

University of
Hertfordshire **UH**

Your University Login



Library and Computing Services

Your University Login

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

To change your password or if you forget it, go to:

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

Be safe!

Keep your details confidential. And please follow IT Regulations at UH (see the Rules & regulations section of your Student Handbook)



Library and Computing Services **Help and Support**



Online <https://helpdesk.herts.ac.uk/login>

Email helpdesk@herts.ac.uk

Tel +44 (0)1707 284678

(or pick up the phone at an on-campus Information Point)



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Get connected



Library and Computing Services

3 Ways to Get Online



1. Login to a University Computer



2. Get on the Wireless Network

To auto connect to Wifi on campus:

- connect to UHWifi
- open your browser and follow the “login automatically with eduroam” instructions (add @herts.ac.uk after your username)

Or to login every time:

- connect to UHWifi
- select student or staff and log in with your username (e.g. ab17cde) and password



3. 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



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Learning Resources Centres (LRCs)



Library and Computing Services

Learning Resources Centres (LRCs)

- On College Lane and de Havilland campuses
- Open 24/7
- You need to show your UH ID card at the Security Desk to gain entry.

LRC services include:

- Welcome Desk for general enquiries
- Info points for online help or to call the Helpdesk
- University computers (PCs, Macs and Linux. Plus Chromebooks to borrow)
- Software on all University computers and a specialist software suite
- Printed book library collections
- Printers on every floor
- Media preparation facilities (scanning, copying, binding and poster collection)

- Brought your own device? Use free wifi, power, datapoints and laptop lockers



Choose the right space for how you want to work

- Open areas and mobile whiteboards for group work
 - Individual study booths
 - Silent study suites
 - Café Study
 - Assistive technology suite
-
- **Book a Group Study Room** in the LRC at <https://www.studyrooms.herts.ac.uk>

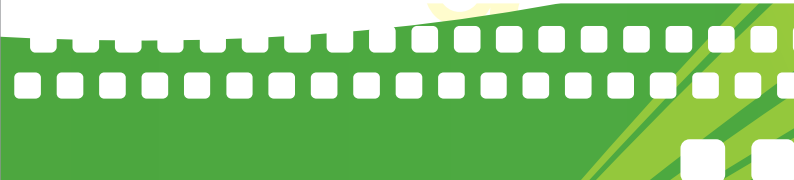
Borrow or return a printed book

Use your UH ID card at a self-service machine. You must return items (to any LRC) if they have been reserved. Fines are charged for late return.

Borrow a Chromebook

Available at any time for use within the LRC. To borrow a device just use your ID card at the self-service locker.

Please be considerate to others studying in the LRCs



Learning Resources Centres

Students and staff can find more information about the LRCs in
StudyNet> Help & Support > LRCs

Open 24/7 except for a few UK holidays
Check www.herts.ac.uk and search *lrc hours*

Visitors and alumni are welcome!
Please visit herts.ac.uk and search *Library visitors*

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Printing on Campus



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Printing on Campus

You can print documents and posters yourself or they can be printed for you on Campus. You'll find all the details on any Information Point > *Ask Herts* > Printing or go to **[ask.herts.ac.uk](https://www.print.herts.ac.uk)**

To print from University computers or from your own laptop you need to have money in your print and copy account. Use your University login and follow the *Print and Copy Payments* link in StudyNet or go to: **<https://www.print.herts.ac.uk>**



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Online library



Library and Computing Services

Online library

Finding and using information

- Use *Library Search* to find resources
In StudyNet click the Online Library tab to find *Library Search*.
- To check due dates for your book loans simply look for the Library Account links on the StudyNet > *Online Library* page.
- For guidance on information sources for your subject go to StudyNet > Online Library > My Subject Toolkits
- Want help with referencing, information searching or essay writing? Go to StudyNet > Online Library > General Study Skills
- Follow us  @uhlr

Getting Started



KnowHow guide

Get a great introduction to using StudyNet and University library and computing services www.studynet.herts.ac.uk/go/knowhow

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Help and support



Library and Computing Services

Help and support



Help and support with library and computing services

Answers, user guides and service updates

Available online 24/7

- StudyNet > Help & Support (requires login)
- ask.herts.ac.uk
- check services status at status.herts.ac.uk

Contact the Helpdesk

- if you can't find what you want online
- report queries or faults
- get on-the-spot help
- arrange appointments for specialist support

Please have your membership details ready.

Log and follow your enquiry online: <https://helpdesk.herts.ac.uk/login>

Telephone: +44 (0)1707 284678 or ext 4678

Email: helpdesk@herts.ac.uk

Normally open 7 days a week

(for detailed opening times search *helpdesk* at www.herts.ac.uk)

Notes

