Learning Centre Student Handbook

Hertford Regional College

How to get the most out of the facilities in your Learning Centre.

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Computers

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 desk. 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

All new students are given an initial amount of free printing credits. To print an A4 black and white sheet costs 2p and is deducted from your print account.

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

- ask for more print credits
- give your student ID number
- 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 & 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 desk for assistance.

Learning Centre Resources

We have a range of books, eBooks, audio books, DVDs, magazines and newspapers available to loan.

By joining Eclipse, our online catalogue, you can search for resources, check your loans and keep up to date with the centre's news.

Get your username and password from the main desk. Download the Eclipse app and manage your account from any device. Ask at the main desk for more information.

If you join a Hertfordshire library, which you are entitled to do as a student at HRC, you will have access to addtional online resources, eBooks and magazines.

For a demonstration of this service please ask at the main desk.

Borrowing Resources

You can borrow up to eight items from the centres. To borrow items, take your books and resources to the main desk 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.

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.

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.

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).**

Hertford Regional College

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