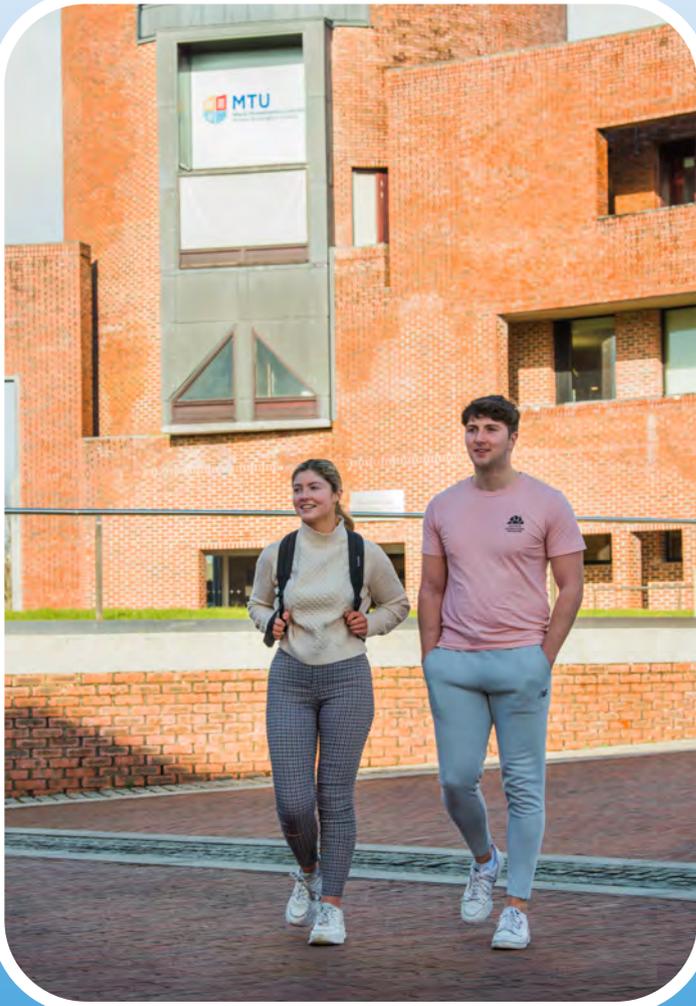




MTU

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

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>

Introduction	2
MyBan	3
Password Reset	4
Office Pro Plus for Students	5
Printing/Photocopying	6
Student Email/Canvas	7
Google Workspace	8-9
Student Wireless Internet	10
IT Services/Reprographics	11
Assistive Technology Service	12
Academic Learning Centre	13

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



MTU

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

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





MTU

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

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?

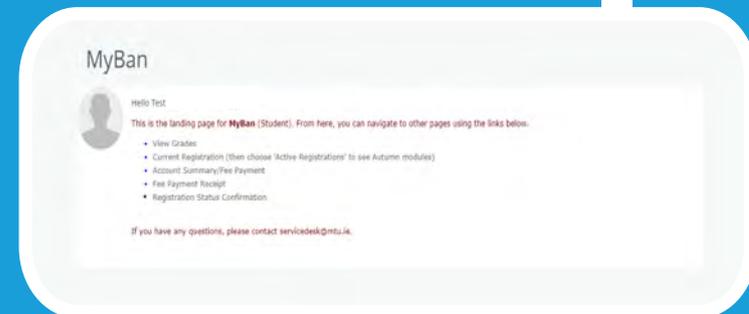
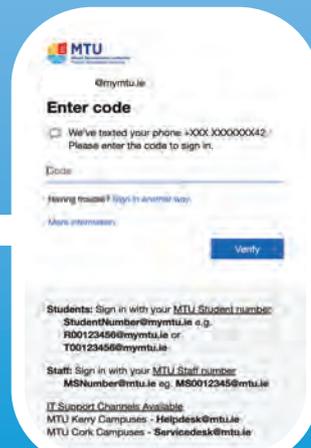
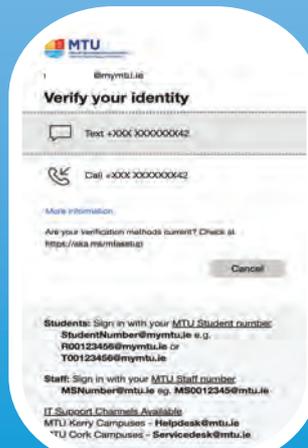
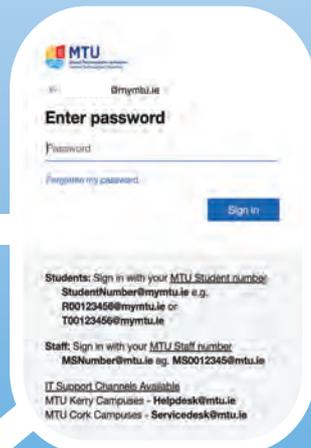
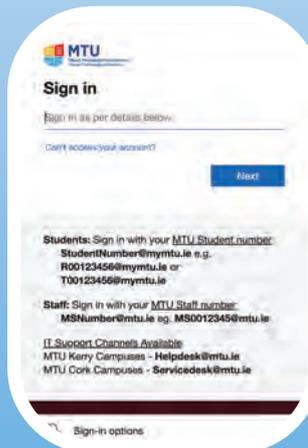
Contact AdmissionsCork@mtu.ie

4 - You should now have access to MyBan

MyBan Training:

Training is also available on **Canvas**.

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





MTU

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

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.

Please note password complexity requirements



MTU

Ollscoil Teicneolaíochta na Mumhan
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

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

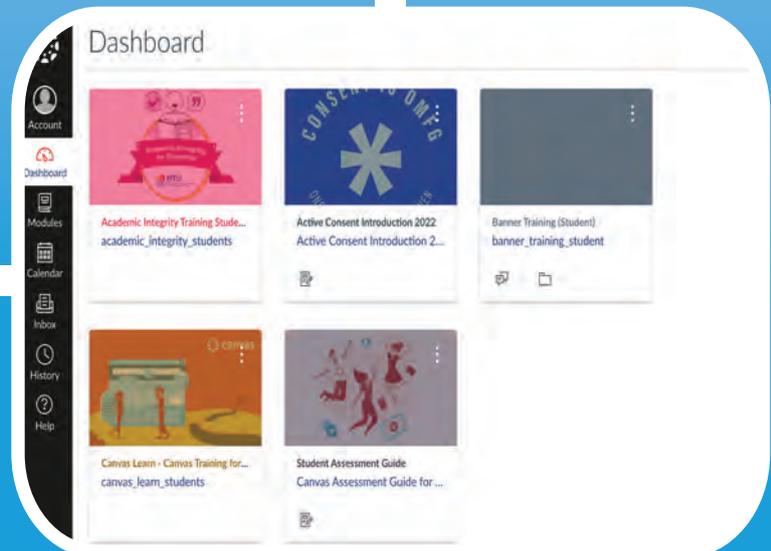
Canvas

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.>





MTU

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

Printing/Photocopying

Black, White & Color

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

Note: Ensure your student ID card is topped up.



SCAN



PRINT



COPY



A4 Black & White - 0.07c per page

A4 Colour - 0.14c per page

A3 Black & White - 0.14c per page

A3 Colour - 0.28c per page

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



MTU

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

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'

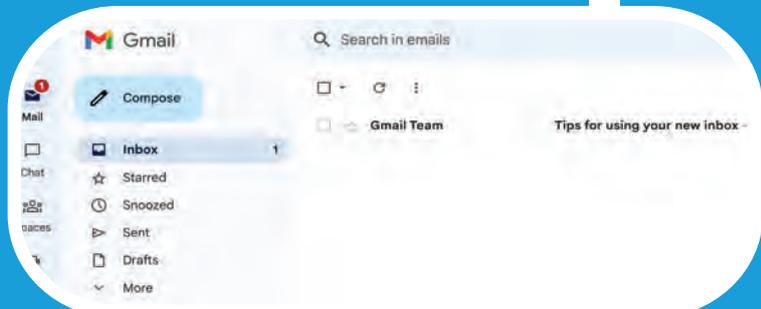
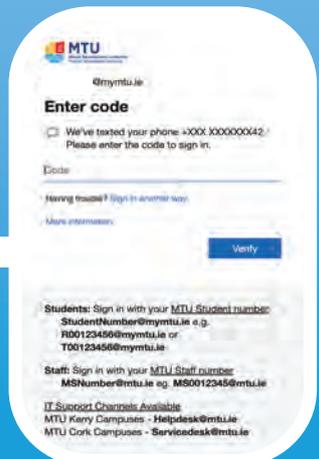
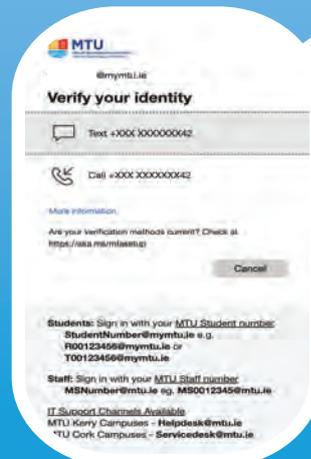
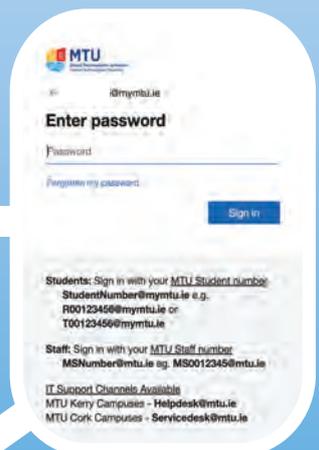
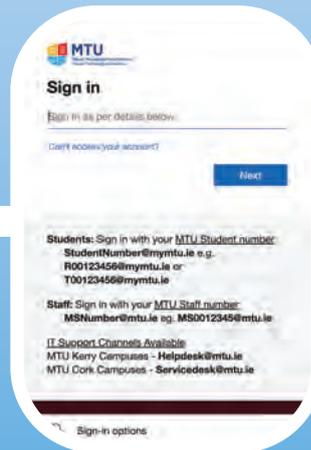
3 - You will now be send a text to the registered mobile number on the account.

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

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

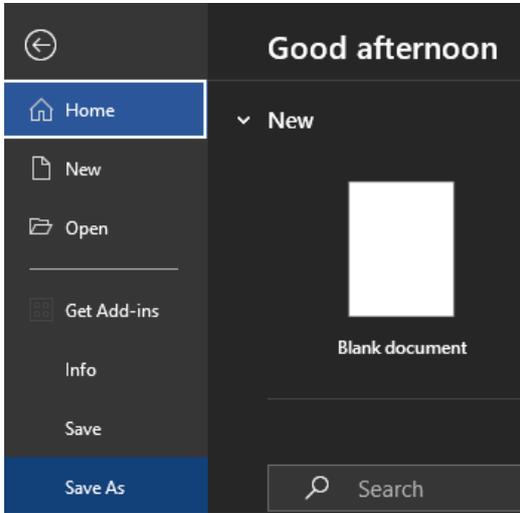
Email & Storage (Google Workspace)

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

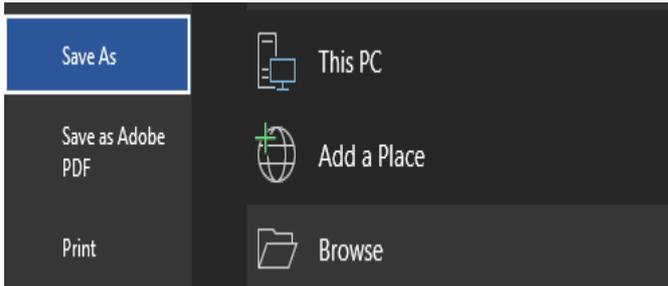
Saving Files

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

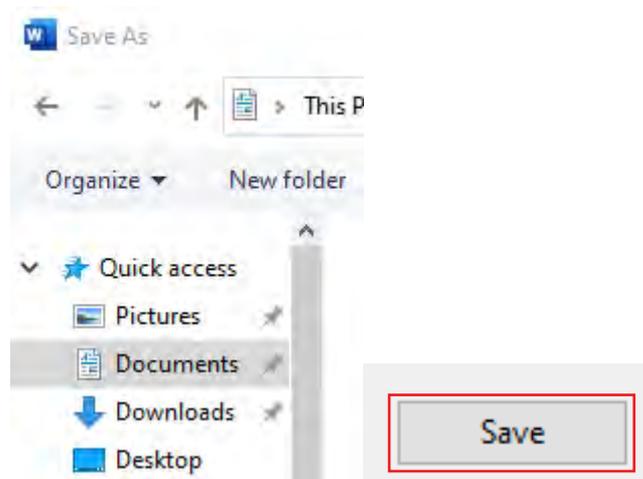
To save them. Go to **File > Save As:**



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)*

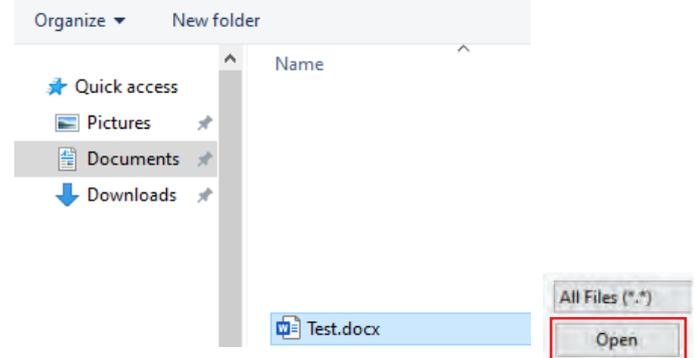
Click **'+New'**



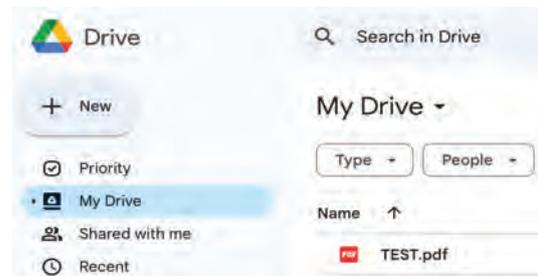
Click **'File/Folder Upload'**



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



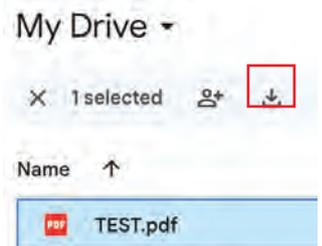
The File/Folder will upload and appear in your Google Drive:



Downloading:

Click on the file then the icon up top

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





MTU

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

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

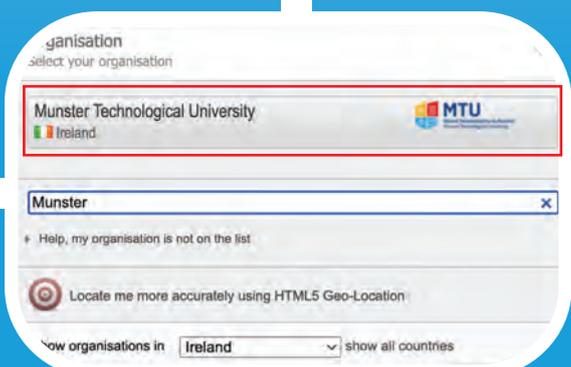
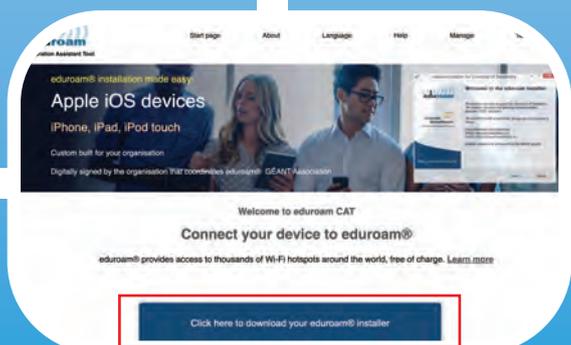
In order to install Eduroam on your device, you will need to download the installer. This can be done by going to <https://cat.eduroam.org/>

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

Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

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