise,

- Purchasing IT equipment would lead to significant financial hardship.

Any IT equipment is provided as a loan to applicants who meet all the eligibility criteria, and for a set duration. Students will be responsible for that equipment, will return it at the end of the agreed loan period, and will be required to sign a loan agreement.

The scheme does not have any other IT equipment available, so cannot provide mobile phones, internet connectivity, printers, MacBooks, iPads, or CAD/graphics workstations.

There is a wide range of IT services and equipment available on campus described in this handbook, and most software required by students is available through the Your DMU Labs solution or can be downloaded, both as described in this handbook.

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