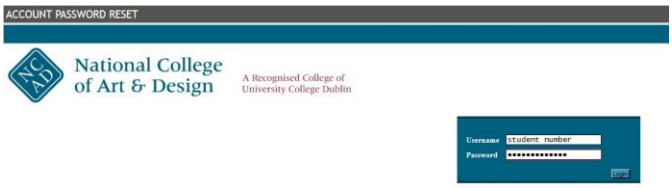
NCAD IT Support 2018

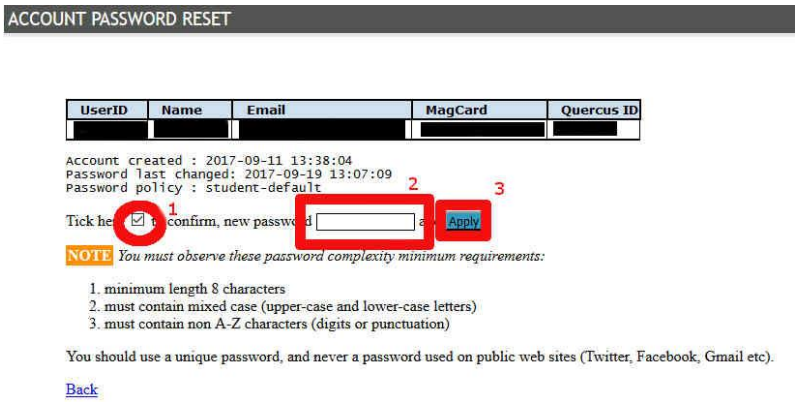
1. Reset Password from Date of Birth (DOB)

I. Go to https://password.ncad.ie when on campus – can use PCs in library

II. Put in your student number and DOB in the format ddmmyyyy and click Login



III. 1.Put a tick in box to confirm password reset
2.Put in a new password – *please follow the note and draft Password Policy (Appendix 1) for creating a new password i.e. use passphrases*
3.Click Apply to save the new password



IV. This new password is used for

- My NCAD portal
- Getting on NCAD wireless network
- Print System
- Discounts on the www.heanet.ie/store

2. Connecting to NCAD wireless

If on an Apple device just select NCAD as the wireless network and put in your username (student number) and the password you created above

Windows users will need to pop along to the IT Office any afternoon from 1.30 to 4 to get connected. Alternatively you can try and follow instructions on

https://www.ncad.ie/students/it-support2/wireless/

3. Student Email, Calendar, Drive (Google Apps for Education)

All new students should receive an activation email (by Friday 14th September) to your personnel email account

Details of how to use new NCAD account can be found at:

https://www.ncad.ie/students/it-support2/ncad-google-apps-for-education/

Please remember to always upload your work to Drive for safe storage of important files. When in Drive click on the Cog wheel on top right where you will have the option to download and install the "Drive Stream for Windows/Mac" app which makes it easier to drag and drop your files into Google Drive

Please turn on multifactor authentication on your NCAD Account.

Instructions can be found here:

https://www.ncad.ie/files/itsupport/instructions_1.pdf

4. Need to email large files

If sending internal to NCAD staff/students please use Google Drive

If sending external use https://filesender.heanet.ie

Log in with your username and password from 1 above

Use as you would an email program – details at

https://www.ncad.ie/students/it-support2/filesender-emailing-large-files/

Note if you need to send a number of files:

- put them in a folder
- zip the folder
- send the zipped folder

5. Photocopying, Printing, Scanning using the MFPs (Multi-Functional-Printers)

13 MFPs across campus

- 3 in Library (Granary Building)
- 1 in Paint (Granary Building)
- 1 in Design for Body (Granary Building)
- 1 in Ceramics,Glass & Metals(Granary Building)
- 1 in Product Design (Design Building)
- 1 in Visual Communication (Design Building)
- 1 in Education (Design Building)
- 1 in First Year Studies (Design Building)
- 1 on 1st Floor corridor (Harry Clarke Building)
- 1 in NIVAL (for NIVAL patrons only)
- 1 in basement of Annex (101 James St.)

Topping up

Can only top up your print account on-campus

To Top Up (and view your credit) either go to

https://landa.ncad.ie

Put in your username and password from Step 1 above

Follow the steps to either top up with a Paypal account or a Debit/Credit card

Detailed instructions can be found her:

https://www.ncad.ie/files/itsupport/OCP_TopUp_ncad.pdf

If you top up but the credit doesn't appear in your print account please send an email (from your student email account) with the receipt to ithelpdesk@ncad.ie

or

Pop along to the Library Issue desk and they can assist with topping up

How to Send your Print Jobs to Photocopiers

Number of methods:

a) The first method is uploading them to the Print portal @ https://landa.ncad.ie/
using your username and password from 1 above

b) The second method is by emailing your files to the print server. Simply attach the file you want to print to an email and send it to printme@student.ncad.ie
Then follow the instructions in the reply email you receive.

c) The third method involves saving the file you want to print into Google Drive or save onto a usb key. Go along to one of the four computers in the library, load your file onto the computer and click file print.

A pop up window should pop up asking you for your student number. Please put in your number and click OK. Print job should now be sent to the MFPs

Note option c) is the best method to use for printing Photoshop, Illustrator, Indesign files etc

Ideally save your file as a pdf before sending it to print. For instructions please go to

https://www.ncad.ie/students/it-support2/converting-files-to-pdf/

Logging into Photocopiers

There are two methods of logging onto the college photocopiers.

i. By swiping your Student card through the swipe on the top right hand side of the photocopier

ii. By inputting your NCAD username and password from 1) above

Photocopying

If you want to photocopy a document, simply login to the device and tap the Copy button near the LCD display. For more detailed instructions on how to copy documents please visit
https://www.ncad.ie/students/it-support2/on-campus-printing/

Scan to Email

To use the photocopiers as scanners you must first have access to your student Google Apps account. Then you must log into the photocopier and select the scan button. Detailed instructions one how to scan can be found at

https://www.ncad.ie/students/it-support2/on-campus-printing/

Costs

Printing Costs

Size	Price
A4 mono	8 cent
A4 colour	35 cent
A3 mono	16 cent
A3 colour	70 cent

Never use cheap Acetate sheets in the MFPs as it melts and costly to replace rollers.

Only use **special photocopy acetates** and only insert one at a time – if you put a batch in at a time the MFP may suck up a number together causing the rollers to jam and acetates to melt

Other information such as how to print multiple images per page can be found at

https://www.ncad.ie/students/it-support2/on-campus-printing/

6. Large Format Printing

https://www.ncad.ie/students/it-support2/on-campus-printing/large-format-printing/

7. Desktop/Laptop purchase

Excellent advice from Mark Jones at

https://www.ncad.ie/files/itsupport/Slides_-_1st_year_presentation_(MARK).pdf

Student discounts:

https://www.heanet.ie/store

Will need your username and password to avail of the offers

https://www.laptopsdirect.ie/

8. **Software purchase**

Can use either

https://www.software4students.ie/

https://www.heanet.ie/store

9. **Security**

Keep your device secure and updated

https://www.ncad.ie/students/it-support2/security/

10. **Electronic Repairs**

Windows devices:	LaptopLabs
	58 South Great Georges street, Dublin 2
Apple Devices:	CompuB
	111 Grafton Street, Dublin 2

11. **Policies**

Please ensure you are familiar with the policies at

https://www.ncad.ie/students/it-support2/it-policies/

12. Further Information

- **CHECK OUT IT SUPPORT SECTION OF NCAD WEBSITE FOR MORE UPDATES THROUGHOUT YEAR**

  https://www.ncad.ie/students/it-support2/

- **follow outages/maintenance work on Twitter**

  @ncadithelpdesk

- **log a ticket on**

  https://triage.ncad.ie

- **send an email from your NCAD student email account to**

  ithelpdesk@ncad.ie

- **pop along to IT Office during term 1 from**

  1.30pm to 4pm