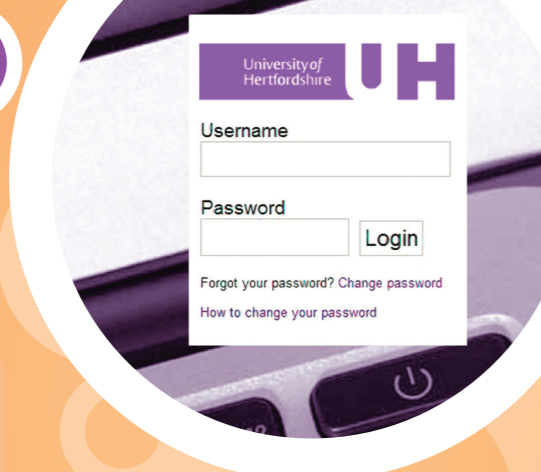


# Your University login

1



Use your individual University username and password to login to all University online services including StudyNet.

Keep it confidential and safe! To change your password or if you forget it, go to <https://www.pss.herts.ac.uk>



## 3 ways to get online

➔ Login to a University computer

2



➔

➔ Get on the wireless network 

On your laptop or other device select UHWifi and then click connect. Open your web browser to get the login screen.

Select the eduroam option to set up Wifi on campus without having to login every time (recommended).


Or select the student tab and login each time with your University username and password.

➔ Plug your laptop into a University datapoint using your own network cable 

Open your web browser to get the login screen.

Select the student tab and enter your username and password.

Anytime, anywhere online and on campus 

Quick guide to StudyNet, Information and Computing Services 2015-2016 



## StudyNet is your University online...

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Login at [www.studynet.herts.ac.uk](http://www.studynet.herts.ac.uk)

For University online services and your personalised online services including:

- Your modules, exam timetable, coursework submission, discussions and groups
- Your personal profile, Student Record, blog and favourites
- Your StudentStore for saving work and study-related documents



## Computing and software

4

Use University computers in the LRCs or computer labs. Or bring your own device.

- Over 400 software programs are available to use.
- New this year! Everyone at the University has an Office 365 account. You can use MS Office and other Office 365 tools on University computers and your personal devices.

Work anywhere with  Office 365 [www.studynet.herts.ac.uk/go/office365](http://www.studynet.herts.ac.uk/go/office365)

## Help & Support

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Step 1: 24/7 online help

StudyNet > Help & Support and [ask.herts.ac.uk](http://ask.herts.ac.uk)

Step 2: Contact the Helpdesk

Mon - Fri 08.30 - 22.00 hours  
Sat - Sun 09.00 - 17.00 hours\*

For your queries or fault reports, and to get on-the-spot help or arrange appointments for specialist support.

- phone +44 (0)1707 284678
- email [helpdesk@herts.ac.uk](mailto:helpdesk@herts.ac.uk)
- pick up the phone at any Information Point on campus
- online via [www.studynet.herts.ac.uk/go/helpdesk](http://www.studynet.herts.ac.uk/go/helpdesk)

\*The Helpdesk is open 09.00 -17.00 hours on:

Monday 2 May 2016, Monday 30 May 2016, Tuesday 30 August 2016

Step 3: Make an appointment to see a specialist 

To book an appointment call +44 (0)1707 284678 or email [helpdesk@herts.ac.uk](mailto:helpdesk@herts.ac.uk)

## Communication and collaboration

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Make sure your contact details are correct on your Student Record

My StudyNet > Online Services > Student Record

See 'How the University communicates with you' in your Student A-Z guide and on StudyNet

Check StudyNet and your email regularly for important University messages.

With Office 365 you can create, edit and save files; share documents and email; use instant messaging, phone and video tools.

[www.studynet.herts.ac.uk/go/office365](http://www.studynet.herts.ac.uk/go/office365)



Anytime, anywhere Online and on campus

Find out more about:

- 1 Your University login
- 2 3 ways to get online
- 3 StudyNet
- 4 Computing and software
- 5 Communication and collaboration
- 6 Help & support
- 7 Online library – find and use information
- 8 KnowHow guide
- 9 On campus LRCs
- 10 Printing and copying



# Online library

7

## For guidance on information sources for your subject

Go to StudyNet > Online Library > My Subject Toolkits

## Finding and using information

Use new Library Search to find resources. In StudyNet click the Online Library tab to find Library Search.

## To renew books and pay library charges

Simply look for the Library Account links on the StudyNet > Online Library page.

## Want help with referencing, information searching or essay writing?

Go to StudyNet > Online Library > KnowHow > Learning and research skills

## Follow us on Twitter UH Library

@uhr



# Useful links

## Help & support

StudyNet > Help & Support tab  
T: +44 (0)1707 284678 or ext 4678  
E: helpdesk@herts.ac.uk  
www.studynet.herts.ac.uk/go/helpdesk

## KnowHow guide

www.studynet.herts.ac.uk/go/knowhow

## Office 365

office.herts.ac.uk

## Online Library and Library Search

StudyNet > Online Library tab

## Password - Change or forgotten

https://www.pss.herts.ac.uk

## Printing

https://www.print.herts.ac.uk

## Room booking (Group Study Room)

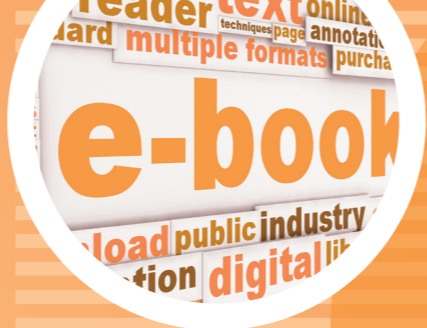
www.studyrooms.herts.ac.uk

## StudyNet

www.studynet.herts.ac.uk

## Ask Herts

ask.herts.ac.uk



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# KnowHow guide

Get a great introduction to using StudyNet and University information & computing services



www.studynet.herts.ac.uk/go/knowhow



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# On campus LRCs

The two Learning Resources Centres (LRCs) on the College Lane and de Havilland Campuses are open 24/7 all year except for a few days at Christmas, Easter and in late August\*. You need to show your UH ID card to gain entry.

## All in one place for your convenience

The LRCs provide many different study environments with 3,000 study seats and over 1,200 University computers. The LRCs house the University's printed book library collections of 500,000 volumes. There are printers on every floor and media preparation facilities.

## Choose the right space for HOW you want to work

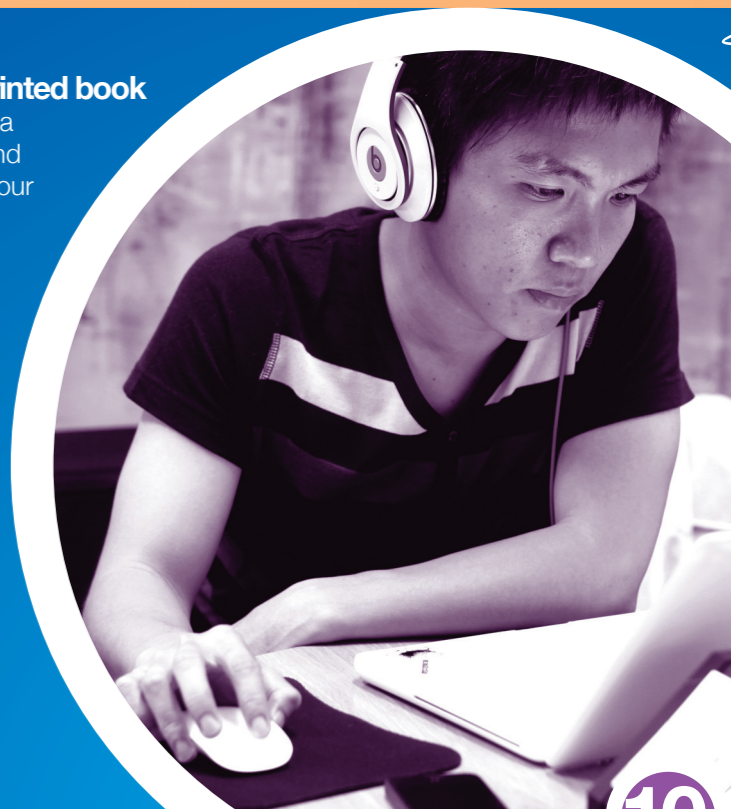
For groupwork, social learning, individual study, silent study, Café Study and an assistive technology suite. You can use all University online services in every type of space.



## Borrow or return a printed book

using your UH ID card at a self-service book issue and return machine. Renew your book loans online through StudyNet > Online Library > Renew items.

Please be considerate to others studying in the LRCs.



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# Printing on campus

You can print from University computers or from your own laptop. You need to have money in your online print and copy account. Use your University login and follow the Print & Copy Payments link in StudyNet or go to https://www.print.herts.ac.uk

You can use all University online services anywhere on campus

## \*LRC CLOSED DAYS 2015-2016

**Christmas closure:** from 12.00 hours on Thursday 24 December 2015 until 08.30 hours on Monday 04 January 2016

**Easter closure:** Friday 25 March - Monday 28 March 2016 inclusive

**Summer Bank Holiday closure:** Saturday 27 August - Monday 29 August 2016 inclusive