



Learning Centre Guide (LC) for Students

To log into a computer:

> Enter your student ID number into the username field. This is found on your ID card.

> Enter your password into the password field

If you forget your password, this can be reset by staff at the main counters. You can also reset your password by phoning *01992 411565 (Broxbourne) or 01992 411979 (Ware)*

This is helpful if you are not at college and working from home.

Whenever you reset your password you must make sure that your new password is eight characters in length.

You will be prompted to do this when you first login or reset.

You are limited to two hours using a computer, but this can be extended when the centres are not busy. A warning will appear on your screen. You then need to go to the main desk and request more time on the computer. Make a note of the computer number you are working at.

Printing:

When you start as a new student you are given a set amount of printing credits. To print an A4 black and white sheet costs 2p and is deducted from your initial set amount.

If you eventually run out of print credits you can add more money to your account. To do this you need to go to the main desks and...

>Ask for more print credits

>Present your student ID card

>Pay the amount you would like to deposit into your print account

Colour printing and different sized paper printing is available but costs more.

Photocopying, Stationery and Binding Services

The centres can sell you various stationery such as pens, pencils and plastic pockets. We also provide a binding and photocopying service. Ask at the main desks for assistance.

Resources, Books, Newspapers and Magazines

We do stock a limited collection of these items. However, if you join a Hertfordshire based library, which you are entitled to do as a student at HRC, you will have access to online resources and eBooks, magazines and audio books. If you would like assistance or a demonstration of these resources please ask at the main desks.



Software Support and Help

This is offered in the centres and we will support you in accessing your free office 365 account. The 365 account allows you access to your college email, backup services and the use of office applications online for free. We recommend the use of OneDrive to back up your work instead of the use of memory sticks.

Learning Centre Moodle site:

The centre has its own Moodle site and this can be accessed via the main Moodle page by clicking on 'Learning Resources @ HRC'. You will then be prompted to login using your student ID number and password. Once you login you will be able to search online resources and books that are held in the centres.

Borrowing Resources:

You can borrow up to eight items from the centres. To borrow items, take your books and resources to the main desks with your student ID card. The staff will then issue you the resource and remove the security attached to the resource. Please take note of the dates given to return items as you will be charged for any overdue items.

Contact Details:

You can contact the centres using the following information.

Via email

Library.brox@hrc.ac.uk

Library.ware@hrc.ac.uk

Telephone:

01992 411565 (Broxbourne) or 01992 411979 (Ware)