IT Services
Student Handbook

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- www.youtube.com/CIT

Forgot your Student Account password?

If you cannot remember your Student Account password, which is used for all IT Services such as accessing computers and myCIT email, please visit: www.mycit.ie/reset-password and reset your password. Please see page 6 for more information.
Dear Student,

In this section you will find a summary of the IT services which are provided to you here in CIT. Many of these services are still evolving and many have been recently deployed, so we welcome your feedback. After all these services are designed around you. We also encourage students to regularly visit our student support portal www.mycit.ie to keep up to date with our latest developments, services and information.

To use the IT services in CIT, it is essential that you are properly registered as a student. The majority of IT services will be accessed using your CIT Student Account. If there are any issues with your registration, this can lead to significant downstream impacts on all IT Services you try to use, so I would urge you to give the registration process the time, and accurate information, it requires.

All full-time students will receive their Student Account details on registration. Each new student will also receive an email (to the personal email address you provided) from the Admissions Office with their CIT Student Account Password. It is critical that you register fully and keep your login details private. It is also critical that you ensure the details entered at registration are accurate.

At registration you will also receive your Student ID card. This card is extremely important, as without a CIT student card you will not be able to use many of the college’s services (e.g. printing, canteen services, shop services, IT support etc).

**Our mission statement:**

*To deliver great IT services to all CIT students and staff.*

We hope you enjoy your time in CIT and that these services enhance your experience in the college.

Jonathan McCarthy
IT Manager
Web for Student / myCIT Portal

User Login

1. Please enter your User ID (Student/Staff ID) and
2. When you are finished, please Exit and close your

User ID: R00117784
Password: ********

Web for Student

To use student IT services, you will first need to activate your myCIT account as follows:

Type the address http://web4.cit.ie in your internet browser, and press Enter on your keyboard. The Web for Student login screen is displayed:

Enter your Student User ID (e.g. R00012345) and initial Password as displayed on the email you received from CIT, (use capital letters), and click Login.

- Your initial password will now automatically expire, and you will be asked to enter a new password of your choice.

myCIT Student Portal - www.mycit.ie

This website is your one-stop portal for accessing most CIT online services for students. From this site, you can access several existing services within CIT, such as: exam timetables and results; course timetables; Canvas; student email; IT support; Web for Student; CIT website; and CIT calendar.

It also features all the information you need to support your studies and student services at CIT.
1. Go to [www.mycit.ie/reset-password](http://www.mycit.ie/reset-password) and click on reset Student Password.

2. Fill in the relevant information and selects Send New Password,

3. After clicking Send new Password the following pop-up window will appear

4. You will automatically redirected to the login screen on Web4Student [www.mycit.ie/web4](http://www.mycit.ie/web4).

5. Once you have received the text with the new temporary password, enter in the temporary password to web4 login page. (Note this password is case sensitive so ensure that you use CAPITAL letters when entering the temporary password)

6. On the next screen re-enter the temporary password again. You must also enter the new password twice. Note: Your new password must be a minimum of 8 characters in length, and MUST include both numbers and letter.

7. Select Login and is successfully logged into Web4Student as per screenshot below.

The user must allow up to 15 minutes for the new password to become active in all systems.

Please go to [www.mycit.ie/reset-password](http://www.mycit.ie/reset-password) for videos and further detailed instructions on how to reset your myCIT password.
Microsoft Office Pro Plus for Students

Get Microsoft Office at no cost. (No, really.)

Office Pro Plus for CIT Students

CIT IT Services are delighted to announce as part of the Office 365 Education that a Microsoft Office 365 plan is available FREE to current students in CIT. This service will allow you to do the following at no cost:

- Install the latest version of Microsoft Office suite (including Word, Excel, PowerPoint, etc.) on 5 PCs or Macs*
- Run Office apps on 5 tablets or phones running Android, iOS, and Windows
- Get 1TB of Cloud storage on OneDrive
- Use the online version of Microsoft Office on any device

For steps on how to install Office and FAQ's go to the MyCIT portal and click on “Get Microsoft Office”
Printing and Photocopying

Black & White and Colour

All printers can print and copy in black & white or colour

When printing:
- If you print in Mono your documents will be sent to the Mono queue
- If you print in Colour your documents will be sent to the Colour queue

When copying:
- You can choose black & white or colour from the Copy menu

Swipe CIT Smart Card
- Before you print or copy anything you must swipe your card on the card reader located next to the printer screen
- You can then select options “Pull Print“ to print documents sent to the printer from a computer or “Copy” which allows copying of documents

<table>
<thead>
<tr>
<th>Paper Size</th>
<th>A4</th>
<th>A3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mono</td>
<td>7 cent</td>
<td>15 cent</td>
</tr>
<tr>
<td>Colour</td>
<td>15 cent</td>
<td>30 cent</td>
</tr>
</tbody>
</table>
myCIT Student Email/Canvas

myCIT Student Email and Apps

Each student gets a myCIT Google email account with a capacity of over 30GB. Students should use this as their primary email account to work with the college, as very important information will be sent via this service.

Your lecturers will send regular messages to this email address to inform you of important matters of relevance to you, such as class changes, assessments, placements, etc.

The Exams Office will send you information concerning your personal exam timetables. It will be your responsibility to check your email regularly to obtain all such information.

More information on your student email account can be found at http://www.mycit.ie/itsupport

Each student also gets a myCIT Google Docs account, which allows students to store documents online. Though these files are not backed up, we highly recommend it as an excellent alternative to USB keys.

Canvas

Canvas is an e-Learning Web-based server software platform that provides a repository for formal course documents and storage area for work programmes, lecturer-uploaded notes, presentations and assessments, as well as assessment tools and other valuable resources.

The Canvas system is integrated with the CIT registration system, so that when you register for a course of module, you are automatically enrolled in the corresponding course on Canvas.

Your lecturer has the option to use Canvas or not. If you are in a “Canvas class”, your lecturer will announce it, and advise on how the system will be used for the class.

This site is accessible from the myCIT website Canvas provide 24 hour support via the ‘Help’ option within the Canvas portal and any issues logging on to Canvas can be directed to servicedesk@cit.ie
Home Drive / Student Wireless Internet

Student File Storage – Home Drive (Network Share and Cloud Storage)
Each student will receive a home drive on a CIT file server. This home drive (or H-Drive) will give each student 2GB of storage space on college systems. Once logged in, students can access this storage by clicking on their H Drive. Each student will also receive unlimited storage space on OneDrive and Google Drive accessible via www.mycit.ie.

Home Drives are deleted each July
Data stored on the Home Drive is not backed up. It is the responsibility of the user to keep multiple copies of any critical information in multiple places - OneDrive, Google Drive, USB Key etc. This will help prevent data loss.

Student Wireless Internet
eduroam is the main WiFi network across all Cork Institute of Technology campuses for students.

This allows a student to connect using their student credentials while on any of the CIT campuses.

This also gives a student wireless access while on other college’s and university campuses.

To install eduroam, visit www.cit.ie/eduroam and select Student.

There will be installers here for multiple operating systems, configuration files for Apple devices, and guides for the mobile devices that people may use.

A username and password are required to connect.

An example is below:
Username: R00012345@mycit.ie
Password: ********

eduroam
The CIT SmartCard is your primary form of campus identification and all students and staff members are required and expected to have a card with them at all times. You can obtain your card from the Card Services Office.

Your CIT SmartCard acts as an electronic purse which you can top up by any of the following:

- Via Laser or Credit Card at www.mycit.ie/topup
- By clicking Card TopUp on the mycit.ie student portal
- At any of the shops and restaurants within the Institute
- CIT SmartCard TopUp app, CITCard, available to download from IOS and Android App store. Detailed instructions to use Card TopUp app can be found at the following location: http://www.mycit.ie/itsupport/cit-smartcard

Any credit issues must be reported to IT Services, servicedesk@cit.ie or logged at https://servicedesk.cit.ie

Please note there is a €10 replacement fee for lost or damaged SmartCards. These can be issued on production of a receipt for payment from the Student Centre Nexus Market or An Siopa in the main building. Requests for replacement cards by e-mail must be sent from your “@mycit.ie account” to citcard@cit.ie.

Your card will provide you with access to the following:

- Campus copiers
- Campus print services
- Entry to the Library and book checkout
- Entry to laboratories (dependant on course Requirements)
- Food service and shop purchases
- Campus car parking facilities

To find out more about your Student ID smartcard, please visit our IT Services support website www.mycit.ie/itsupport
Assistive Technology Service

Assistive Technology (AT) is software or equipment that can help you with your studies/learning. The AT Service is based in the Student Centre and is only available to students who are registered with the DSS (Disability Support Service).

Once you are registered with the DSS you will be given swipe access to this room on your student card. The AT Service has 14 computers with a wide range of software:

- Read Write Gold*
- Inspiration Mind Mapping*
- Touch Type Read Spell (TTRS)
- Dragon Naturally Speaking

*This software is also installed on computers across Bishopstown, Crawford College of Art and Design, Cork School of Music, and Clonakilty campuses.

The AT Service also has equipment – a scanner, Livescribe pens, digital recorders, digital magnifier technologies as well as a sound proof room for voice-to-text software use. You can also go to the training and workshops provided by the Assistive Technology Officer throughout the year.

Our AT Service YouTube channel also has online guides: https://www.youtube.com/AccessATS

Useful Contacts

Queries regarding: Should be addressed to:

- Student Account servicedef@cit.ie
- myCIT login/email /Canvas
- Wireless Internet
- Printing Station issues citcard@cit.ie
- Registration and enrolment admissions@cit.ie
- Exam timetables examsmg@cit.ie
- Exam appeals and related queries exams@cit.ie
IT Services / Repographics Contacts

IT ServiceDesk
Location: Open Access, Berkeley Centre
Telephone: 021 433 5050
Email: servicedesk@cit.ie
Website: www.mycit.ie/itsupport

Opening Hours:
- Mon - Fri: 8:30am – 9:45pm (semester)
- Sat: 9:00am - 5:00pm

Services Provided:
- myCIT email support
- Student password assistance
- CIT Print Station maintenance
- Student Wireless access
- Canvas e-Learning
- Web for Student

SmartCard & Repographics Office
The Repographics and CIT SmartCard Services Office is located in Room S102 on the ground floor of the Student Centre.

Repographics Telephone: 021 433 5290
Repographics Email: reprographics@cit.ie
CIT SmartCard Telephone: 021 433 5290
CIT SmartCard Email: citcard@cit.ie

Opening Hours:
- 8:30am – 1:00pm
- 1:30pm – 4:30pm

Services Provided:
- New and replacement SmartCards (ID Cards)
- Sale of manuals
- Binding documents
- Laminating
- Printing acetates
- Sale of paper and binding supplies

What you can do for us when logging a call?
- The Servicedesk can be very busy. Students are expected to be courteous and patient at all times.
- All queries can be logged through our servicedesk portal - https://servicedesk.cit.ie
- Give as much detail as possible including Name, Address, Student ID Number and Date of Birth, so we can give you the best support possible.
- A valid Student ID card is required for assistance with computer access or password assistance.

This is a cash free facility - payment is accepted by CIT SmartCard only.
Purchasing Personal Devices

Suggested Options for CIT Students Purchasing Personal Devices

IT Technicians in the Institute have examined the software that students might need on their device in order to maximise their study efforts if working remotely. After this survey, medium and high spec devices were selected that would run these packages used across the departments. While the buying decision rests solely with the student, we would ask students to please be aware of these device specifications when purchasing a device, off the shelf devices come with much lower specs and have a very limited warranty. While the student laptops remain a contract between the student and the vendor we have made our recommendation based on students being in the Institute for 3 or 4 years.

STEP 1
Please look carefully at the categories below to choose a machine specification that will best suit the course you are studying, if you have any queries you can also discuss with your local technical support team or the course coordinator.

STEP 2
Choose from the Apple or Windows machines listed that match your chosen category.

STEP 3
Go to the Higher Education HEAnet store [https://www.heanet.ie/store](https://www.heanet.ie/store) Login as a CIT student Click on the Apple/DELL CIT option as required.

<table>
<thead>
<tr>
<th>Category A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A MEDIUM</strong> spec (i.e. able to run Win 10 or MacOS, an AV solution and Office comfortably. Be able to use Wi-fi and camera to attend online classes, use other software such as Sage, SPSS, Adobe, Minitab, Maple etc so needs more RAM, SSD etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category B</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A HIGH</strong> spec (i.e. able to run Win 10 or MacOS, an AV solution and Office comfortably. Be able to use Wi-fi and camera to attend online classes, use other hardware intensive software such as Adobe premium suite, Visual Studio, AutoDesk, AutoCAD, ProEng etc, i.e. so needs high RAM, Big SSD, Graphics acceleration etc.)</td>
</tr>
</tbody>
</table>
# Purchasing Personal Devices

## Windows Hardware Options – Supplier - DELL

*Prices include 13% student discount from HEAnet & include VAT*

### Windows Laptops

<table>
<thead>
<tr>
<th>Category A - Laptop</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELL Latitude 5500 15.6&quot;, i5 Processor with Integrated Intel UHD 620 Graphics, 16GB RAM, 512GB SSD</td>
<td></td>
<td>€1,008.60</td>
</tr>
<tr>
<td>DELL Latitude 5400 14.0&quot;, i5 Processor with Integrated Intel UHD 620 Graphics. 16GB RAM, 512GB SSD (same specification as 5500, smaller screen size)</td>
<td></td>
<td>€947.10</td>
</tr>
</tbody>
</table>

**Support/Warranty:** 5 Year Support Model

<table>
<thead>
<tr>
<th>Category B - Laptop</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELL Precision Mobile Workstation 3550 15.6&quot;, i7 Processor with Nvidia P520, 32GB RAM, 512GB SSD</td>
<td></td>
<td>€1,574.40</td>
</tr>
</tbody>
</table>

**Support/Warranty:** 3 Year Support Model
### Apple Hardware Options – Supplier - CompuB

*Prices include 13% student discount from HEAnet & include VAT*

#### Apple Laptops

<table>
<thead>
<tr>
<th>Category A - Laptop</th>
<th>MacBook Pro 13-inch TB, 2.0GHz quad-core 10thGen i5, Iris Plus, 16GB RAM, 512GB SSD, HD – Silver</th>
<th>€1,939.23</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support/Warranty:</strong></td>
<td>Standard 1 year warranty, AppleCare support can be purchased separately.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category B - Laptop</th>
<th>BTO MacBook Pro 13-inch TB, 2.3GHz q-c 10thGen i7, Iris Plus, 32GB RAM, 1GB SSD, HD – Silver</th>
<th>€2,809.22</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support/Warranty:</strong></td>
<td>Standard 1 year warranty, AppleCare support can be purchased separately.</td>
<td></td>
</tr>
</tbody>
</table>

#### Apple Desktops

<table>
<thead>
<tr>
<th>Category A – Desktop iMac</th>
<th>BTO iMac 21.5-inch 4K, 3.0GHz 6C, 560X, 16GB RAM, 512GB SSD, Silver</th>
<th>€2,065.38</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support/Warranty:</strong></td>
<td>Standard 1 year warranty, AppleCare support can be purchased separately.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category B – Desktop iMac</th>
<th>BTO iMac 21.5-inch 4K, 3.0GHz 6C, 560X, 32GB RAM, 1TB SSD, Silver.</th>
<th>€2,717.88</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support/Warranty:</strong></td>
<td>Standard 1 year warranty, AppleCare support can be purchased separately.</td>
<td></td>
</tr>
</tbody>
</table>
Malwarebytes Anti Virus Solution
(for Windows and Mac Machines)

1 Year Subscription, 1 Device

Operating system(s): Microsoft® Windows®, macOS®, Android™

Choose your License Term:
1 Year Subscription  20 € for 12 months
2 Year Subscription  40 € for 24 months

SIGN_TYPE=2&AUTO_PREFILL=1&SHORT_FORM=1&CLEAN_CART=all&ADDITIONAL_UC=1&COUPO
N=CIT20&OPTIONS13397672=1&qt=1&Y&SRC=ctry-US_os- flow- cust- cart- promo-CIT20

myCIT

Software Available to CIT Students

More Information on the software that is available to students can be found on the CIT Student portal http://www.mycit.ie

Please Note:
Offers are provided by a Third Party company, CIT do not support or endorse the products purchased. Faculty specific software may cost extra.
The Academic Learning Centre (D259) provides extra help and support on particular topics and modules in a relaxed learning environment.

All of the support sessions offered are free of charge and open to all CIT students. Lecturers from Maths, Mechanics, Physics, Computing, Economics, Accounting and writing skills are available every week to answer student questions.

The Academic Learning Centre also offers students access to its computers outside of scheduled support times.

These computers are in B231 and D259 and have specialist software for Maths, Statistics, Design and Accounting installed. Printing facilities are also available in D259.

For more information on all that is on offer in the Academic Learning Centre have a look at the website.

https://studentengagement.cit.ie/alc/about  or email
academiclearning@cit.ie