



## Remote Student Guidance (HFE) – April 2020

When studying from home there are a range of tools you can use to obtain secure access to college systems. Common scenarios for students studying at home are covered below.

If you need IT support when working from home please email [IT\\_Helpdesk@havering-college.ac.uk](mailto:IT_Helpdesk@havering-college.ac.uk) as first point of contact where possible. You can also dial 01708 462 780 to reach the Helpdesk via phone.

### Contents

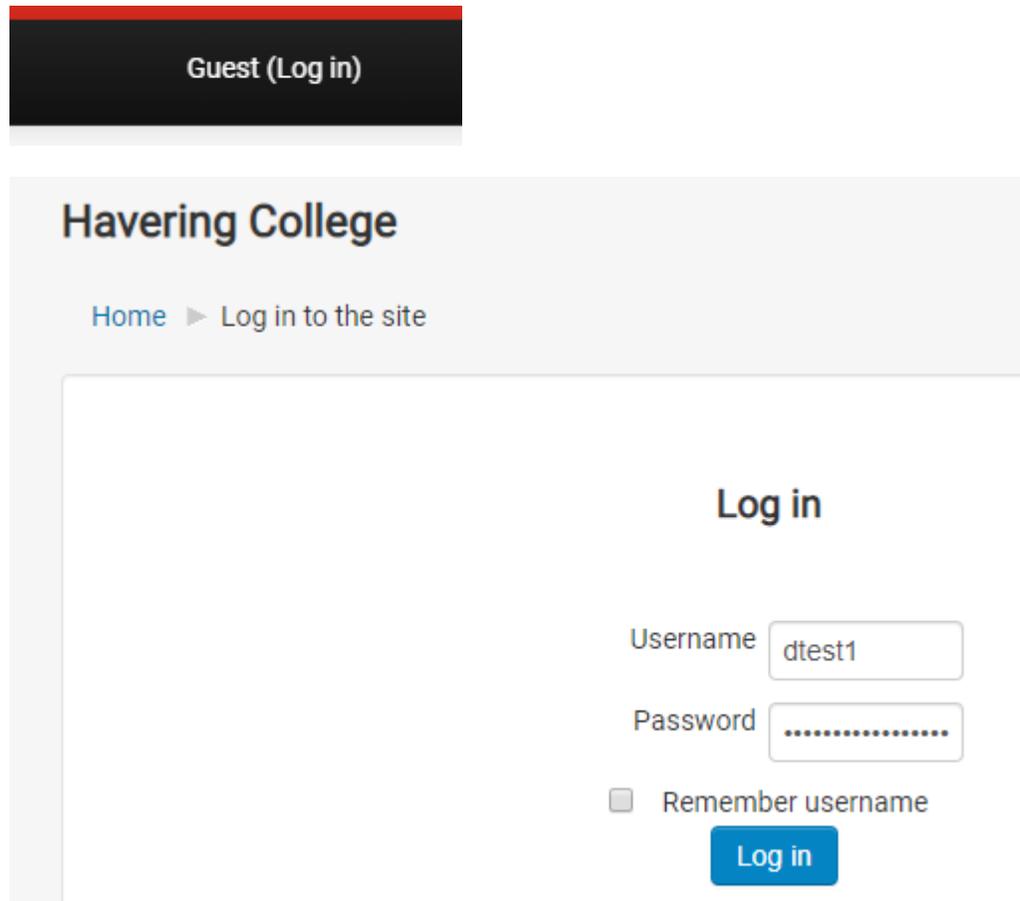
Moodle .....	2
College email .....	3
OneDrive .....	4
Installing Office on your own device .....	5
Joining video conferences with Microsoft Teams .....	6
Joining a class Team.....	7
Adobe Creative Cloud .....	8
Further student software offers .....	9
ProPortal .....	10
Changing your password .....	11
Considerations when using home broadband.....	12
Adjusting to working from home.....	12
Clearing browser cache .....	13
Connecting to a remote support session with ScreenConnect .....	15

## Moodle

The Havering College Moodle site is accessible from home using a web browser. Go to the link below to access the VLE where your online class materials are stored:

<https://student.havering-college.ac.uk>

Log in using the link in the top right hand corner. Enter your normal college username and password.



Guest (Log in)

# Havering College

[Home](#) ► [Log in to the site](#)

## Log in

Username

Password

Remember username

## College email

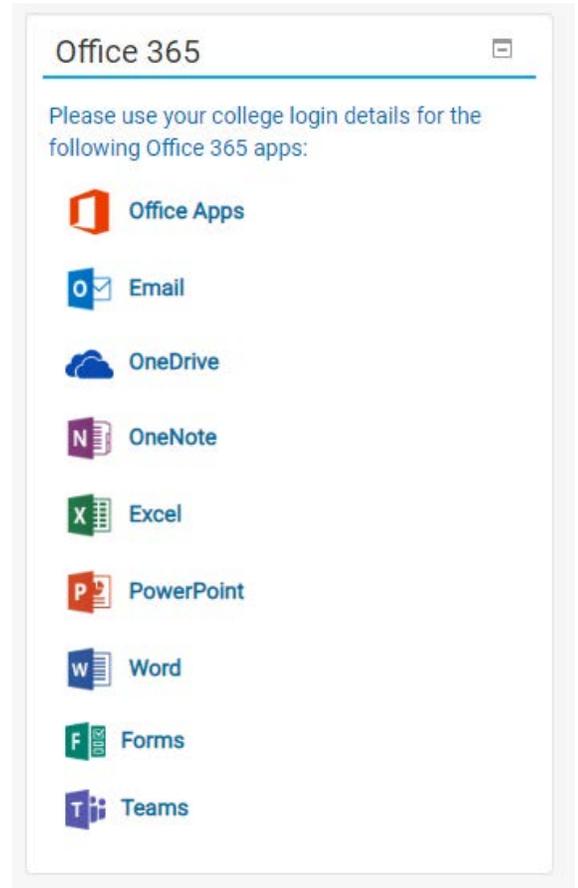
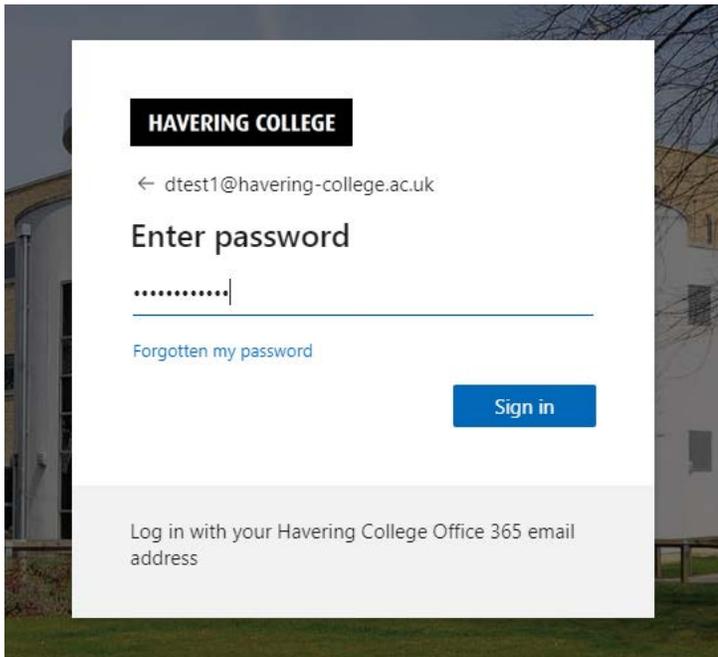
To access your college email from home log into Office 365 Outlook Web Access (OWA) using the link below

<https://outlook.office365.com/owa>

(you can also use the link in the Office 365 block on Moodle)

When asked for your username enter your full email address and network password

If working from your own personal device click **No** when asked if you want to stay signed in (for security)



## OneDrive

You may already be using OneDrive to store files. Working from home you will need to use the web browser version, which can be accessed using the link below:

<https://hcfhe.onedrive.com>

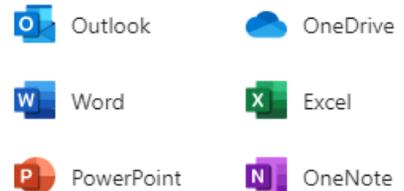
You can also switch to OneDrive from any other Office 365 service (e.g. email) by using the “Waffle” menu in the top-left hand corner of the screen:



To make remote working as easy as possible please consider moving files from your Documents (U: drive) to OneDrive where possible.

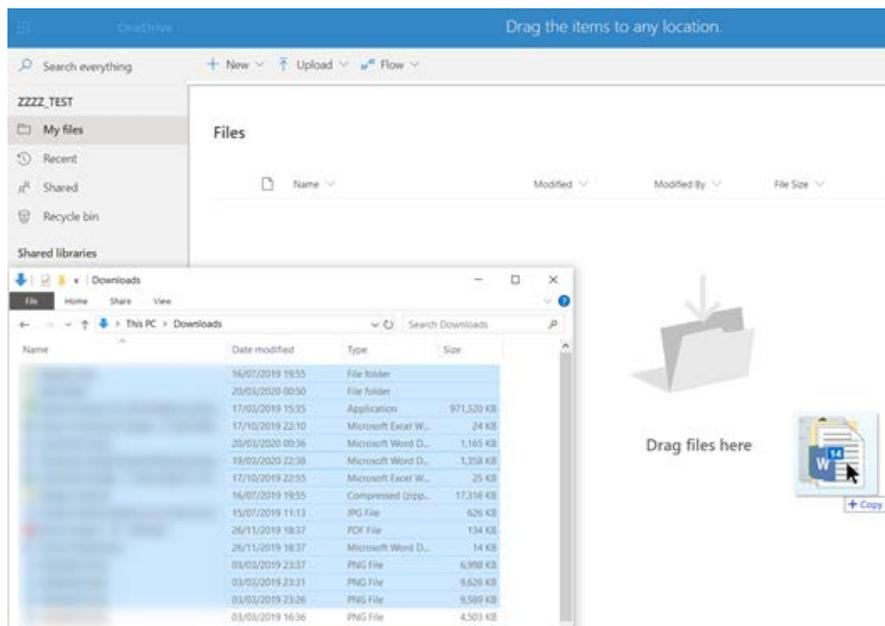
You can edit Office files in the browser easily by opening them from the Files list. If you need to use the desktop version of a particular program click “Open in Desktop App” to save directly to the cloud.

### Apps



You can also click on ‘Upload’ to choose files or folders to be uploaded to OneDrive.

A quick way of uploading multiple files or folders is by selecting them from the file explorer and dragging them directly into the OneDrive window. (Please note if you try to upload a large number of files or files that are particularly large in size, the upload may take a long time to complete.)

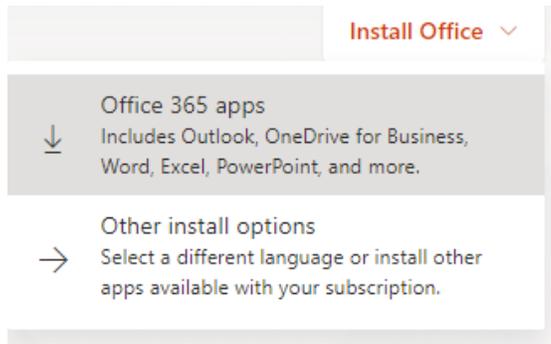


## Installing Office on your own device

You are entitled to use the full Office suite at home using your college login. To download and install on a PC or Mac go to the following link:

<https://www.office.com>

Click on **Install Office** then click **Office 365 apps**



An installer file will download, click on it to run and when prompted enter your college email address and password to activate the software. You can install this on up to 5 different devices (PC, Mac, iPad, Android etc.)

Note: ensure you do not already have a version of Office already installed on your device before continuing.

You can install the Android and iOS versions of Office from their respective app stores:



<https://apps.apple.com/us/app/microsoft-office/id541164041>



[https://play.google.com/store/apps/details?id=com.microsoft.office.officehubrow&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.microsoft.office.officehubrow&hl=en_GB)

Please also be aware that signing into Office with a college account will display your recently opened college documents in Word etc. Ensure your device is secure and that you have your own private user account (i.e. not shared with another member of family)

## Joining video conferences with Microsoft Teams

Your tutor may use Microsoft teams to speak with you remotely using its native audio and video calling functionality. To use video and audio calling you will need either a headset, webcam or a device with an integrated camera e.g. laptop, smartphone or tablet.

You will need to install the Microsoft Teams app from Microsoft, which will allow you to join online meetings and view resources uploaded by your tutor.

To download the Teams app go to the link below:

<https://teams.microsoft.com/downloads>

Click Download Teams and follow the onscreen instructions to install.

**Teams on your desktop. It's just better.**

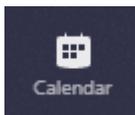
↓ Download Teams

Log in with your college email and network password when prompted.

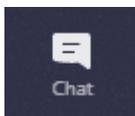
- If you're not already signed into Office 365 you will see the usual login screen.
- When asked for your username enter your full email address and your network password

Once you are logged in you can look in the calendar for scheduled Meetings which your tutor will create. You should also receive an email invitation to join the meeting in your college email.

Click **Calendar** from the menu on the left side of the screen:



You can also send an instant message using the **Chat** button

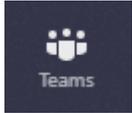


Also if possible try using the Blur background feature (if your device supports it) by following the guide below:

<https://support.office.com/en-gb/article/blur-your-background-in-a-teams-meeting-f77a2381-443a-499d-825e-509a140f4780>

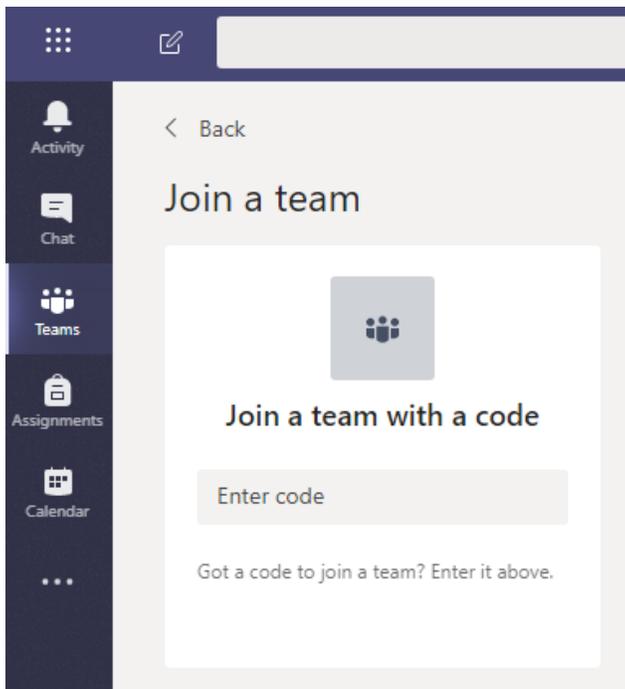
## Joining a class Team

Your tutor may have created a Team that contains lesson resources and allows communication between your class groups. To join your class click on the **Teams** button from the left hand side of the screen:



Your tutor will send you a code that lets you join the Team for your specific course.

- ✓ In the window that appears enter your code in the box **Join a team with a code**
- ✓ When done click **Join Team**



# Microsoft Teams help & learning

Microsoft also provide a handy [Quickstart Guide](#) which will help you to get familiarised with the Microsoft Teams app

<https://news.microsoft.com/en-gb/2019/01/16/everything-you-need-to-know-about-microsoft-teams-in-five-pictures/>

## Adobe Creative Cloud

Students can use Creative Cloud apps such as Photoshop from home using college licensing. This scheme is a temporary offer from Adobe to support students studying at home during the COVID-19 pandemic.



Use the link below to open the Adobe Creative Cloud login page:

<https://creativecloud.adobe.com/apps>

Enter your college email address, click Continue then sign in on the Havering College login screen as usual (email address + network password)

### Sign in

New user? [Create an account](#)

Email address

dttest10@havering-college.ac.uk

Continue

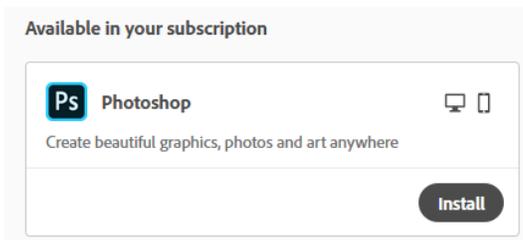
If prompted to select an account click Company or School Account



Company or School Account



From apps panel that appears choose the product you wish to install e.g. Photoshop



Once the installer downloads click on it then follow the on-screen prompts to install the software. You may need to provide your username and password again during the download process.

Note: Adobe products are large downloads so make yourself a warm drink while you wait!

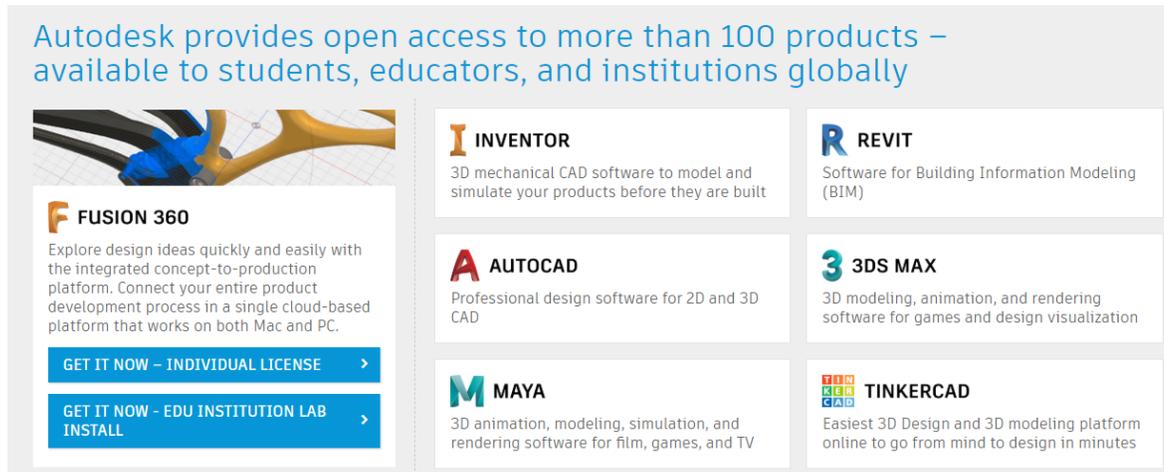
## Further student software offers

in addition to Microsoft and Adobe's offerings other software suppliers also provide free licenses for students working on their own devices at home.

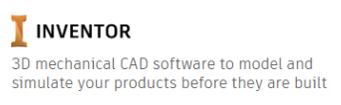
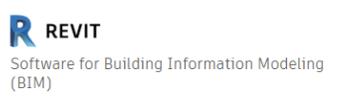
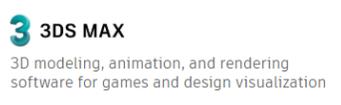
### Autodesk

All Autodesk software such as Inventor, AutoCAD, Maya etc. are available free to students. Register with your college email below to obtain a license.

<https://www.autodesk.com/education/free-software/featured>



Autodesk provides open access to more than 100 products – available to students, educators, and institutions globally

 <b>F FUSION 360</b> Explore design ideas quickly and easily with the integrated concept-to-production platform. Connect your entire product development process in a single cloud-based platform that works on both Mac and PC. <a href="#">GET IT NOW – INDIVIDUAL LICENSE &gt;</a> <a href="#">GET IT NOW - EDU INSTITUTION LAB INSTALL &gt;</a>	 <b>I INVENTOR</b> 3D mechanical CAD software to model and simulate your products before they are built	 <b>R REVIT</b> Software for Building Information Modeling (BIM)
	 <b>A AUTOCAD</b> Professional design software for 2D and 3D CAD	 <b>3 3DS MAX</b> 3D modeling, animation, and rendering software for games and design visualization
	 <b>M MAYA</b> 3D animation, modeling, simulation, and rendering software for film, games, and TV	 <b>TINKERCAD</b> Easiest 3D Design and 3D modeling platform online to go from mind to design in minutes

### Unity

Games design students can use Unity via Educational licensing:

<https://store.unity.com/academic/unity-student>

### Microsoft Azure Dev Tools for Education

Microsoft offer web development and programming tools when using your college account:

<https://azureforeducation.microsoft.com/devtools>

### Multisim

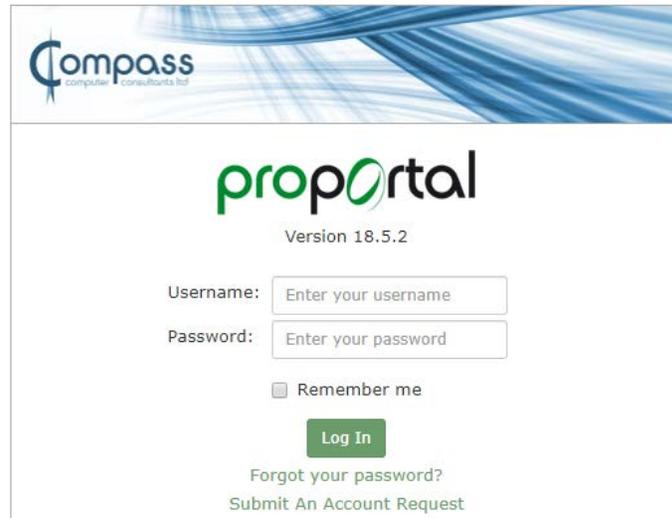
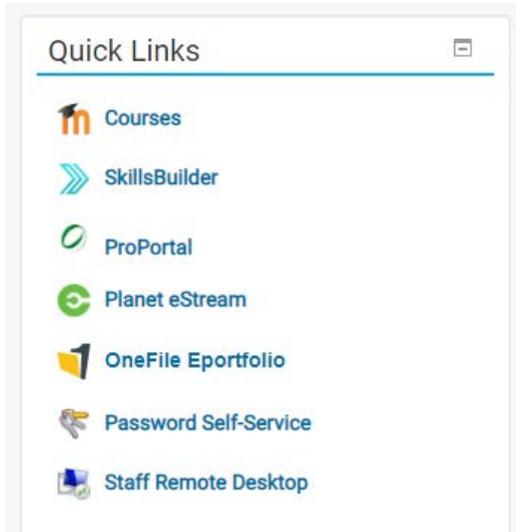
Students on engineering courses can use NI Multisim at home – please contact the IT Helpdesk to request a license key to activate the trial version which can be downloaded via the link below:

<https://www.ni.com/en-gb/support/downloads/software-products/download.multisim.html#312060>

## ProPortal

You can use ProPortal from home in the same way that you normally access it; via the Quick Links menu in Moodle

- ✓ Username = student ID number
- ✓ Password = date of birth in the format **DDMMYYYY**



## Changing your password

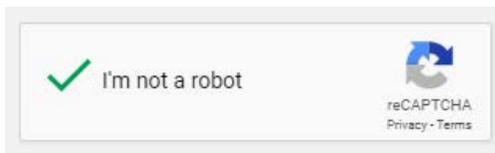
You may need to change your password whilst working remotely e.g. to activate your Google Classroom account. You can do this by using **Password Self Service** from the Moodle Quick Links menu.



On the screen that appears click **Change Password**

A large orange button with the text "Change Current Password" in white.

- ✓ Enter your username (student ID number) and current password
- ✓ then a new password of your choice into the next two boxes
- ✓ Finally tick the box to confirm that you're human and click Next



- ✓ You should see a progress bar turning green then when it gets to the end a message will appear confirming that your password has been changed

A progress bar with a green segment on the left and an orange segment on the right. The text "Changing password" is written in white on the orange segment.

Password Changed

Congratulations! Your password has been changed successfully.

A large orange button with the text "Finish" in white.

Remember to update your password on any synced devices e.g. if you have college email set up on your phone.

## Considerations when using home broadband

The UK's broadband networks will be under considerable strain during this period where many of us will be working and studying remotely. UK ISPs are doing what they can to provide as much capacity as possible to support the country but there are also some common sense things we can all do to improve the situation and minimise our impact on network capacity.

- Whilst you are logged into college services avoid using your device for other non-work internet services or streaming audio or video.
- If you connect via Wi-Fi make sure you have a good strong signal. Can you move closer to your router? You can use <https://www.broadbandspeedchecker.co.uk/> to check your current Internet speed.
- Turn on your radio or watch broadcast TV rather than stream music or video whenever possible.
- If you have to stream video, can you reduce the resolution- reducing from 4K to HD, or HD to SD is about a 75% bandwidth saving each time.
- Be aware of what everyone else at home is doing on the internet and work with them to not overload things when you need to work.
- Giving your broadband router a reboot from time to time can help prevent issues, maybe once a week?
- Understand that domestic broadband connections are sold as a shared service and is designed to have contention, and at times of peak usage you cannot always expect to get the advertised speeds.
- Ensure you are aware of your broadband contract details, any usage limits, make sure you know the contact and account details for your ISP in case you need to talk to them for technical support.

You can try to use 4G and a personal hotspot if performance on your wired broadband is poor, but remember:

- understand your data usage limit and if all data in your contract is available for use as tethering, or if there is any fair use limit
- use your phone to carefully monitor your data use, but make sure you have correctly set the day of the month when your allowances renew

## Adjusting to working from home

Our Internet provider Jisc have also written a useful blog post about how adjust to the new experience of working from home, which you may find useful when settling into a new routine.

<https://www.jisc.ac.uk/blog/dont-forget-the-human-side-of-homeworking-11-mar-2020>

## Clearing browser cache

Your web browser holds onto information, and over time it could cause problems with logging in or loading websites. It's always a good idea to clear out the cache, or browser history, and clear cookies on a regular basis. The guide below written by our E-Learning team shows you how.

1. Open Google Chrome from the desktop or through the start menu.



2. Click on the icon with the three dots located in the top right of the browser. The three dots represent the option to "Customize and control Google Chrome"



3. You will be presented with multiple options, click on **Settings**



4. Start typing the word **clear** within the search bar and the results will appear below:



5. Within the search results below the search bar click on **Clear browsing data**



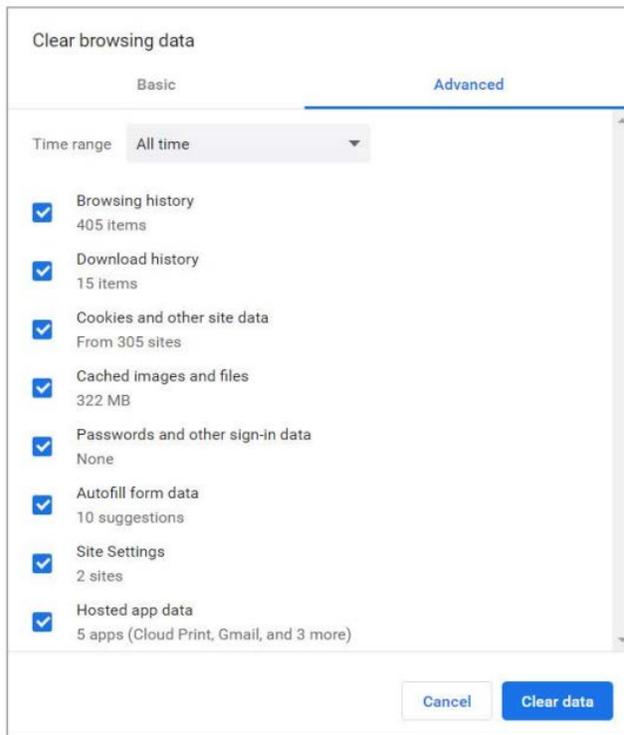
6. Within the Clear browsing data window click on the **Advanced** tab:



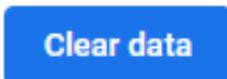
7. Within the Time range drop-down click on **All time**



8. Ensure that all boxes have been ticked next to each of the available options to clear all cached data  
Note: this will clear browsing history and saved passwords for *all* sites



9. Finally click on the **Clear data** button



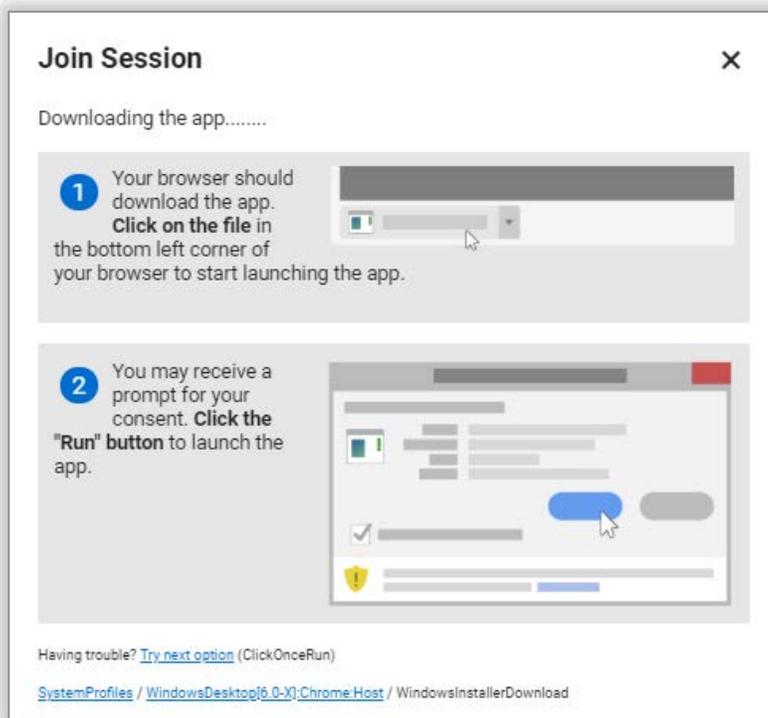
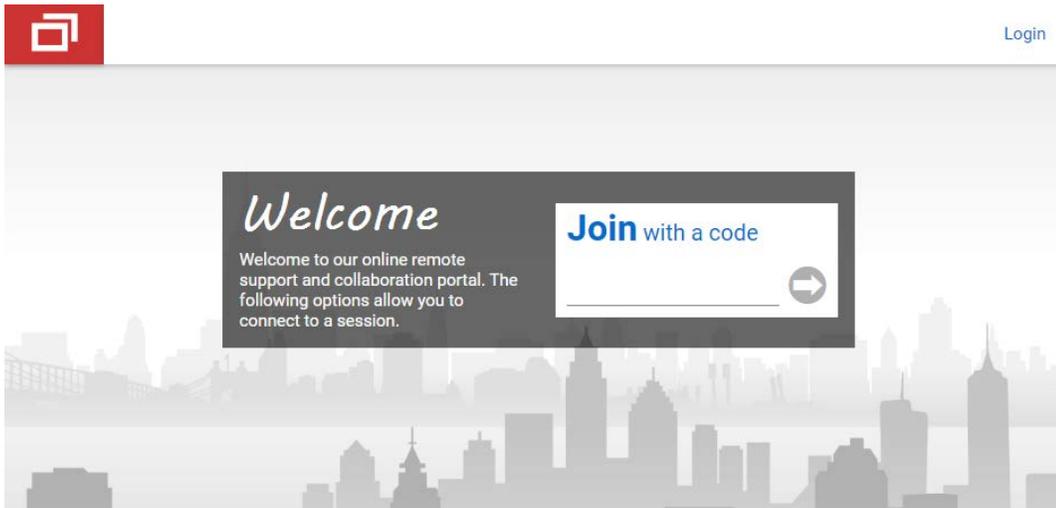
## Connecting to a remote support session with ScreenConnect

The IT team have access to a remote support tool, which allows us to view and control your computer in order to provide assistance to students working at home.

The tool is called ScreenConnect; a technician will create a support session and send you a 5-digit code (via email)

Open <https://ncclondon.screenconnect.com> in a web browser...

...then enter the code in the middle of the screen and click on the arrow:



A small application will download, which you will then need to click on and run. After this the remote support session will begin.

During the support session you may see a chat window appear; you can send and receive messages with the technician using this feature.

Mac users may need to perform some additional steps to grant permissions for remote control of your keyboard and mouse. The technician will walk you through the steps required in this case.