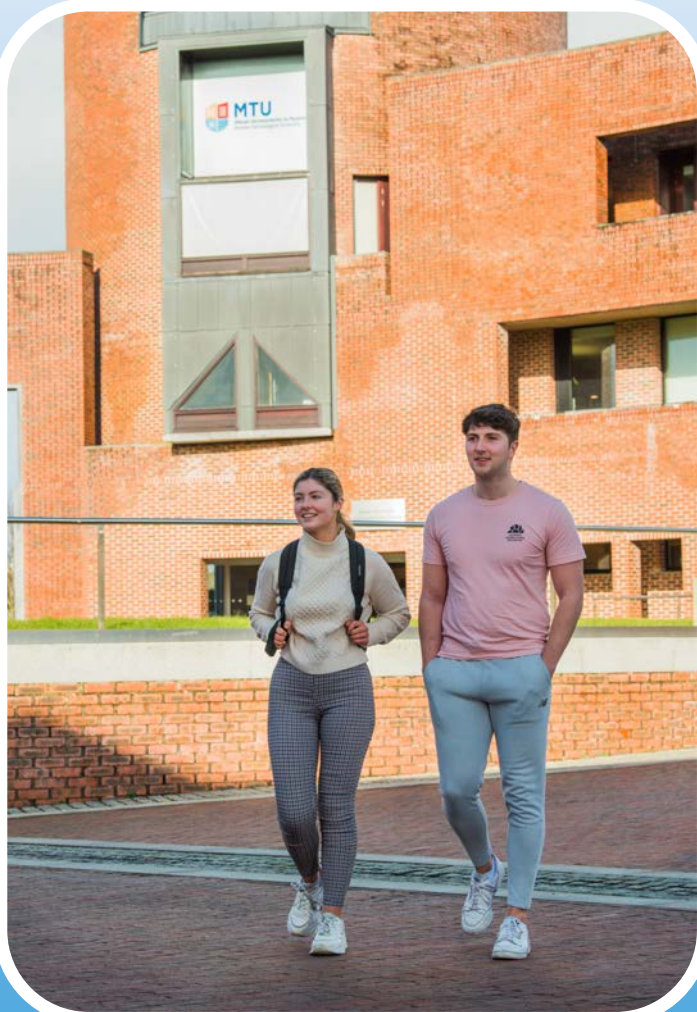


Table of Contents



All information contained in this booklet is correct at the time of publish.

Please refer to our student support websites for the most up to date information as well as how to guides

<https://www.mycit.ie/quickstart>

<https://servicedesk.cit.ie/support/solutions/132036>

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Follow Us Online:

https://www.twitter.com/MTU_ie

https://www.instagram.com/MTU_ie

<https://www.facebook.com/myMTU>

Forgot your Student Account password?

If you cannot remember your student account password, which is used for all IT services such as accessing computers & email, please see page 4 for more information

Introduction



Dear Student,

In this section you will find a summary of the IT services which are provided to you here in MTU. 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 MTU, it is essential that you are properly registered as a student. The majority of IT services will be accessed using your MTU Student Account (RNumber@mymtu.ie). 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 initial email (to the personal email address you provided) from the Admissions Office with their MTU 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 MTU 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 MTU students and staff

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

Dr. Jonathan McCarthy
Head of IT Services



MyBan

MyBan (formerly known as *Web For Student*) is the student self-service portal for MTU.

MyBan is used for the following:

View Grades

Registration Status Confirmation

Account Summary & Fee Payment

View Registered Modules

Fee Payment Receipts

Add Electives

Access MyBan:

1 - Go to:

<https://ssb.mtucork.ie/StudentSelfService/>

2 - Log in with your Student ID & Password

E.g. *R00012345@mymtu.ie*

3 - Complete Multi Factor Authentication

Incorrect Phone number?

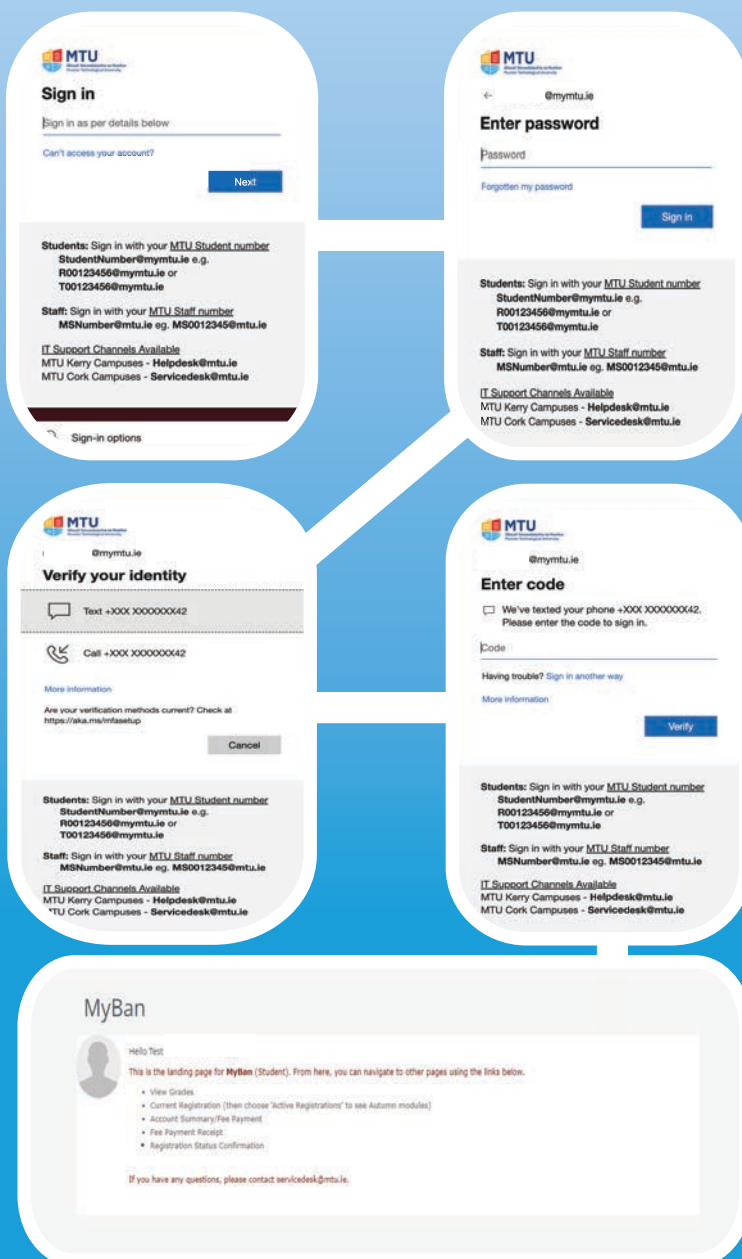
Contact *'AdmissionsCork@mtu.ie'*

4 - You should now have access to MyBan

MyBan Training:

Training is also available on **Canvas**.

<https://cit.instructure.com/courses/91826>



The screenshots illustrate the four-step login process for MyBan:

- Sign in:** The user enters their email address (e.g., R00123456@mymtu.ie or T00123456@mymtu.ie) and clicks 'Next'. A 'Sign in options' link is visible at the bottom.
- Enter password:** The user enters their password and clicks 'Sign in'. A 'Forgot my password' link is visible.
- Verify your identity:** The user receives a text message with a code (e.g., +XXX XXXXXXX42) and enters it. A 'Cancel' button is visible.
- Enter code:** The user enters the code received via text message and clicks 'Verify'.

Each screen includes a 'Sign in with your MTU Student number' or 'MTU Staff number' section, providing alternative email formats for login. A 'Sign in options' link is also present on the first three screens.

The final screenshot shows the MyBan landing page with a 'Hello Test' message and a list of links: View Grades, Current Registration (then choose 'Active Registrations' to see Autumn modules), Account Summary/Fee Payment, Fee Payment Receipts, and Registration Status Confirmation. A footer note states: 'If you have any questions, please contact servicedesk@mtu.ie.'



MTU

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Password Reset

1 - Go to:

<https://passwordreset.microsoftonline.com/>

& Enter your *studentid@mymtu.ie*

Student- RNumber@mymtu.ie

Fill the Captcha

Click 'Next'

2 - You will be asked to verify.

This can be via:

6 digit SMS/Text

Phone Call with a 6 digit code

3 - You will be asked to:

Enter a new Password

Confirm the new Password

Click 'Finish'

If you select Text, you'll get the following screen:

Enter the code and click 'Next'.

4 - Your Password is now updated.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username *

R000 @mymtu.ie

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next Cancel



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (*****7) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel



Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

Password strength

* Confirm new password:

Finish Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.

Please note password complexity requirements

We've sent a text message to your phone number containing a verification code.

Enter your verification code

Next

Try again

Contact your administrator

Microsoft

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).



MTU

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Munster Technological University

Microsoft 365 Office for Students

Microsoft 365 Office

(For Windows & Mac Machines)



MTU IT Services are delighted to announce as part of the Microsoft 365 Office for Education. A Microsoft 365 Office plan is available **FREE** to current students in MTU. 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 personally owned PCs or Macs**
- Run Office apps on **5 tablets or phones running Android & iOS**
- Use the **online version** of Microsoft Office on any device

Who Can Access the Service?

Students must have an **“active”** status on the MTU enrolment system. Students must be registered as current enrolled students of Munster Technological University, due to Microsoft licensing rules MTU is not permitted to offer these benefits to Alumni students. Click on the link below to access the software.

<http://www.mycit.ie/itsupport/office-proplus-for-students>



MTU

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Munster Technological University

Printing/Photocopying

Black, White & Color

All printers across the campus' can scan, print and copy in black & white or color.

Note: Only USB Flash drives formatted to the typical FAT32 file system are supported.



SCAN



PRINT



COPY



You can scan a document and store the scanned file on a USB Flash drive. The Scan To App produces scans in .jpg, .pdf, .pdf (a), .xps, and .tif file formats.

You can print single or multiple files stored on a USB Flash drive. The USB port is on the front of the printer.

You can copy documents using either the flatbed or the document feeder on top.



MTU

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Munster Technological University

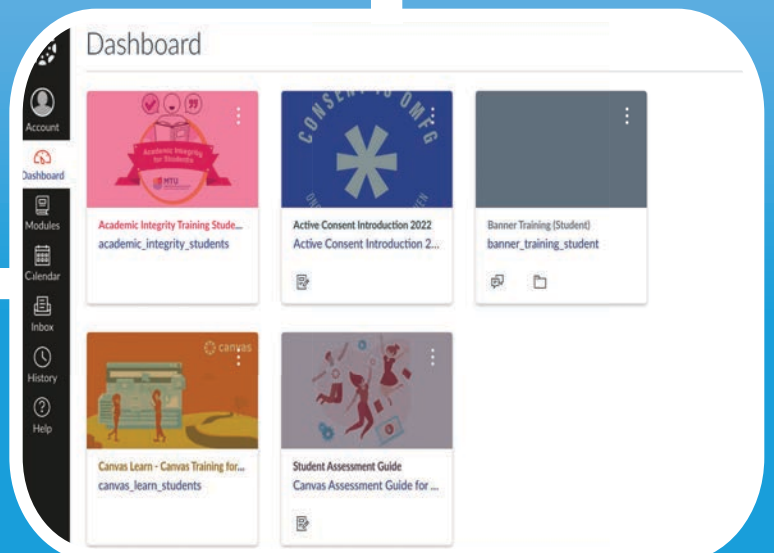
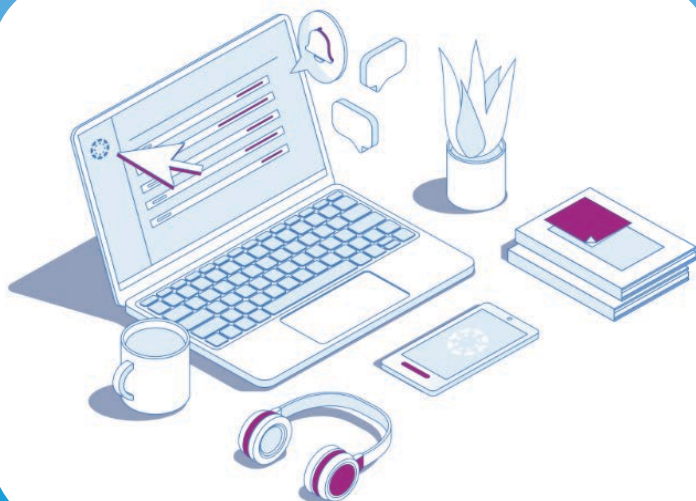
Canvas

Canvas is MTU's digital learning platform, where students can access learning material communicate with lecturers, submit assignments and learn on the go using Canvas and the Canvas mobile app. If you are unsure about how to use Canvas, have a look through the student knowledge base, as many answers to questions and queries can be found here: <https://edtechstudents.eu.helpdocs.com/>

The Dept of Technology Enhanced Learning (TEL) has also created a number of bespoke training courses for students. Students can prepare for upcoming assessments using the Student Assessment Guide. This is a canvas module which allows students to upload a sample file, submit a sample quiz, test a mobile submission, etc. so they can “test” their system to make sure they can use Canvas without problems.

For any queries on using Canvas, please use the excellent support service provided via the Help Menu in Canvas which offers 24/7 support via email, phone, or webchat. Additional guidelines on this process are available at:

<https://edtechstudents.eu.helpdocs.com/canvas/how-do-i-get-help-in-canvas>.



Email & Storage (Google Workspace)

Email

Each student gets a myCIT Google Workspace account, for email & storage. This account is limited to **50GB**. 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 <https://www.mycit.ie/itsupport>. The myCIT Google Workspace includes services such as Google Drive/Photos. These should be used for college related purposes only.

Accessing Email

1 - Go to mail.mycit.ie

2 - Login using your student id (e.g. R000123456@mymtu.ie) & password:

In the Student Email field, enter your Student number as provided in the email sent to your registered email address.

In the Password field, enter your student Password and click 'Sign in'

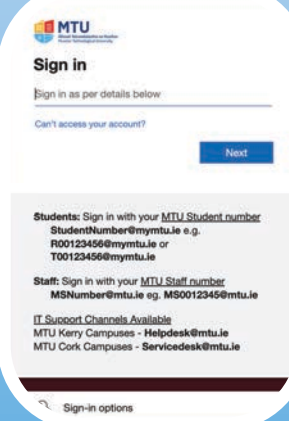
3 - You will now be send a text to the registered mobile number on the account.

4 - Enter the 6 digit code and click 'Sign in'

If this is different, please contact AdmissionsCork@mtu.ie

5 - Click on I accept. Continue to my account.

6 - Your Inbox will open and your myMTU account is now ready to use.



MTU
Sign in

Sign in as per details below

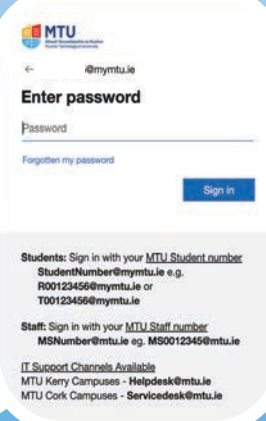
Can't access your account? [Next](#)

Students: Sign in with your MTU Student number
StudentNumber@mymtu.ie e.g.
R00123456@mymtu.ie or
T00123456@mymtu.ie

Staff: Sign in with your MTU Staff number
MSNumber@mtu.ie eg. MS0012345@mtu.ie

IT Support Channels Available
MTU Kerry Campuses - Helpdesk@mtu.ie
MTU Cork Campuses - Servicedesk@mtu.ie

Sign in options



MTU
@mymtu.ie

Enter password

Password

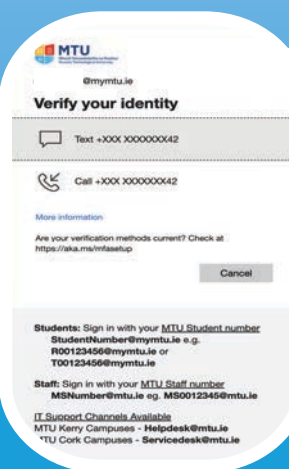
Forgot my password

Sign in

Students: Sign in with your MTU Student number
StudentNumber@mymtu.ie e.g.
R00123456@mymtu.ie or
T00123456@mymtu.ie

Staff: Sign in with your MTU Staff number
MSNumber@mtu.ie eg. MS0012345@mtu.ie

IT Support Channels Available
MTU Kerry Campuses - Helpdesk@mtu.ie
MTU Cork Campuses - Servicedesk@mtu.ie



MTU
@mymtu.ie

Verify your identity

Text +XXX XXXXXXXX42

Call +XXX XXXXXXXX42

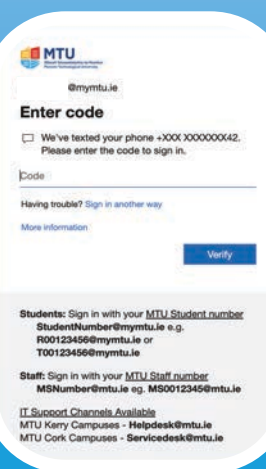
More information

Are your verification methods current? Check at <https://aka.ms/mfa/setup> [Cancel](#)

Students: Sign in with your MTU Student number
StudentNumber@mymtu.ie e.g.
R00123456@mymtu.ie or
T00123456@mymtu.ie

Staff: Sign in with your MTU Staff number
MSNumber@mtu.ie eg. MS0012345@mtu.ie

IT Support Channels Available
MTU Kerry Campuses - Helpdesk@mtu.ie
MTU Cork Campuses - Servicedesk@mtu.ie



MTU
@mymtu.ie

Enter code

☐ We've texted your phone +XXX XXXXXXXX42. Please enter the code to sign in.

Code

Having trouble? Sign in another way

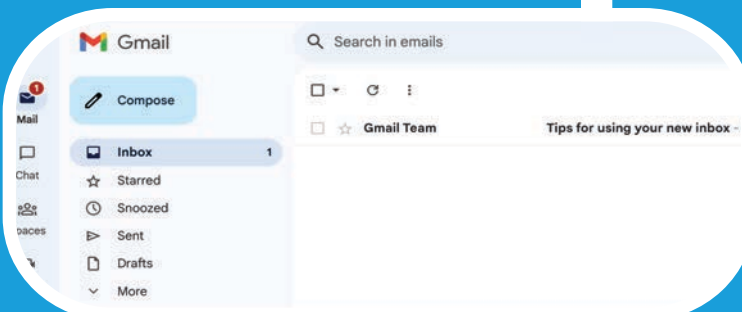
More information

Verify

Students: Sign in with your MTU Student number
StudentNumber@mymtu.ie e.g.
R00123456@mymtu.ie or
T00123456@mymtu.ie

Staff: Sign in with your MTU Staff number
MSNumber@mtu.ie eg. MS0012345@mtu.ie

IT Support Channels Available
MTU Kerry Campuses - Helpdesk@mtu.ie
MTU Cork Campuses - Servicedesk@mtu.ie



Gmail

Search in emails

Compose

Inbox 1

Starred

Snoozed

Sent

Drafts

More

Gmail Team

Tips for using your new inbox

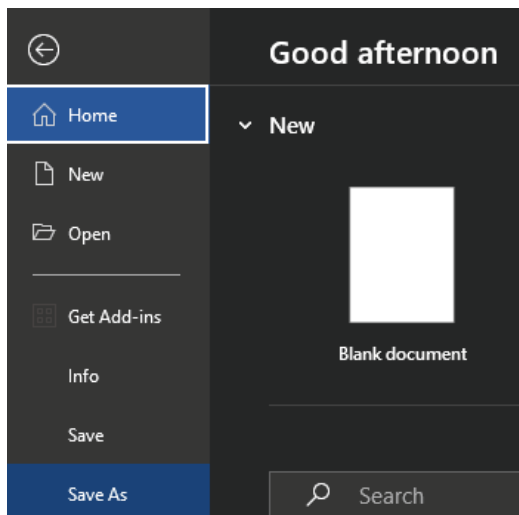
Email & Storage (Google Workspace)

When working from devices in MTU labs, you will need to save the file locally first and then upload to Google Workspace.

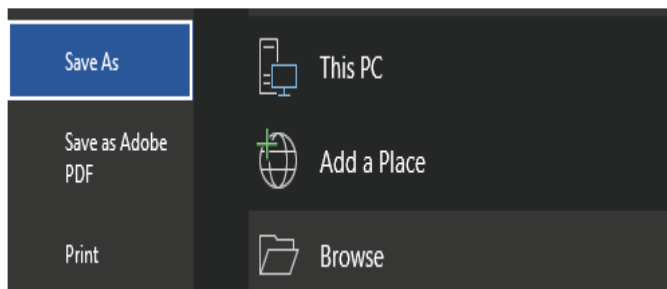
Saving Files

When your finished working on your files, you will need to save them to the **OSDisk (C:) Drive**

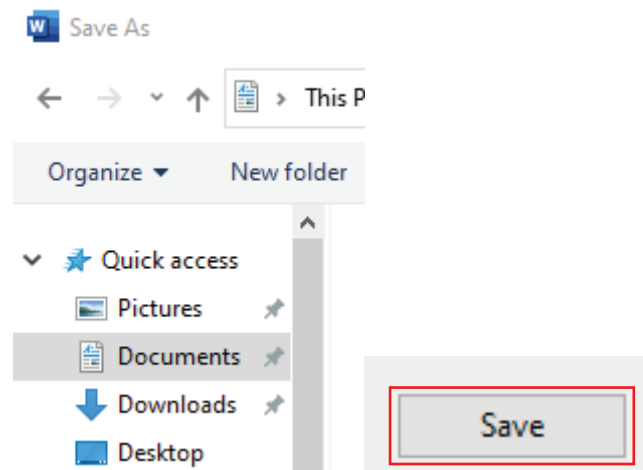
To save them. Go to **File > Save As:**



Browse to **Documents:**



Name the file & click **'Save':**



Upload/Download Files

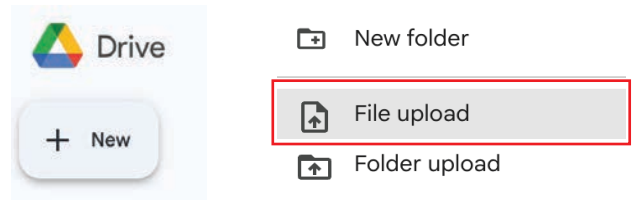
Go to <https://drive.google.com/drive/my-drive>

Uploading:

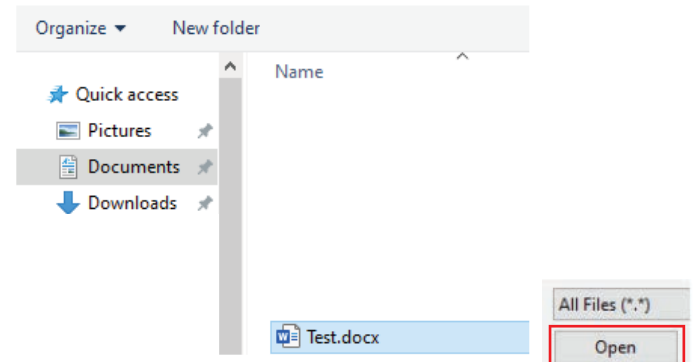
Sign into the account (see page 4)

Click **'+New'**

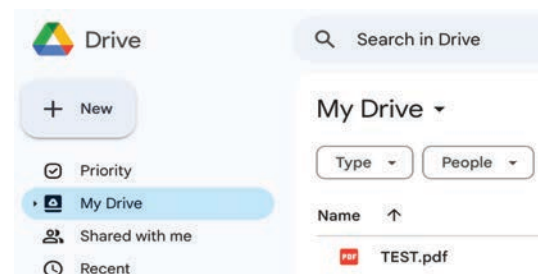
Click **'File/Folder Upload'**



Go to **Documents**, click the file, then click **'Open'**



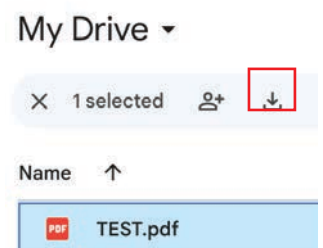
The File/Folder will upload and appear in your Google Drive:



Downloading:

Click on the file then the icon up top

Browse to **Documents** then click **'Save'**
(same as saving)



Student Wireless

Eduroam

Eduroam is the main WI-FI network across all Munster Technological University campuses for students.

Students must connect using their student Wi-Fi credentials while on any of the MTU campuses.

Students may also access eduroam on other higher education campuses outside of MTU using the same student WI-FI credentials

Our Servicedesk has a list on guides on how to install this on many different devices including mobiles.

A username and password are required to connect.

An example is below:

Username: **R00012345@mtuwifi.ie**

Password: A copy of this will be sent your personal email during registration. If you need to reset it, go to <https://servicedesk.cit.ie/support/solutions/articles/4000191778-student-request-your-eduroam-mtuwifi-details>

[Solution home](#) / [Student IT Support](#)

eduroam - Student Wireless

Steps to enable eduroam on your devices.



Student - Request your eduroam MTUWiFi details

Please go to the following URL below and fill out the form. You will receive an email with your eduroam MTUWiFi details. <https://forms.gle/yaBbsdAVF2coC...>

Wed, 1 Mar, 2023 at 6:35 PM

Installation

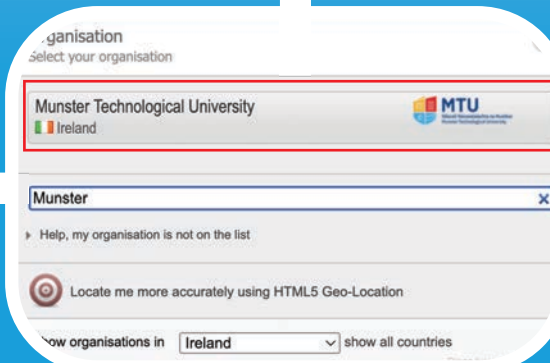
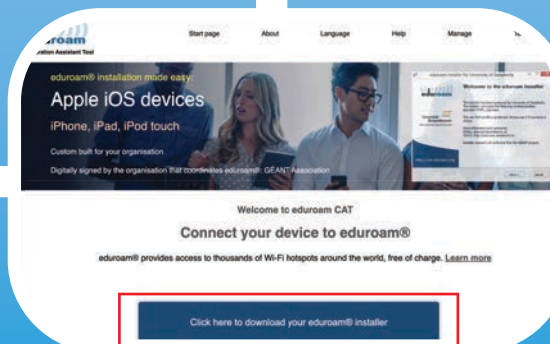
In order to install Eduroam on your device, you will need to download the installer. This can be done by going to <https://cat.eduroam.org/>

Click on the box 'Click here to download your eduroam installer'

Once on the next page, in the search box, type in 'Munster' to find the installer for MTU

Click on it to download it to your device. Run the application and sign in using the credentials sent your personal email upon registration.

For device specific guides or to re-request your details, go to: <https://servicedesk.cit.ie/support/solutions/folders/244444>





MTU

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Munster Technological University

IT Services/Reprographics

BISHOPSTOWN CAMPUS MAP



LEGEND

- | | | | | | |
|---|---|---|---|---|---|
| <ul style="list-style-type: none"> A-Block
Classrooms, Labs, Staff Offices & Workshops B-Block
Classrooms, Labs, Staff Offices C-Block
Atrium (East and West)
Chaplaincy Info Desk
Classrooms and Laboratories
Food Court
Shop (See Signage) D-Block
Canteen
Chaplaincy Office
James Barry Exhibition Centre
Reception
Rory Gallagher Performance Theatre CREATE Building E-Block F-Block | <ul style="list-style-type: none"> Sports Hall Berkeley Centre Library IT Centre IT Lecture Theatres 1-5 IT Labs IT Open Access Centre IT ServiceDesk | <ul style="list-style-type: none"> Student Centre
Ground Floor
Access Service
Bank of Ireland & ATMs
Bakery
Card Office
Copy Centre
Extended Campus
Alumni Association
Nexus Hall
Nexus Market First Floor
Accommodation Office
Chaplaincy Office
Common Room
Cinema Gallery
Medical Centre
Secretaries Office
Sports Office
Students' Union Second Floor
Careers & Counselling | <ul style="list-style-type: none"> Administration Centre
Ground Floor
Enquiries Desk 1
Admissions, Registrations
Enquiries Desk 2
Fees, Grants & Accounts Payable
Industry Liaison Office
International Office First Floor
Office of VP Finance & Admin
Buildings & Estates
Registrar & VP Academic Affairs
Graduate Studies Office Second Floor
Office of the President
Council Room
Finance & Payroll
Human Resources | <ul style="list-style-type: none"> Tourism Building G-Block Melbourn Building
Exams Office, Exam Centre, Architecture Faculty & Research Office Nimbus Centre Rubicon Centre Sports Stadium & Pitches Athletics Stand & Track | <ul style="list-style-type: none"> Reserved Parking Student / Visitors Parking Disability Parking Bike Parking Parking Barriers Bus Stops Restaurants |
|---|---|---|---|---|---|

IT Servicedesk

- Location:** Open Access, Berkeley Centre
- Telephone:** 021-4335050
- Email:** servicedesk@mtu.ie
- Website:** www.mycit.ie/itsupport
- Opening Hours:** Mon - Fri 08:30 - 21:45 (Semester)
Saturday 09:00 - 17:00
- Services:** Email Support
Password Assistance
MTU Print station Maintenance
Student Wireless Access

SmartCard & Reprographics

The Reprographics and MTU SmartCard Office is located in room **S102** on the ground floor of Student Centre.

Reprographics Telephone 021-4335290

Reprographics Email: Copy.CentreCork@mtu.ie

MTU SmartCard Telephone: 021-4335290

MTU SmartCard Email: CardServicesCork@mtu.ie

Opening Hours: Mon - Fri 08:30 - 13:05
13:30 - 16:30

Services: New & Replacement SmartCards (ID's)
Sale of manuals
Document Binding
Laminating
Printing acetates
Sale of paper & binding supplies

This is a cash free facility - payment is accepted by MTU SmartCard only

What you can do when logging a call:

Servicedesk can be very busy. Students are expected to be courteous & patient at all times
Give as much detail as possible including Name, Address, Student ID No. & D.O.B
A valid Student ID card is required for assistance with computer access or password assistance.
All queries are to be logged via the servicedesk portal - <https://servicedesk.cit.ie>

Assistive Technology Service



Useful Contacts

Student Account issues ServiceDesk@mtu.ie

IT Support ServiceDesk@mtu.ie

MTU SmartCard Queries CardServicesCork@mtu.ie

Registration/Enrolment AdmissionsCork@mtu.ie

Exam Timetables ExamsmgtCork@mtu.ie

Exam Queries ExamsCork@mtu.ie

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:

Narration software

Voice recognition software

Mind mapping and project planning software

Grammar checking software

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:

Scanner

Live scribe pens

Digital magnifier technologies

Digital recorders

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>



MTU

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

Academic Learning Centre



The Academic Learning Centre provides extra help and support on particular topics and modules in a relaxed working environment

All of the support sessions offered are free of charge and open to all MTU students

Lecturers from **Maths, Mechanics, Physics, Computing, Economics, Account** and **Writing Skills** are available every week to answer student questions

These computers are located in labs **B231** and **D259** have specialist software installed on them for **Maths, Statistics, Design** and **Accounting**

For more information on all that is on offer in the Academic Learning Centre, check out the student engagement website or drop us an email.

<https://studentengagement.cit.ie/alc/about>

academic.learningcork@mtu.ie