

IT GUIDE: SETTING UP YOUR LEARNING PLATFORMS AND EMAILS



This guide will help you to log on to all your learning platforms.

Contents

Page 3	Check List for your learning platforms
Page 4	Step 1: Activate Your Accounts
Page 5	Step 2: IT Terms & Conditions
Page 6	Step 3: Upload Your photograph
Page 7	Step 4: Installing Your Multi Factor Account (MFA)
Page 8	Step 5: Log on To Your Durham Email Account
Page 9	Step 6: Log on To Your Learn Ultra Account
Page 10	Step 7: Log on To Your Teams Account
Page 10	Step 8: Mandatory Forms
Page 11	Further Information
Page 11	Useful Contacts
Page 12	Email Information
Page 13	Frequently Asked Questions

Your student number consists of 7 numbers and begins with a 2.....
e.g. 2345678 (this is an example).

Your Durham ID (also known as your Durham credentials) consists of 4 letters and 2 numbers
e.g. abcd12 (this is an example).

To log into your Durham accounts you need to use [abcd12@durham.ac.uk](#) (replace red writing with your own ID)

Your Durham **email address** is [name.familyname@durham.ac.uk](#) (replace red writing with your own **name.familyname**)

The email address linked to your zoom account is 2.....@student.durhamisc.com

This account is **NOT** to be used as your email account.

You must always communicate with staff in centre using your Durham account.

Check List for your learning platforms

Please make sure you have completed each step.

Have you...?

- A** Logged onto your Durham Account using the temporary password set by Student Central Support (CSS).

This password is made up of letters of your name and numbers from your birthday.

If you have **not** completed this, then please click here to go to [Step 1](#).

Once you have accessed the link, your accounts will begin to activate, so it is extremely important that each step is completed.

- A** Changed the password from your temporary password above – please make a note of this new password. [Step 1](#).
- A** Read and accepted the Terms & Conditions for the IT services you will be using [Step 2](#).
- A** Uploaded your photograph. This will enable your campus card to be printed [Step 3](#).
- A** Activated your Multi Factor Authentication (MFA) on a separate mobile device such as your mobile phone or tablet [Step 4](#).
- A** Activated your Durham emails [Step 5](#).
- A** Activated your Learn Ultra account. [Step 6](#)
- A** Activated your Teams account. [Step 7](#)
- A** Completed the mandatory form [Step 8](#)

Step 1: Activate Your Accounts

To be able to access the rest of your accounts, you need to make sure that you have completed each step-in turn.

Please click [here](#) to activate your Durham account.

Please click the link for Office 365 (highlighted yellow below).

<h3>Getting your emails</h3> <p>Via the internet</p> <ul style="list-style-type: none">• Access your emails wherever you are, via the Internet• To get started go to https://office365.dur.ac.uk• Enter your CIS username and password and you'll be taken straight to your mailbox	Example
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You will need to log in using your Durham ID (4 letters and 2 numbers)...
[abcd12@durham.ac.uk](#) (replace the **red** section with **your own ID**).

You will need to use the temporary password that has been emailed to you by our Central Student Support Team DurhamISC.CSS@studygroup.com – please check your junk/spam folder if you have not received this information. If you are unable to find this information, please contact DurhamISC.CSS@studygroup.com and request that the information is sent to you again.

This is a guide to the **temporary** password that is given to you for your first log in to this account. Once you log into this account, you **must** change your password to a memorable one (please make a note of it somewhere).

The **1st 2 letters of your Family name** (surname) in uppercase
Next the **month of your birth** as 2 numbers
Next the **1st 2 letters of your first name** (forename) in lowercase
Next the **date of your birth** as 2 numbers

(replace the **red** writing above with your own details)

For example – **william SH**akespeare born 23rd **April**
SH (1st 2 letters of your family name in uppercase)
04 (April is the 4th month)
wi (1st 2 letters of your first name in lowercase)
23 (date of birth)

The above example password would be **SH04wi23**

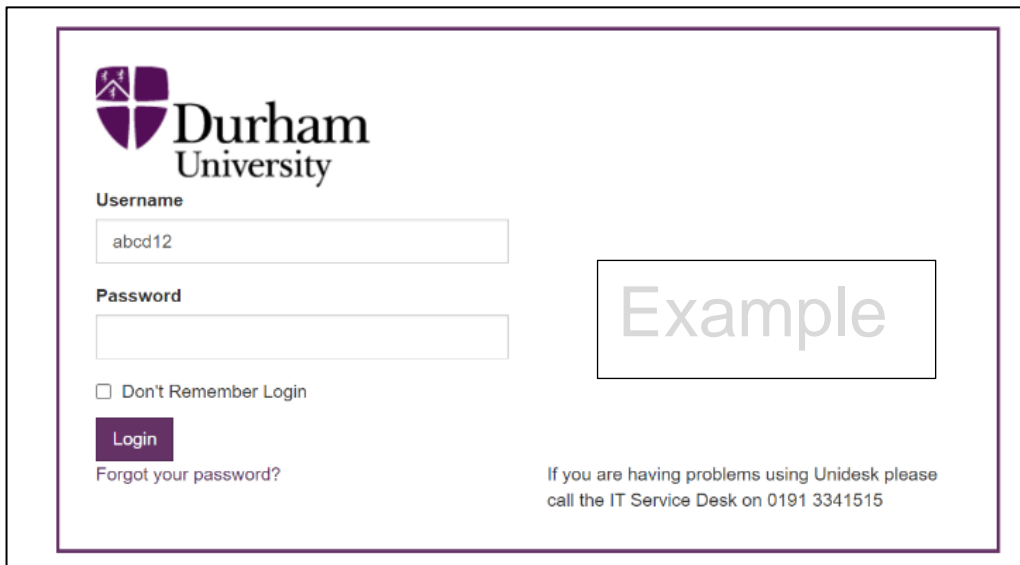
YOU MUST CHANGE YOUR TEMPORARY PASSWORD AS SOON AS YOU LOG INTO THIS ACCOUNT BECAUSE IT WILL EXPIRE!

Step 2: IT Terms & Conditions

You now need to accept the IT Terms & Conditions for your IT accounts.

[Click Here](#) To accept the Terms & Conditions.

You will need to add your Durham Username – **abcd12** (replace **red** writing with your own Durham username 4 letters and 2 numbers) and your password (that you created in step 1)



Example of what you will see

University regulations for the use of IT facilities

Durham University has approved a policy and regulations governing the use of all Durham University computing facilities which can be found in the following location <https://www.dur.ac.uk/cis/policy/regulations/>

In addition, Computing and Information Services has local regulations governing the use of its own facilities. These are available on the CIS website (www.dur.ac.uk/cis/policy)

Agreement

I agree that my use of University IT facilities will be in accordance with the aforementioned policies and regulations and I agree that if I breach these policies and/or regulations then my account may be closed without notice.

Confirm *

* Required fields

Example

Submit

Example of what you will see

Step 3: Upload Your Photograph

You now need to upload your photograph

This needs to be taken on a plain background with no restrictions to your face.

Delaying this process will also delay receiving your campus card – you need to have your campus card to be able to access the building (you will not be permitted to enter the building if you do not have your campus card), it must be worn, at all times on campus so that you are identified as a student.

Please [Click Here](#) to upload your photograph

Campus card photo upload

Please upload a photo using the "Attach file" button below, your photograph needs to be in the following format:

- * 198 wide x 239 high (pixels)
- * File Type JPEG (.jpg file extension)
- * The picture should be clear and in focus
- * Head and shoulders passport style picture on a plain white background
- * A picture of you looking straight at the camera (eyes open, no sunglasses or tinted lenses)
- * Your face should not be obstructed by a hat or other items of clothing
- * You should not wear clothing of similar colour to the background

Durham Username *

Attachment *

I confirm the photo is a true likeness of myself Yes *

Example

Example of what you will see

Step 4: Installing Your Multi Factor Authenticator – MFA



For security, you need to download the Microsoft Authenticator app on a separate mobile device such as your smartphone.

Once you have downloaded the app on your smartphone, please follow the instructions for installation on your computer.

- [Click here to watch the video guide](#)
- [Click here to set up your MFA](#)

You will need to log in using [abcd12@durham.ac.uk](#) (replace the red writing with your own credentials)

Do not use the same device – it must be a separate device to your main study device.

Do not activate it on a friend's device.

When you are not on campus, you will be prompted at times to authorise your activity using this app when logging in to any of your Durham accounts.

If you lose, break, or replace the device that you install the app on, then you will need to contact Durham IT for help in resetting your Authenticator.

- **(+44)0191 334 1515** - Mon-Friday 8am-8pm)
- [IT service desk](#)

- For further information on Multi Factor Authenticator (MFA) – [Click Here](#)
- [MFA User Guide](#)
- Information on changing your device (smartphone) – [Click Here](#)

Step 5: Log On To Your Durham Email Account

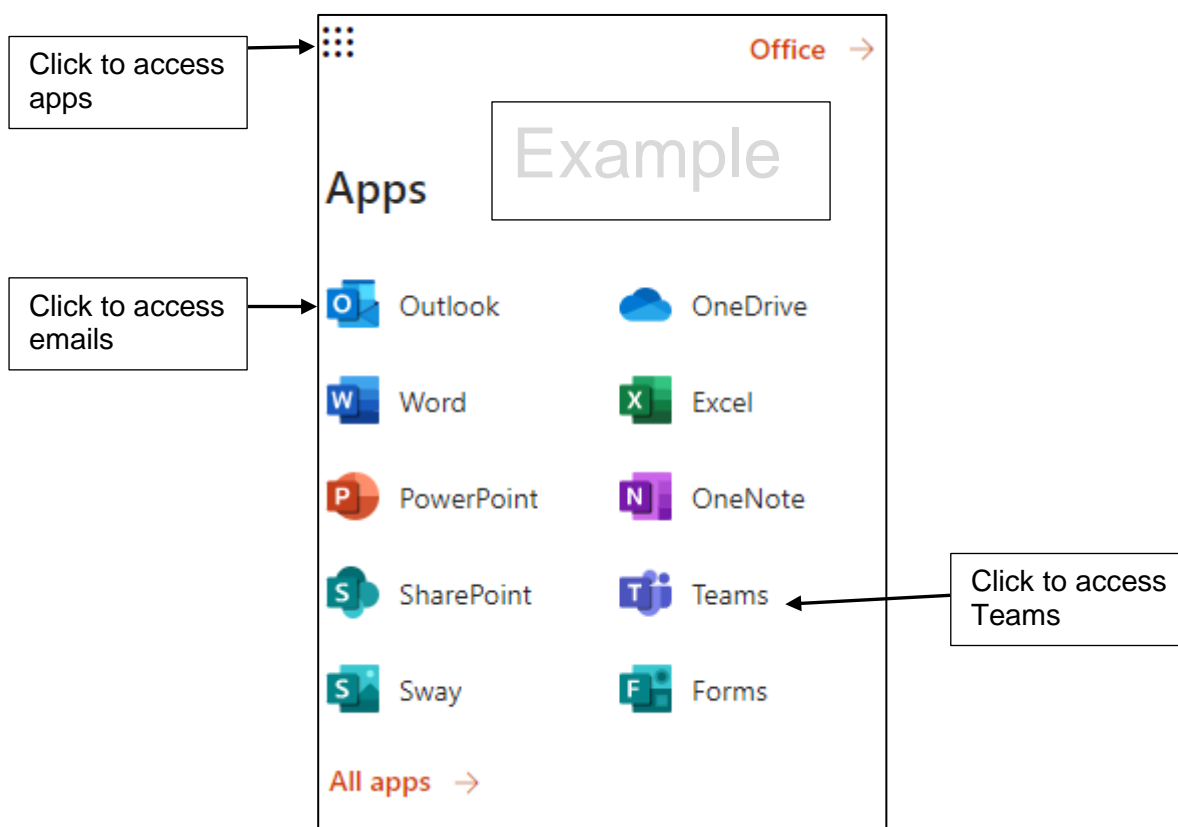
This email account is where you will receive emails from us here in the centre and the email account that you must use to send emails to us – it is very important that you activate this account and use it regularly so that you do not miss out on any important information.

[Click here](#) to access your office 365 account and emails.

You will need to use your Durham ID address to log on to your Durham 365 account:

- [abcd12@durham.ac.uk](#) (replace the **red** writing with your own ID)
- Password = the new one that you have created in [step 1](#)

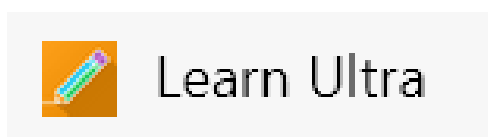
Here you will find access to your One Drive, Emails and Teams.



The email address for this account is [name.familyname@durham.ac.uk](mailto:example@durham.ac.uk) (replace the red writing with your own name and family name)

Step 6: Log on To Your Learn Ultra (Blackboard) Account

Your next step is to log onto Learn Ultra



This is a platform for your learning materials, exams and information.

[Click Here](#) to access your Learn Ultra account.

You will need to use your Durham ID address to log on to Learn Ultra:

abcd12@durham.ac.uk (replace the red writing with your own ID)

Your password = the new one that you have created in **step 1**

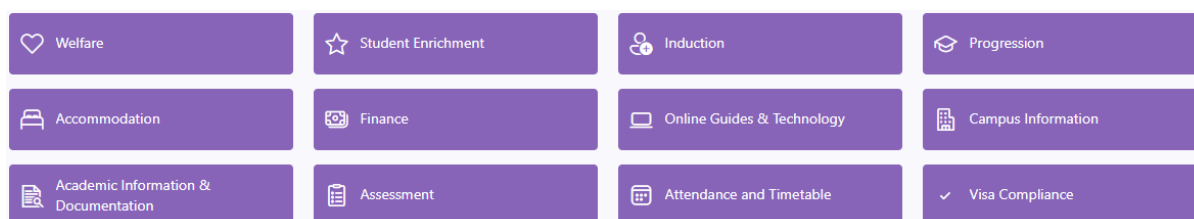
You will have access to your teaching modules on here.

If you are not able to see your teaching modules on here, then please notify durhamiscstudentsupport@studygroup.com

Please remember to include your student number 2..... and Durham ID abcd12 when you send the email.

Sharepoint

Once you start your course you will have access to a Sharepoint Virtual Reception (VR). This will contain valuable information for you regarding Visa Compliance, Attendance, Welfare, Student Enrichment etc. You are strongly advised to familiarise yourself with its content.



Step 7: Log on To Your Teams Account



Your next step is to log into your Teams account.

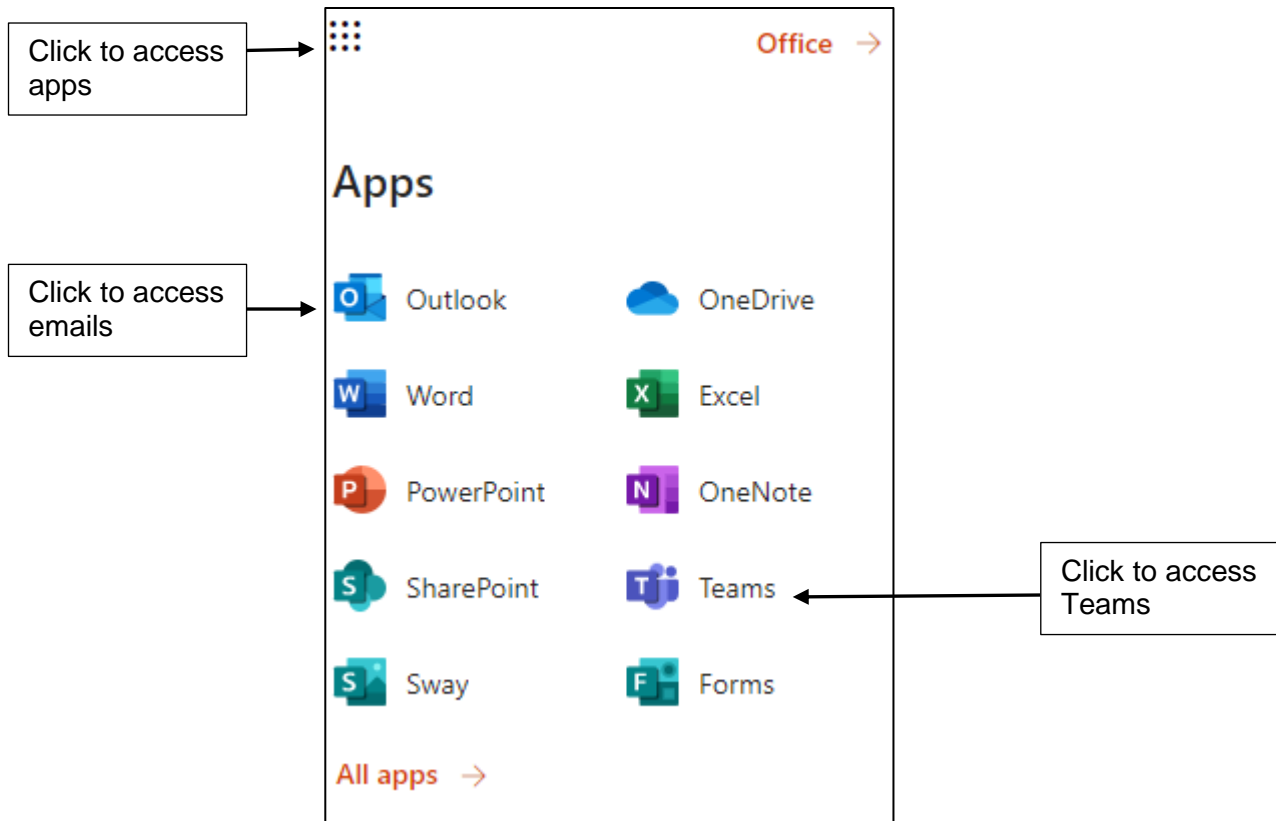
This platform will be where you will take part in your online classes, receive online meetings and APT sessions.

You can log onto Teams via your **365 account in Step 5** or click this link [Teams](#)

You will need your Durham ID address to log on to Teams:

abcd12@durham.ac.uk (replace the red writing with your own ID)

Your password = the new one that you have created in **step 1**



If you are not able to see your teaching groups on Teams, then please notify durhamiscstudentsupport@studygroup.com

Please remember to include your student number 2..... and Durham ID abcd12 when you send the email.

Step 8: Mandatory Forms

You now **MUST** make sure you have completed the following mandatory form.

Please click the link below, complete the required information, and submit your form – you will receive a receipt after you have submitted your form.

Mandatory Form

Further information

You may have heard about Padlet and Insendi

Insendi is a platform you will use for your English Skills and Padlet is an interactive learning aid mainly used in your teaching sessions. You will be added to these platforms very soon, please be patient.

Once you have been added, you will receive an email to your Durham emails which will ask you to click a link and activate your accounts.

You will then need to change the log in password to your own memorable password.

If you do forget your passwords with both these accounts, you will be able to click 'forgot password' and then you will receive an email to your Durham emails with an activation link to reset your password.

Useful contacts

Student support helpdesk – Any questions you may have can be sent here
durhamiscstudentsupport@studygroup.com

Student Experience – Questions relating to arrivals/departures, accommodation after you have arrived, clubs, societies etc can be sent here:
durhamiscstudentexperience@studygroup.com

Welfare – if you have anything that is worrying you, you need to talk or have health concerns:
durhamiscwelfare@studygroup.com

Email Information

Please remember your email etiquette when emailing staff in centre.

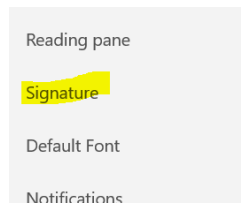
You will need to provide your Student number and name – it is a good idea to add this information to your signature banner on your emails.

- Open your email page.

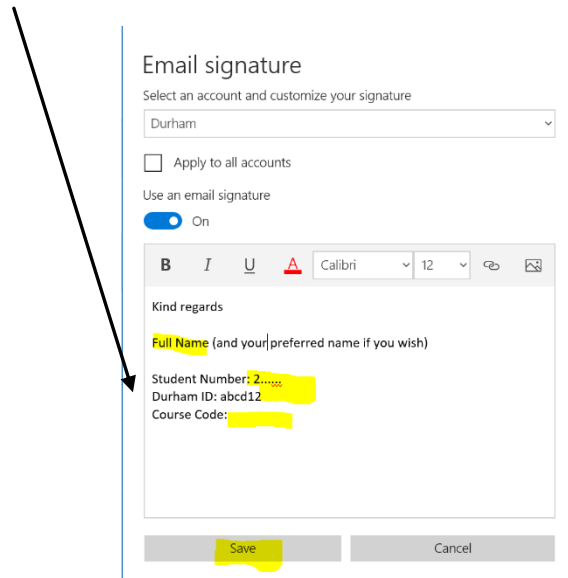
- Click on your settings icon



- Click on signature



- Enter the details you would like to see on your email banner and click save.



Please remember not to email multiple departments or send an email multiple times. This can possibly delay your response time.

Please also remember that here in the UK our working week is Monday to Friday.

If you email a department, they will aim to respond to you within 1-2 days of the working day week.

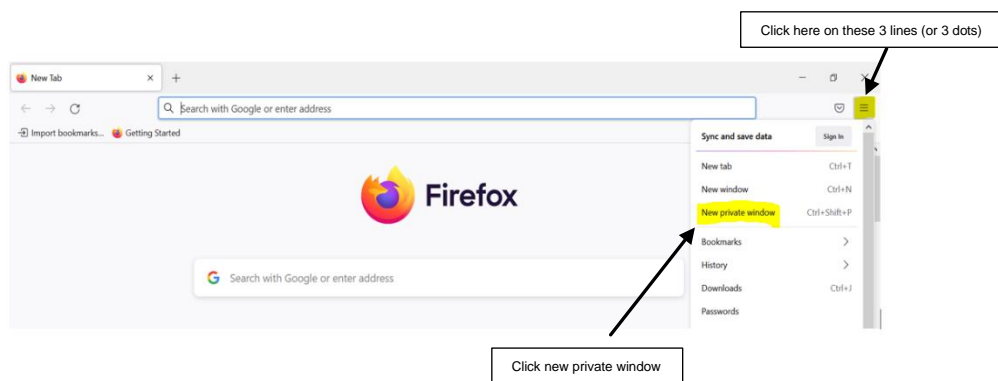
Frequently Asked Questions

I already have created my Studygroup Zoom account, but it will not let me log in – you can also use this solution if you are struggling to log into any of your other accounts.

Your account may be remembering your Durham log in details and trying to sign into your Studygroup Zoom with those details.

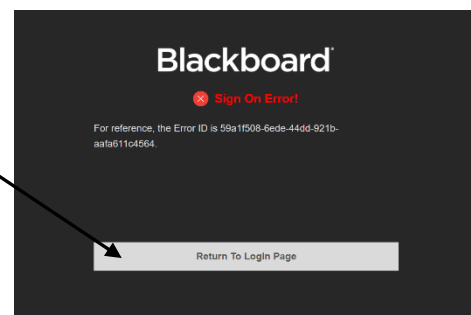
There are 3 ways in which you should be able sign in without this happening.

- Open a new browser and try your log in again.
- Use the following link to log out of your Durham account <https://login.microsoftonline.com/common/oauth2/logout>
- Open a new tab in private view and this will prevent your cookies remembering your Durham credentials which will stop you logging into your Studygroup Zoom account.



I see a black screen when I try to log into Learn Ultra.

Blackboard (Learn Ultra) has just logged you out.
Please click the white bar – Return to Login Page



I cannot access my accounts because of the MFA.

If you are having problems logging into your accounts because of you MFA then please refer to the MFA section – [click here](#).

I have been locked out of my accounts as I have forgot my password.

For - Teams, Learn Ultra, and your Durham emails – contact [IT service desk](#)