



**Welcome to
Durham University International Study Centre**



**Your guide to
setting up your learning
platforms and emails**

This guide will help you to log on to all your different accounts.

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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 or CIS Username) consists of 4 letters and 2 numbers e.g., **abcd12** (this is an example).

To log into your Durham accounts (Teams, Learn Ultra, Durham emails) 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, Insendi and Wiseflow 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 email account (not your personal account).

IT Check List

Please make sure you have completed each step.

Have you...?

- Activated your Multi Factor Authentication (MFA) on a separate mobile device such as your mobile phone or tablet [Step 1.](#)

- Set up the Self-Service Password Reset and changed the temporary password sent to you by Student Central Support (CSS) [Step 2.](#)

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

If you have **not** completed this, then please do this now to prevent your account being locked.

- Uploaded your photograph. This will enable your campus card to be printed [Step 3.](#)

- Read and accepted the Terms & Conditions for the IT services you will be using [Step 3.](#)

- Logged on to your Durham emails [Step 4.](#)

- Logged on to your Teams account [Step 5.](#)

- Logged on to your Learn Ultra account. [Step 6.](#)

- Completed the mandatory form [Step 7.](#)

Step 1: 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.

Set up Multi-Factor Authentication (MFA)

The University use Multi-Factor Authentication for a large range of services to provide an additional level of security (also known as Two-Factor Authentication). It provides you with two 'factors' that are needed to access a system (as opposed to a single factor in your password): something you know (such as a password) and something you have (such as a device).

We are rolling our MFA to a larger number of services, therefore we require **all** staff and students to have MFA setup.

[Find out more about MFA](#)

[Set up MFA now](#)
[Click Here](#)

Click [HERE](#) to access Durham IT MFA information.

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 change the device that you installed the MFA app on you will need to follow this [guidance](#). If you lose or break the device that you installed 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)
- Click [Here](#) to watch a video guide to setting up your MFA
- If you are having problems, please click this link to contact the [IT Service Desk](#)

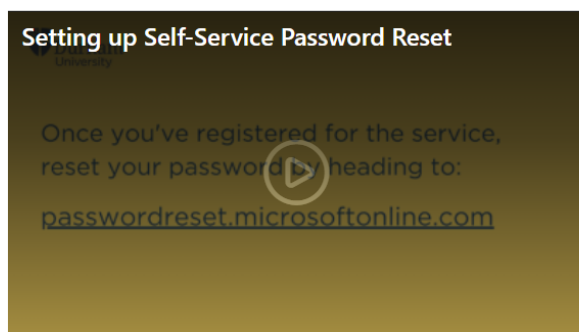
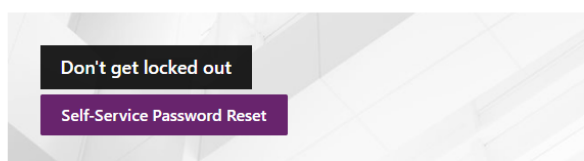
Step 2: Self-Service Password Reset

You now need to click on the [Self Service Password Reset](#) and change the temporary password that you received from DurhamISC.CSS@studygroup.com

Set up the Self-Service Password Reset ⇨

Make sure you don't get locked out by setting up the Self-Service Password Reset tool.

Whether you forgot your password, you want to make it more memorable, or it's been compromised, you can reset it yourself, as long as you set your account up in advance.



[View a transcription of this video](#)

This temporary password that you received from DurhamISC.CSS@studygroup.com was a mixture of letters from your name and numbers from your date of birth.

This is a **temporary** password; you **must** change your password to a memorable one (please make a note of it somewhere safe).

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 SHakespeare** 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)

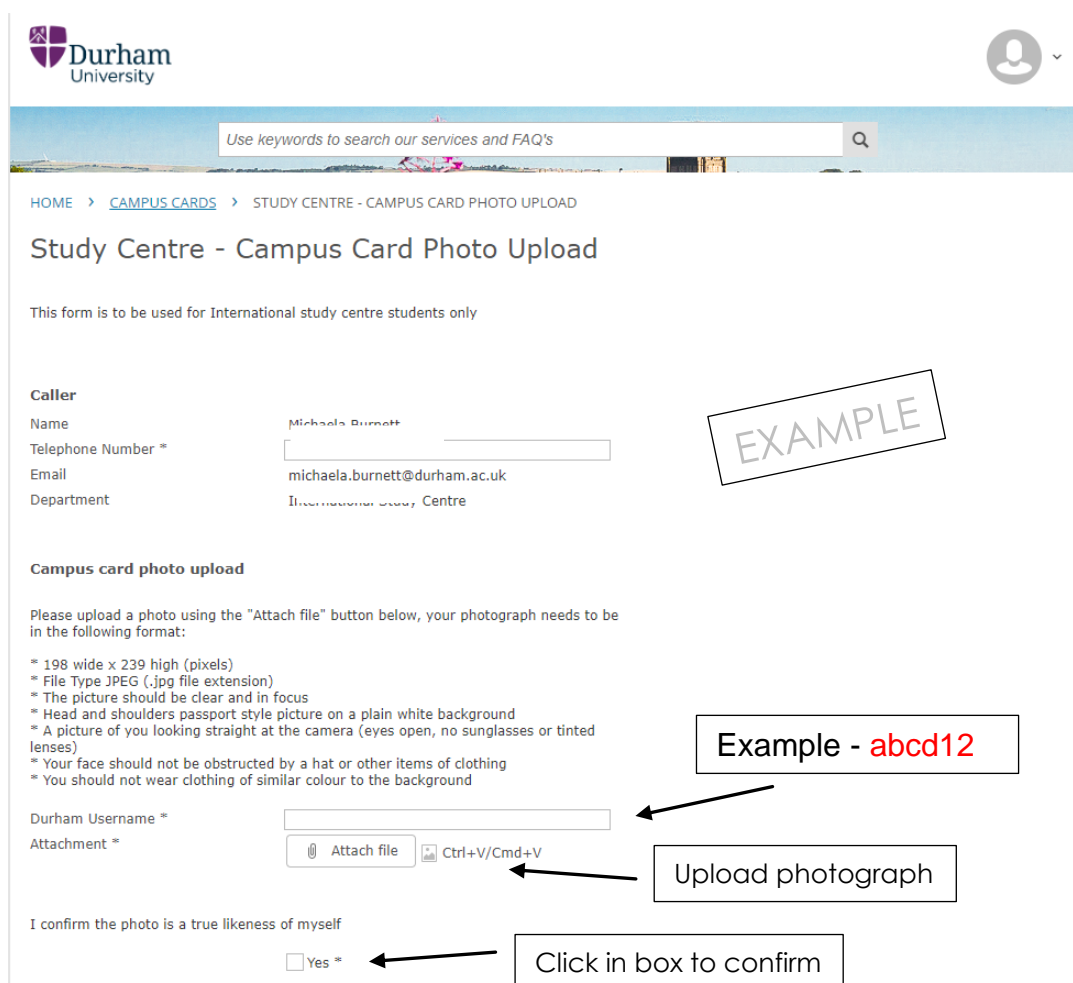
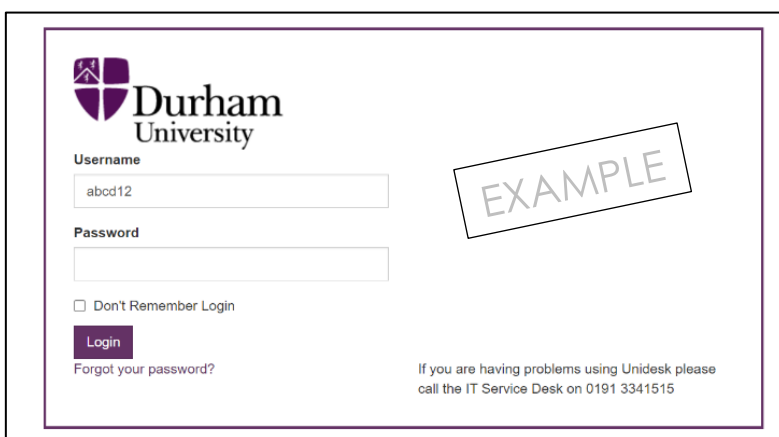
The above example password would be **SH04wi23**

Step 3: Upload Photo & Accept the IT Terms & Conditions

You now need to upload your photo and accept the IT Terms & Conditions for your IT accounts. The photograph needs to be taken on a plain background with no restrictions to your face.

[Click Here](#)

You will need to sign in with 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 2](#))



Step 3: continued ...

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

Click in box to confirm

Click Submit → Submit

Example

- 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).
- Your campus must be worn on the lanyard provided, **at all times** on campus, so that you can be identified as a student. If we cannot identify you as a student, you may be asked to return to your accommodation to collect your campus card.

Step 4: Log on To Your Durham Email/365 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.

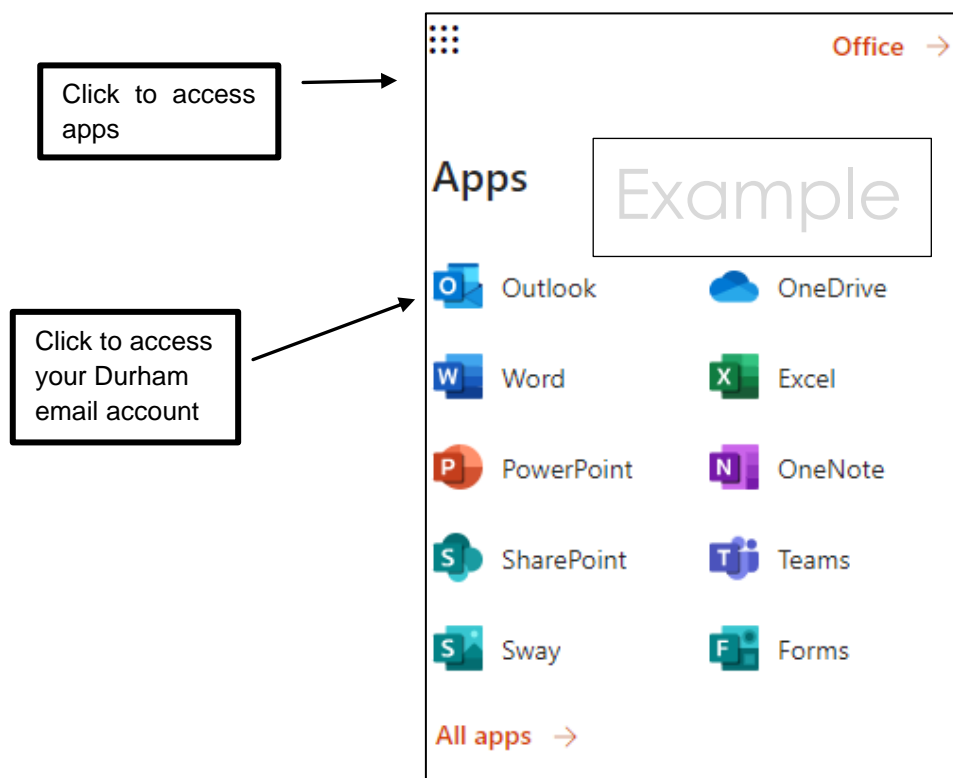
It is very important that you activate this account and use it regularly, so that you do not miss out on any important information.

[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 2](#)

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



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

Step 5: Log on to Your Teams Account



Please make sure that you can now log onto your Teams account.

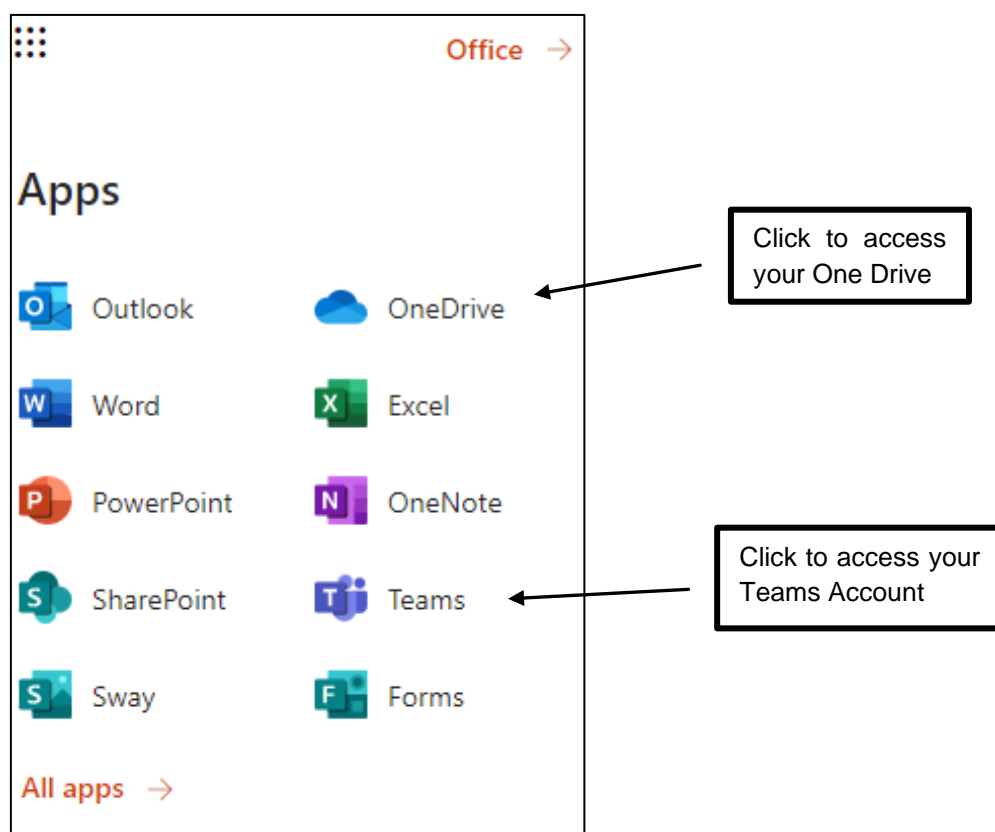
This platform will be where you will take part in online classes or activities, receive online meetings and online APT sessions.

You can log onto Teams via your **365 account** in [Step 4](#) 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 2](#)



If you have any problems accessing Microsoft Teams, please notify durhamiscstudentsupport@studygroup.com as soon as possible.

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

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

Your next step is to log onto Learn Ultra



Learn Ultra

This is a platform for your learning materials, online exams/assignments, and module 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 2](#)

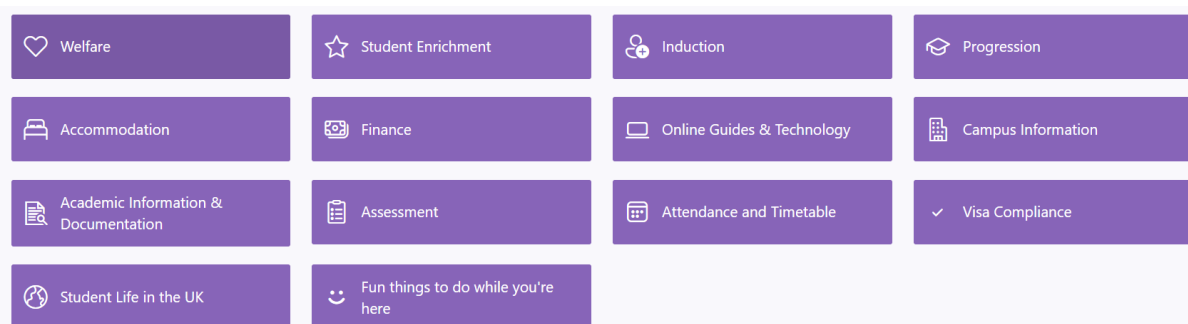
You will have access to your teaching modules on here.

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 regularly with its contents.



Step 7: 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 and you only need to submit this form once.

Mandatory Form

Further information

You may have heard about Padlet, Insendi and WISEflow.

Insendi is a platform you will use for your English Lessons and your WISEflow account is where you will take your English formative and summative exams.

Once you have been added to the Insendi and Wiseflow accounts, you will receive an email to activate your account to your study smart address 2.....@student.durhamisc.com

Your default password for this account is your date of birth in the following format – **DDMMYYYY**.

Padlet is an interactive learning aid mainly used in your teaching sessions. Once you have been added to your Padlet account, you will receive an activation email to your Durham emails.

You will be added to these platforms very soon, please be patient.

If you forget your passwords with both these accounts, you will be able to click '[forgot password](#)' and then you will receive an email with an activation link to reset your password.

Email Information

Please remember your email etiquette when emailing staff in centre.

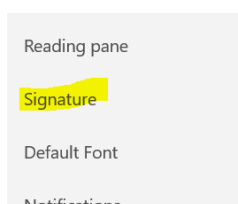
You will need to provide your student number and name – it is a good idea to add this information to your signature banner on your emails.

- Open your email page.

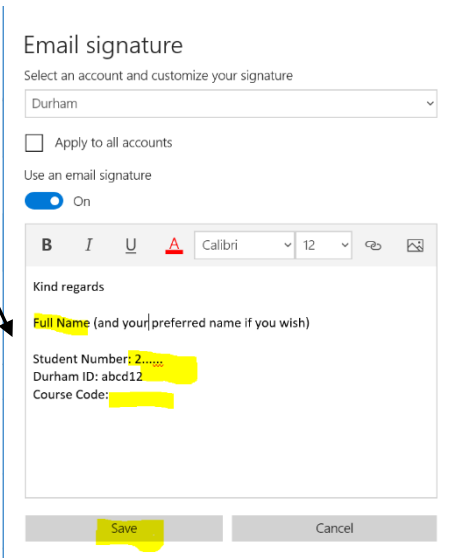
- Click on your settings icon



- Click on signature



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

A screenshot of an 'Email signature' configuration window. At the top, it says 'Email signature' and 'Select an account and customize your signature'. Below that is a dropdown menu with 'Durham' selected. There is a checkbox for 'Apply to all accounts' which is unchecked. Under 'Use an email signature', there is a toggle switch set to 'On'. Below the toggle is a rich text editor with formatting options: Bold (B), Italic (I), Underline (U), a red strikethrough icon, a font dropdown set to 'Calibri', a size dropdown set to '12', and icons for link and image. The text area contains 'Kind regards' followed by 'Full Name (and your preferred name if you wish)' (highlighted in yellow). Below that are three lines of text: 'Student Number: 2.....', 'Durham ID: abcd12', and 'Course Code:'. At the bottom are 'Save' and 'Cancel' buttons, with 'Save' highlighted in yellow. An arrow points from the 'Full Name' text to the 'Save' button.

Please remember **not** to email multiple departments or send an email multiple times. This can 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 2 days of the working day week.

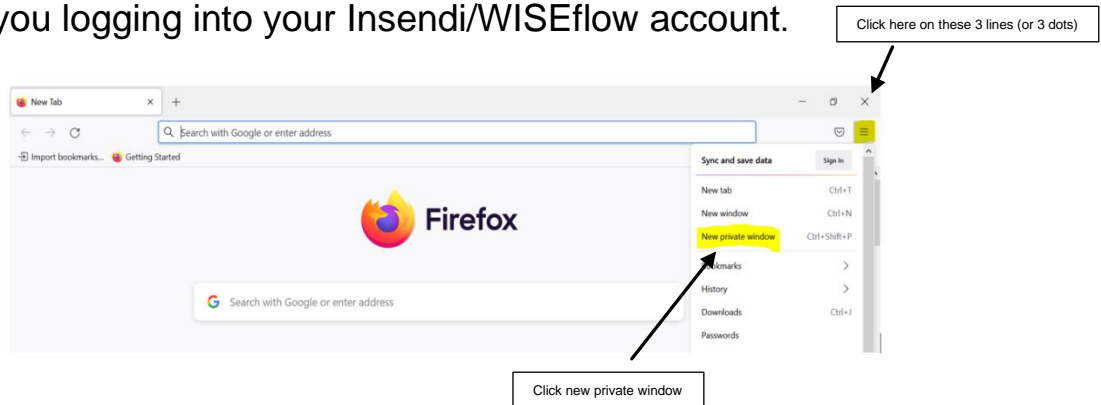
Frequently Asked Questions

I already have created my Insendi/Wiseflow 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 Insendi/Wiseflow with those details.

There are 3 ways you can sign in to stop this happening.

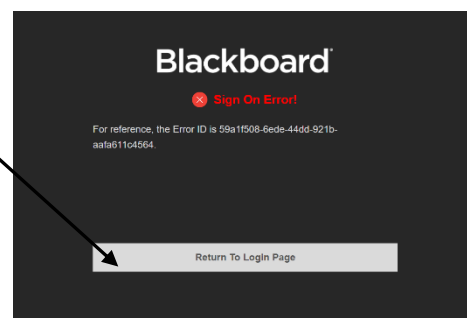
- Open a new browser and try your log in again.
- Use the following link to log out of your Durham account
<https://login.microsoftonline.com/common/oauth2/logout>
- Open a new tab in private view and this will prevent your cookies remembering your Durham credentials (which will stop you logging into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



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

Learn Ultra (Blackboard) has just logged you out due to inactivity.

Please click the white bar – Return to Login Page



Frequently asked questions continued ...

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](#)

For – Insendi, WISEflow or Padlet – click ‘**forgot password**’ and you will be emailed an activation email.

I have not received any information to log into my Padlet/Insendi/Wiseflow

We are in the process of adding you to these platforms. This is usually carried out during induction, but if you have not received any details by the end of your second week – please contact durhamiscstudentsupport@studygroup.com (please remember to include your student ID – 2..... and Username abcd12).

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