



## **Welcome to Glasgow Clyde College**

### **How to access IT Services at Glasgow Clyde College**

This Guide describes how to:

- Access any Glasgow Clyde College PC
- Access the Student Email Service
- Navigate the Email Home Screen
- Send an Email
- Access your Email Settings and Options
- Reset your network password
- Access the VLE
- Access the Student Wi-Fi Network
- Access the Student Intranet
- Downloading Microsoft Office
- Additional Course Related Software
- Setting up Microsoft OneDrive

## Access any Glasgow Clyde College PC

### **Student Login Details**

As a Student at Glasgow Clyde College you will be provided with a network login account and email address in the following format:

Network login name is the same as your student reference number and your email address is StudentRefNumber@myclyde.ac.uk

**Student Ref Number:** 20016757

**User Account:** 20016757

**Email Address:** [20016757@myclyde.ac.uk](mailto:20016757@myclyde.ac.uk)

Default password is DOB in the format: DD-MMM-YYYY where DD and YYYY are digits and MMM are a three letter (lowercase) abbreviation of month. Password includes the dashes.

**For example:** '02-aug-1999'

This username and password will allow you to log onto any PC on any campus, access the student Wi-Fi network, Microsoft Office 365 and access the Virtual Learning Environment (VLE) plus a range of other services. The following section outlines how to sign into the student email service and how to reset your account password.

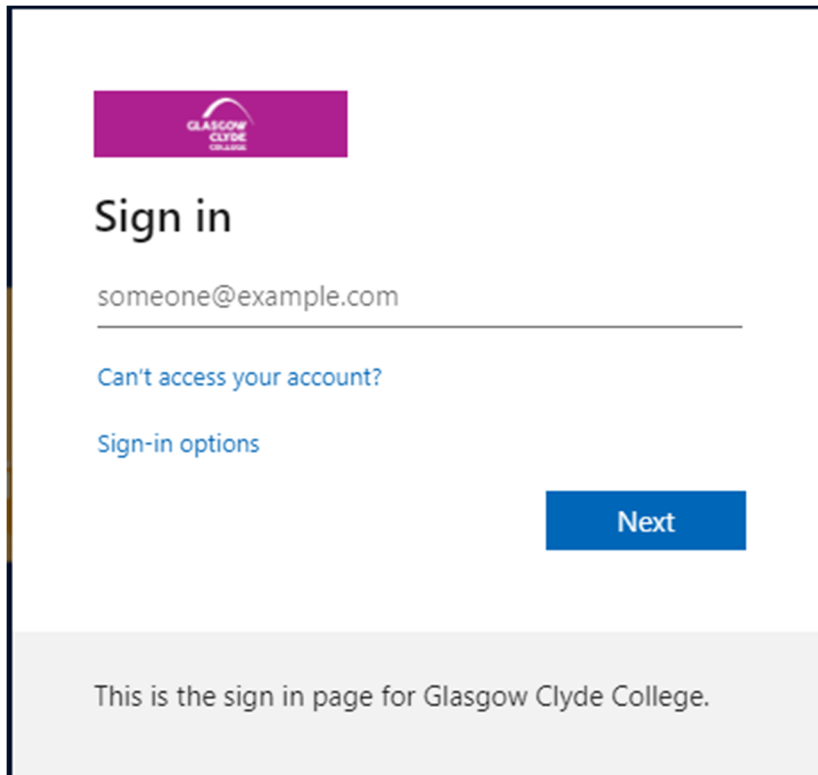
# Access to your Glasgow Clyde College Student Email Account


## Student Email Service Details

To access the Glasgow Clyde Student E-mail Service go to the following web address: <https://www.outlook.com/> You will be presented with a sign in screen.

## Logging in

The log in dialogue box will look like this:





## Sign in

someone@example.com

[Can't access your account?](#)

[Sign-in options](#)

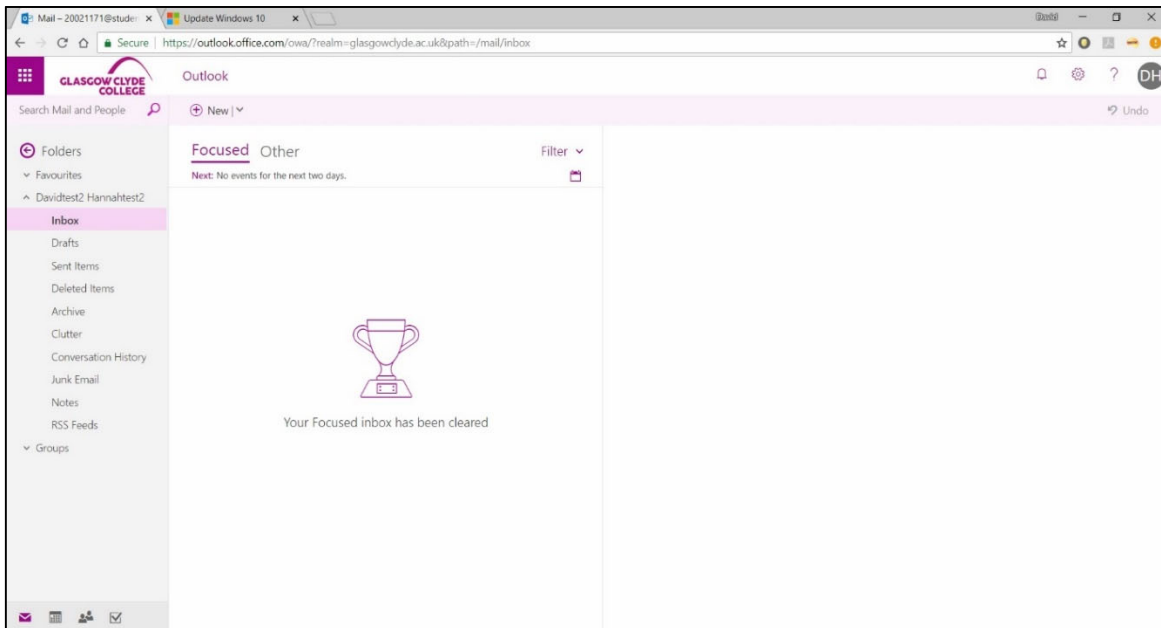
[Next](#)

This is the sign in page for Glasgow Clyde College.

At the sign in screen you should log in using your **Student email address** and **Password** as shown in the section on student login details.

## Email Home Screen


Once you have signed in you will see the following home screen:

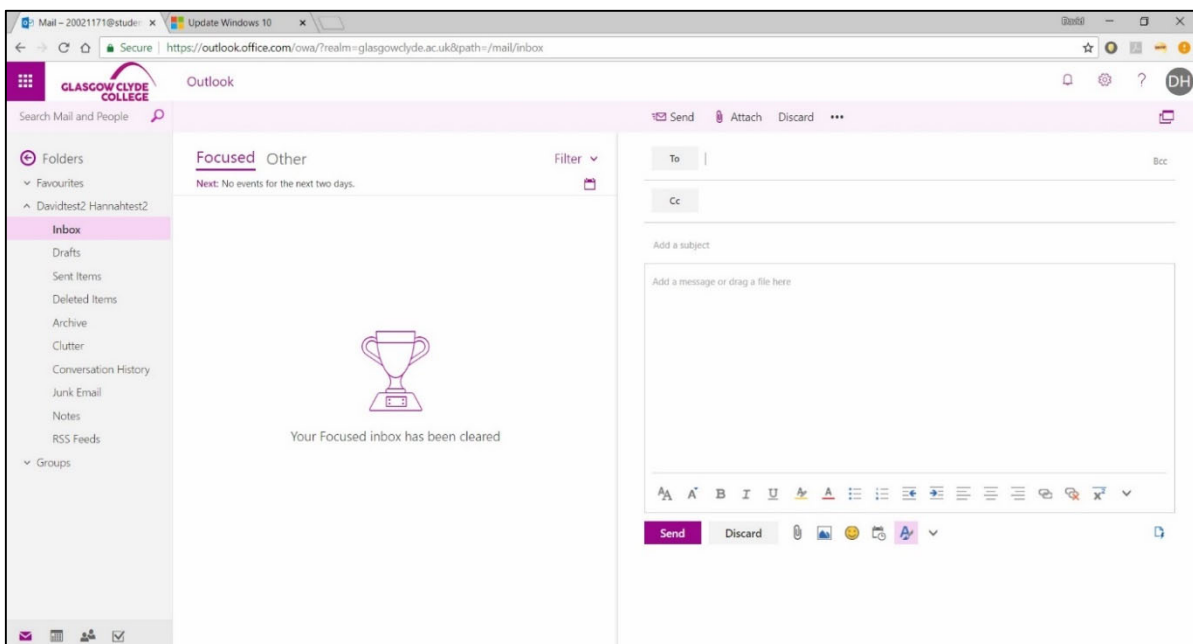


The left side of the screen shows a list of emails you have received.


The right side of the screen shows the contents of any emails which are selected in the email list.

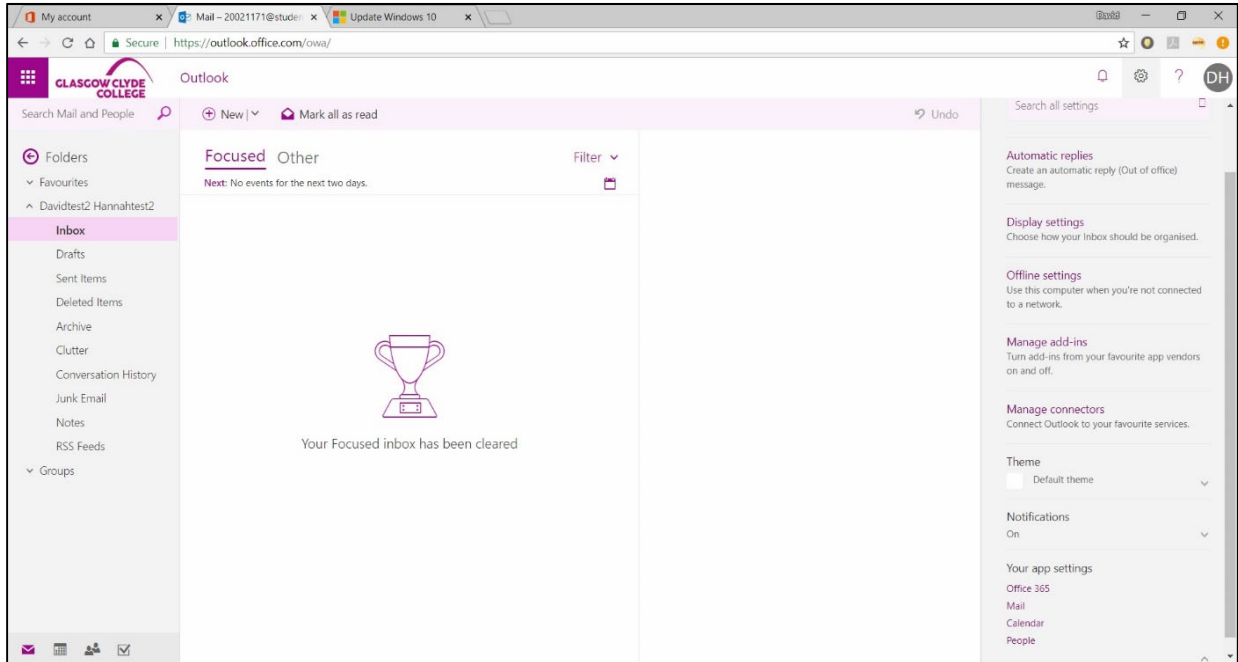
## Sending an Email

To send an email select the  icon and you will see a new email screen.

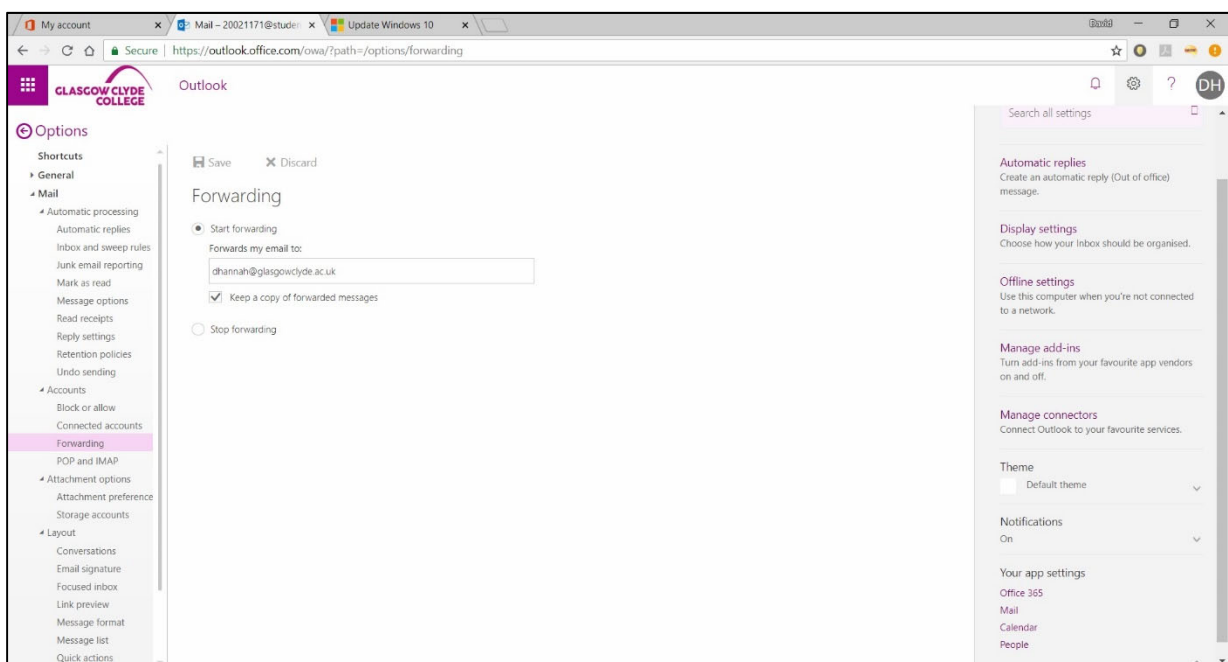


## Settings and Options

If you select the  icon at the top right of the home screen you will be able to adjust your account settings



From the settings list you can access the options section that will enable you to configure additional features including forwarding you're email to another account. This should be done as soon as possible if you don't plan to use your College email account. Email is the College's preferred method of communication and College staff will only use your College email address to communicate with you, so it is very important that you check this email account regularly



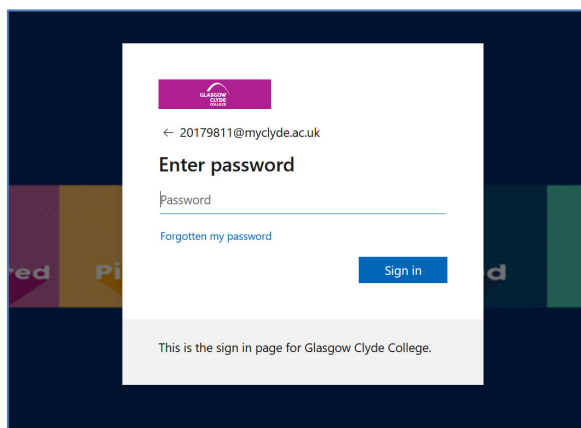
## Student ICT Acceptable Use Agreement

Use of the Student Email Service is covered by the Glasgow Clyde Student ICT Acceptable Use Agreement.

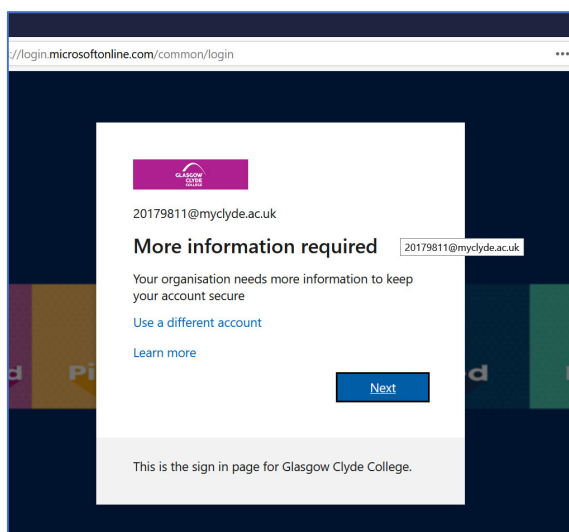
The Student ICT Acceptable Use Policy and other useful information about Glasgow Clyde College can be found on the student intranet by going to <http://students.glasgowclyde.ac.uk>

## Password Registration

When students log in (for the first time) using their Microsoft account, they are prompted to update their password (from the DOB) to a new password of their own choosing. Once they have done this they then are taken to a new page titled “**Don’t lose access to your account!**” to register for their own Password Reset (the same as staff).



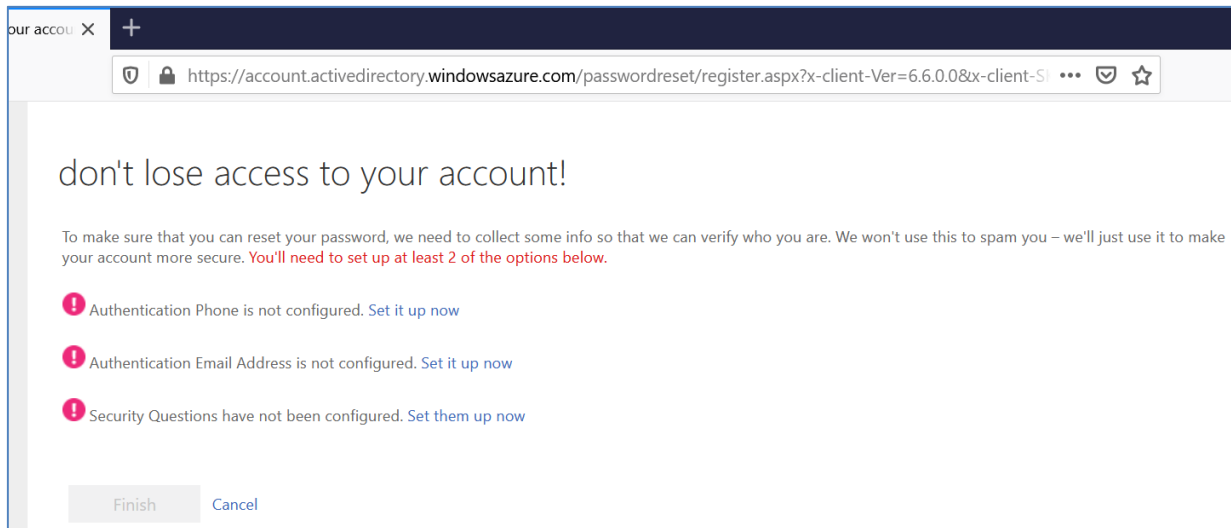
Once they enter their new password in above screen, they get the below:



Just click **Next** button

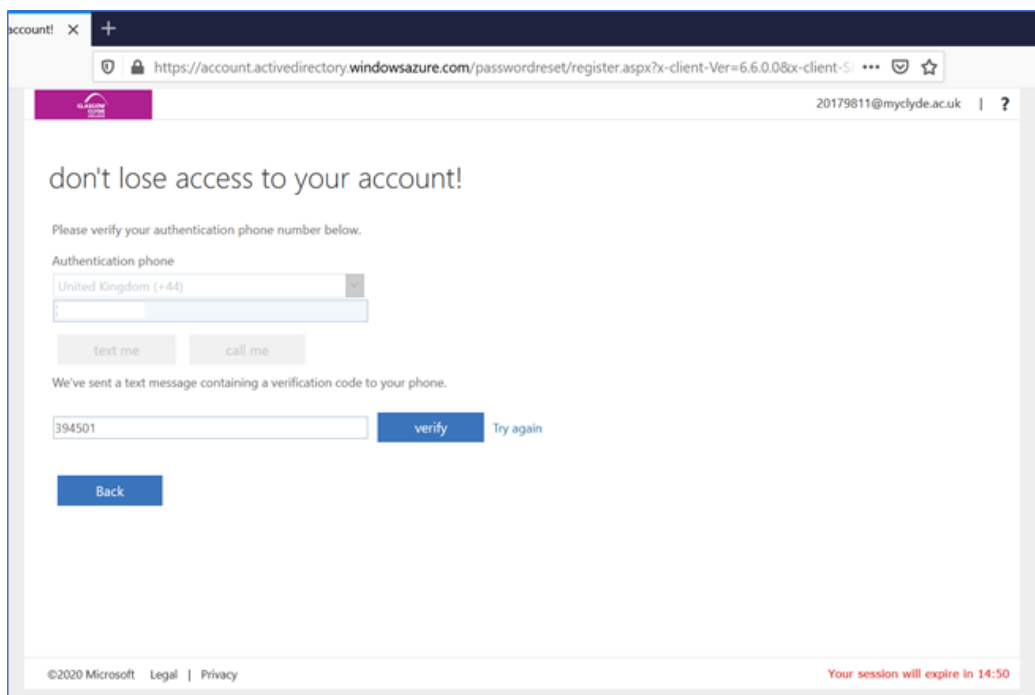
This next screen is for students to register for the password reset system, to reset their own passwords in future:

You've got the options for **Phone**, **Email Address** and **Security Questions**  
You have to set up at least **TWO** of these below methods.



(The next screenshots are of each of these different methods)

**Below Authentication Phone page:**



You select the Country Code: **United Kingdom (+44)**

This option is near the bottom of the list

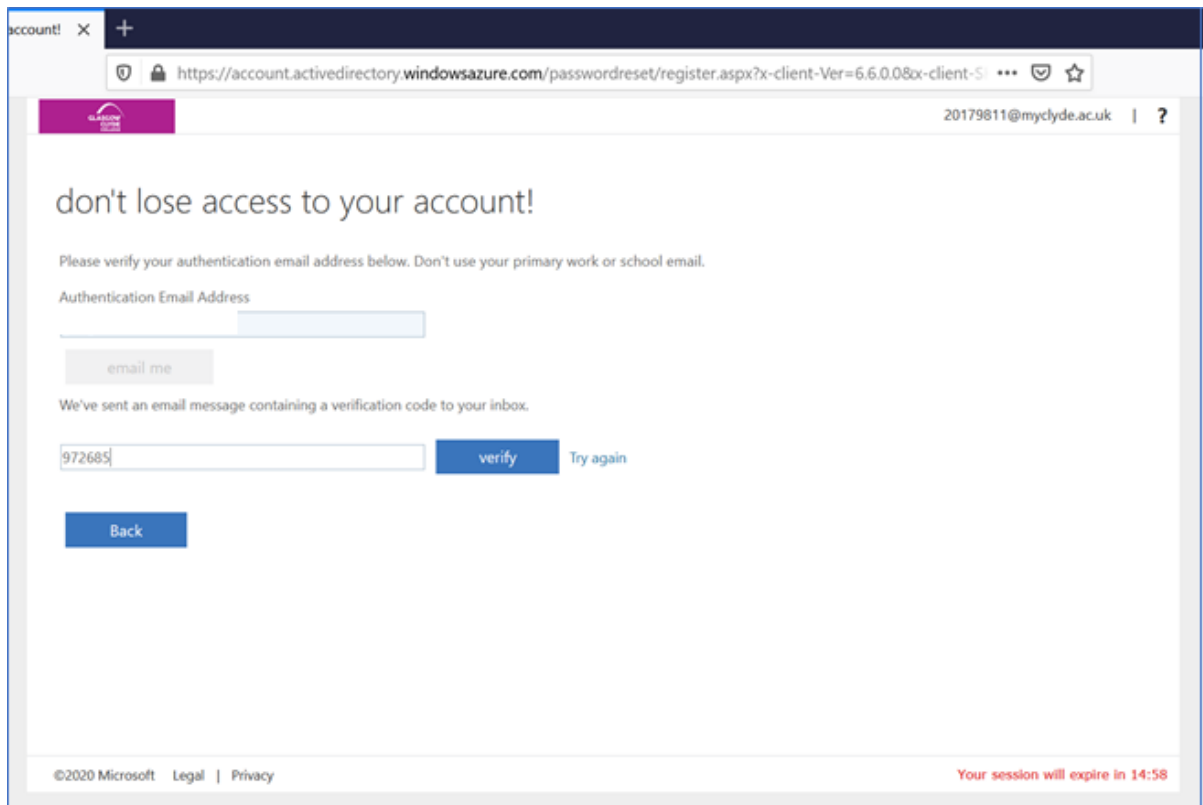
You then type in your Mobile number

Press the **Text me** button for it to send you a code to type in the field below **or**

Press the **Call me** button and you get an automated call, you press the # Key to verify

Then click back to the main page once verified

## Below Authentication Email address page:



The screenshot shows a web browser window with the URL <https://account.activedirectory.windowsazure.com/passwordreset/register.aspx?x-client-Ver=6.6.0.08&x-client-SI>. The page title is "don't lose access to your account!". Below the title, there is a message: "Please verify your authentication email address below. Don't use your primary work or school email." The form includes a field for "Authentication Email Address" with a placeholder, an "email me" button, and a message: "We've sent an email message containing a verification code to your inbox." Below this, there is a field for the verification code containing "972685", a "verify" button, and a "Try again" link. A "Back" button is also present. At the bottom, there is a footer with "©2020 Microsoft Legal | Privacy" and a session expiration notice: "Your session will expire in 14:58".

Type in your personal email address (Gmail, Hotmail, Virginmedia etc.)  
You then get emailed a code.

If you check your personal emails, find the email with the code in type it in the field  
then click **Verify**

Then click back to the main page once verified



## Below Setting up Security Questions page:

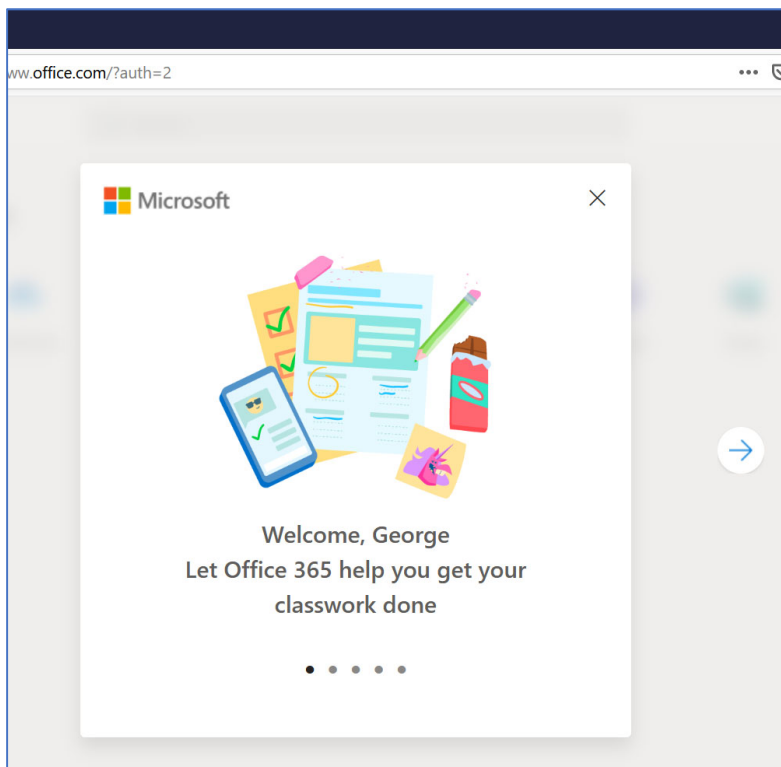
The screenshot shows a web browser window with the URL `https://account.activedirectory.windowsazure.com/passwordreset/register.aspx?x-client-Ver=6.6.0.0&x-client-SI...`. The page content includes a red warning message: "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." Below this, there are five "Security question" sections, each with a dropdown menu and an empty text input field. The questions are: 1. "What was the name of the first school that you attended?", 2. "What was the name of your childhood hero?", 3. "What was your first job?", 4. "What is your favourite food?", and 5. "What was the make and model of your first car or motorcycle?". Each input field has a red exclamation mark icon to its right, indicating that no answer has been provided.

You need to create answers for 5 of these (default, fixed) questions.  
Then click back to the main page once verified

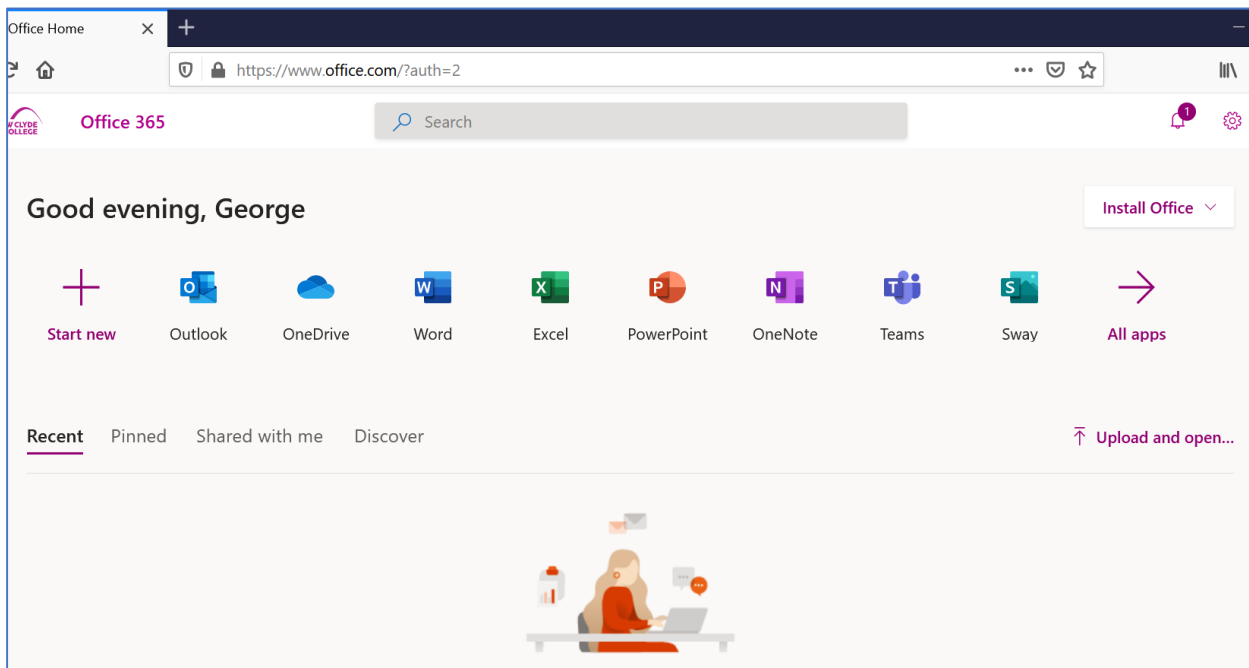
If you have verified all 3 options your main page will be like the below (green ticks)  
(Remember you only need to do 2 methods at minimum)

The screenshot shows the same web browser window with the URL `https://account.activedirectory.windowsazure.com/passwordreset/register.aspx?x-client-Ver=6.6.0.0&x-client-SI...`. The page features a purple header with the "GLASGOW CLYDE" logo. The main heading is "don't lose access to your account!". Below the heading is a message: "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are three status items, each with a green checkmark icon: "Authentication Phone is set to +44 7" with a "Change" link; "Authentication Email Address is set to @hotmail.com" with a "Change" link; and "5 Security Questions have been configured." with a "Change" link. At the bottom, there are two buttons: a blue "Finish" button and a grey "Cancel" button.

You then click Finish to proceed to your account.  
You are then taken through a few into pages that you can click through (below)



You are then taken to your Office365 landing page, to then access Outlook emails etc.

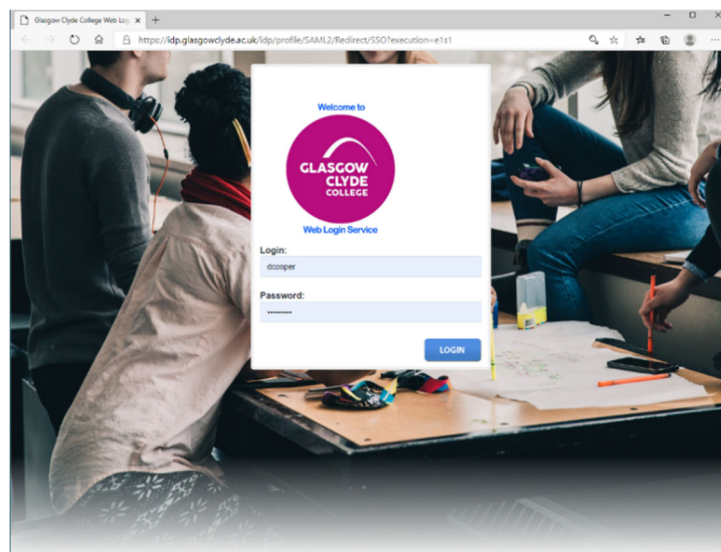


## Access to the Glasgow Clyde College Virtual Learning Environment (VLE)

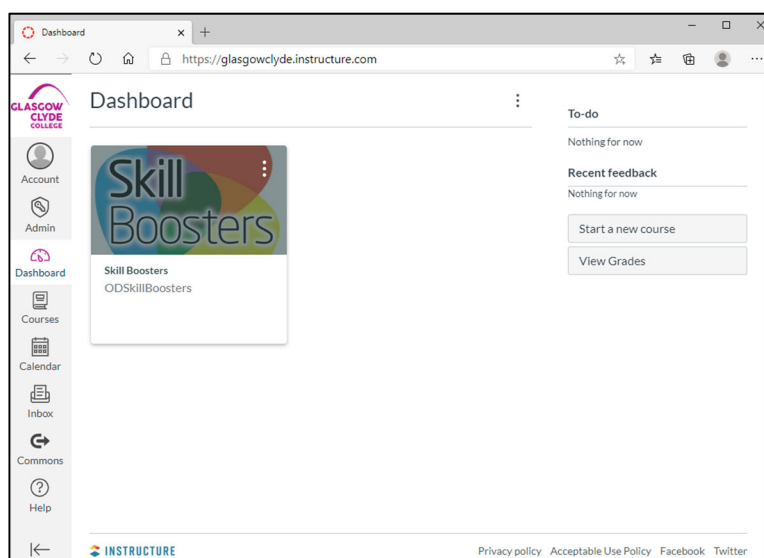
Students at Glasgow Clyde College have access to an online learning system that is accessible using your **Student Ref Number** and **Password** as shown in the section on student login details.

The VLE can be found at <https://glasgowclyde.instructure.com>

Initially you will be taken to the Glasgow Clyde College Web Login Service where you will enter your College username and password:



When you have successfully logged in you will have access to your VLE Dashboard. You will be automatically attached to courses in the VLE based on your programme of study. These will appear on the Dashboard page of the VLE.



## Access to the Glasgow Clyde College Student Wi-Fi Network

The student Wi-Fi network is accessible at any campus using your **Student Ref Number** and **Password**. When inside any campus building you can search for the Student Wi-Fi network on your mobile device or laptop and enter your account details when requested.

### Student Intranet

Links to the services mentioned in this guide and other useful information about Glasgow Clyde College can be found on the student intranet by going to <http://students.glasgowclyde.ac.uk>

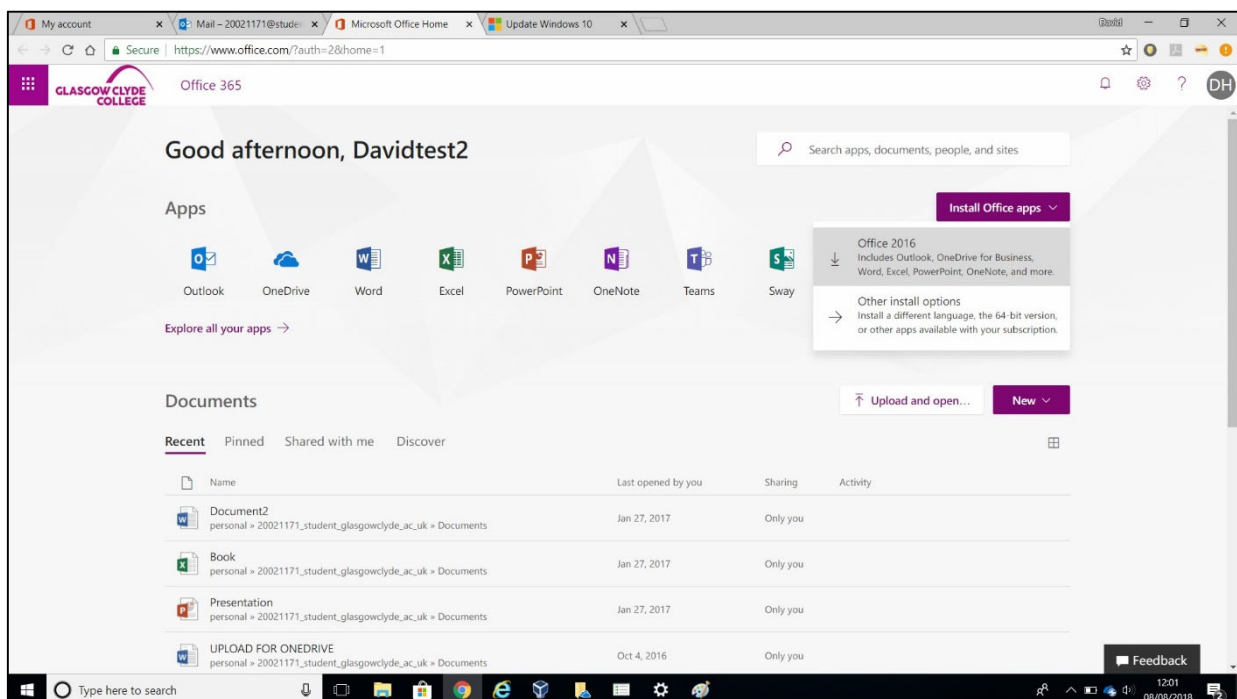
### Downloading the latest version of Microsoft Office

#### Microsoft Office 365

The latest version of Microsoft Office is now available to download and install free for all students with a College email account.

Get access to this benefit by going to **portal.office.com** and signing in with your **student email address** and **password**.

When you sign in you will be taken to the office apps screen:



From here select the “Install Office apps” link at the right of the page to download and install Office on your PC, laptop or Mac.

This link also has an option that will take you to the Install Office options to allow you to install office on your mobile device, tablet ipad etc.

If you select the “Office 2016” link a set up application will be downloaded to your PC and the installation process will begin. Follow the onscreen instructions to complete the installation process.

### **Additional Course Related Software**

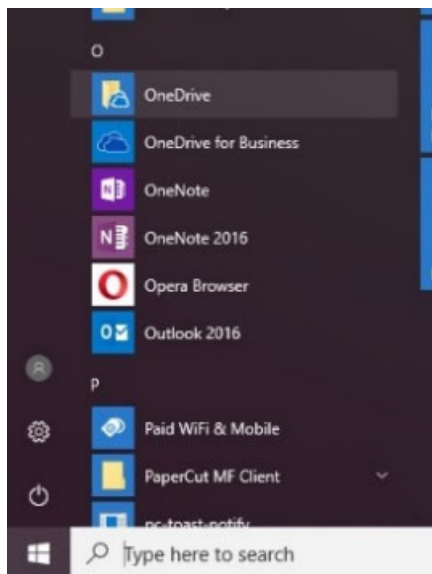
Some additional specialist software will be available for student download depending on the subjects being studied. Details of these additional downloads will be provided as part of your course induction process.

## Setting up Microsoft OneDrive

### Microsoft Office 365 OneDrive for Students

Microsoft Office 365 for students includes access to 1tb of online storage. To set up this application so that documents are synced from a local drive on your laptop or PC to the cloud storage first select the **OneDrive** desktop application from you start menu.

**NOTE:** Do not use the OneDrive for Business application.



You can then follow the onscreen instructions to complete the setup process. When you have completed the set up a new folder called OneDrive should be visible on your device. Any documents saved to this location will be copied to your cloud storage and can be accessed from any PC by going to <https://onedrive.live.com/about/en-gb/> and signing in using your **Student Email Address** and **Password**.

## **How to Access a Zoom Meeting**

Please watch this short video to show you how to use zoom.

<https://www.youtube.com/watch?v=hkCmbvAHQQ>