Northumbria University

Introductory Guide to Learning Resources

2019

Welcome to

Northumbria University London Learning Resources Guide

Welcome to Northumbria University.

You have made an excellent choice in choosing to study with us. As one of the largest universities in the United Kingdom we have developed an unrivalled range of electronic learning resources to help you progress your studies and gain the best possible marks.

Throughout your period of learning with us we require you to demonstrate your research, reading, and subsequent completion of assessments, using a wide range of paper-based and electronic academic information sources.

Using electronic learning resources for the first time can often be quite daunting. It will take you a little while to get into the routine of accessing your learning materials via our e-learning Portal (often called Blackboard), or choosing and ordering books from our library catalogue, downloading E. books from our library catalogue, and searching and downloading Journal articles.

This, alongside regularly checking your University e- mail account, and developing your academic skills using our Academic Skills Web resources are all essential skills to learn in the first few weeks of studying with us.

Of course you will not be alone, and a key element of the induction process is to develop your competence in using our learning resources.

All of these resources are available to you on campus or on the move using our Simply Web system.

Help is also always at hand to and you can contact our Ask for help service 24 hours a day, 7 days a week. This is a dedicated team who can advise and help on any learning resource queries.

Our Ask4Help team, based at the main desk in Northumbria London can offer individual support on using any of the learning resources when you are on campus or you can contact our wider support team at:
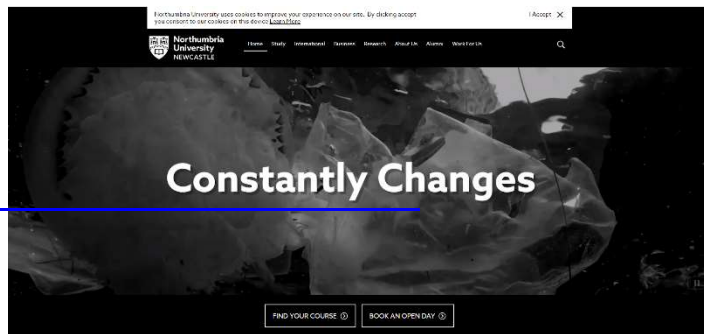
Email: ask4help@northumbria.ac.uk
Telephone: + 44 191 227 4125

The purpose of this guide is to present some initial guidance on how to access the key e-learning resources required for this programme. We would ask that you try to access all of the resources highlighted in this booklet and let us know as soon as possible if you struggle with any of them. If you do then we will offer you the guidance needed.

University Homepage

The starting point to access any of our learning resources is the university homepage. We would suggest you begin by accessing the homepage at www.northumbria.ac.uk.

A good first page to visit would be our Part Time and Distance Learner Service which can be found at the university library webpage (in the 'Information For' section

https://library.northumbria.ac.uk/info-distance

Simply Web

As a starting point you need to set up Simply Web for all of the computers or devices you will be using during your study.

The Simply Web service offers high performance access to Northumbria IT facilities via a wide range of devices which have a connection to the internet, including smartphones, tablets, iPads, iPhones, laptops and home computers.

To make the connection you will need to download the latest Citrix Receiver. This is a small piece of software which takes very little time to install. It's easy to do. Just:

1. Use a home computer, laptop or mobile device and you can connect from off campus
2. Download the latest Citrix Receiver via the download site at www.northumbria.ac.uk/downloads or via your App Store if you're using a smartphone.

3. Open the Citrix Receiver and register with your Northumbria email address:

At this point most devices require your username to be prefixed with the domain UNN. *If this is not accepted, try without the prefix.*	Domain\User: unn\username
	Password: ••••••••

4. Connect to the **Student Desktop**

5. Each time you want to connect after that, just open your Citrix Receiver and connect to the Student Desktop. Please use this service every time you use our resources. It is secure and will reduce the number of times you need to log in.
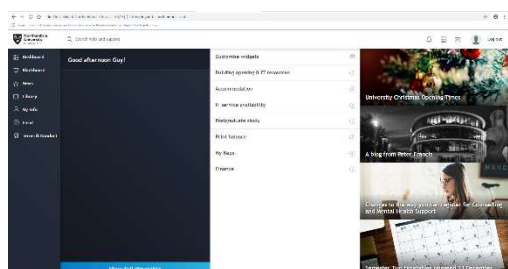
If you would like more help or encounter any difficulties, please contact the IT Helpline for advice at any time. The IT Helpline is open 24 hours a day, 365 days a year. Call us on 0191 227 4242, email it.helpline@northumbria.ac.uk or Open a Ticket in KnowHow at www.northumbria.ac.uk/knowhow

When in Simply Web you can access a wide range of useful resources.

Student Portal Within Simply Web

The gateway to a wide range of programme information can be found at the Student Portal pages

Once within Simply Web this area can be accessed via the Northumbria University website and is your personal site which provides access to all of our learning materials and support services. This includes our E Learning Portal, Library Catalogue, Journal Database and Study Skills Support.

The University E-Learning Portal

The university has an e-learning portal often called "BlackBoard". This is a 'virtual' Learning and Teaching environment available on the University's Website. Having enrolled as a Northumbria Student your Personal Username and Password will give you access to the BlackBoard site for the programme, and to each of the modules of study.

The Majority of your module learning materials will be found within the Blackboard site. These will be updated on a weekly basis and you should visit your relevant module site within Blackboard at least once a week.

You will find that the module sites provide information on the module and access to the online learning materials – there are also links to other on-line learning resources, discussion boards, module and programme announcements, and other interactive Services (including Learning Resources/Library and Student Services and Support).

To access Blackboard:
1. Log in to SimplyWeb via Citrix Receiver
2. Click on Internet Explorer and go to the university website at www.northumbria.ac.uk
3. Click on Student Portal if you are not already there
4. Click on E-Learning Portal/Blackboard
5. Log in to Blackboard using your normal university username and password.
6. You should now be able to see the modules you are currently studying and access the materials relating to them.

Blackboard can also be accessed on your mobile phone by downloading and installing the Blackboard Mobile Learn app. There are guides for installing the app on Android, Apple and Blackberry devices. Please speak to the Ask4Help Desk on Ground Floor.

Email

As a matter of routine you should consult your Northumbria e-mail. Weekly guidance will be sent here and there are likely to be messages from your programme leader, guidance tutor, module tutors, and professional support staff etc. You can access your university email in two ways as follows:

1. Log into Simply Web vi Citrix Receiver
2. Click on Internet Explorer and go to Student Portal
3. Click on Read Email.

or

4. Log into Outlook when you log into Citrix Receiver. We would encourage you to click on 'Use the light version'
5. You should now be able to read your emails.

You can set up your personal or work email account to have university emails forwarded. We would encourage you to do this.

Library Services

You will want to make full use of the library and information sources to help you in your directed and independent learning and in the completion of your assignments and projects.

As a London student you are eligible to use our **Part Time and Distance Learners Service**. Under this scheme hard copy textbooks will be sent to you. It operates from the UK, Monday - Friday 9.00am to 5.00pm. Enquiries made outside these hours will be dealt with on the next working day. You simply return them back to London or Newcastle Campus before the loan period expires.

More information can be found at the university library webpage (in the 'Information For' section

https://library.northumbria.ac.uk/info-distance

You can seek help about library services or make discuss specific resource requirements with our team of Information Specialists by telephone or email.

Email: ask4help@northumbria.ac.uk

Telephone: + 44 191 227 4125

Accessing the Library and Learning Materials

- Log in to SimplyWeb via Citrix Reciever
- Click on University Library
- From within the University Library you can gain access to resources including Electronic and hard copy books, academic journal articles, academic databases and study skills guidance.

Accessing the Library Catalogue

The university Library provides access to a range of Books. Indeed there are useful books for all modules on this programme and you should spend time searching for useful texts.

Individual tutors will provide links to specific books and chapters within books which they consider appropriate.

At this level of study it is essential your assignments demonstrate evidence of wide and significant reading from a range of academic sources such as books from our library.

You can reserve books at http://library.northumbria.ac.uk/info-ptdl

Accessing E-Books

The university Library provides access to a range of Electronic Books. Indeed there are useful e-books for all modules on this programme and you should spend time searching for useful texts.

Individual tutors will provide links to specific e-books and chapters within e-books which they consider appropriate.
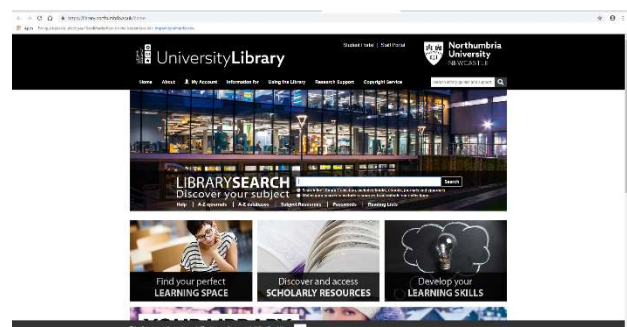
At this level of study it is essential your assignments demonstrate evidence of wide and significant reading from a range of academic sources such as e-books from our e-library.

There are many ways to access E-Books from our E-Library and remember our ASK FOR HELP Service is available around the clock to answer your queries.
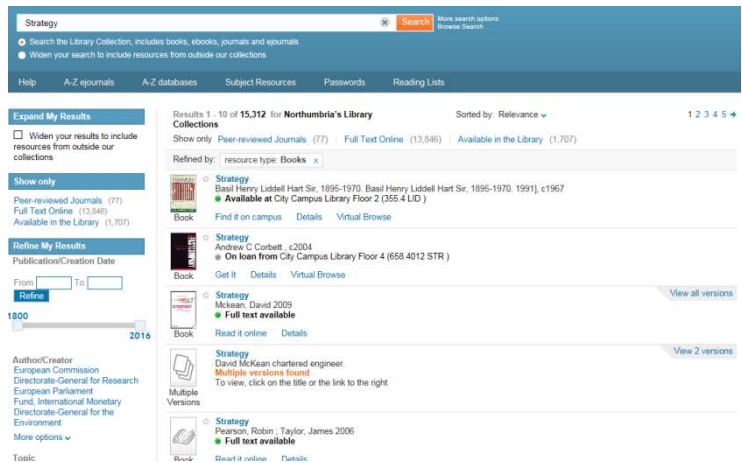
You can contact the ASK FOR HELP Service outlining your e-resource problem by contacting
ask4help@northumbria.ac.uk

1. Log in to Simply Web via Citrix Reciever
2. Click on University Library
3. You will now see the search page.
4. We will try search for some E-Books relating to Strategy. Obviously you can insert any words related to what you are interested in.
5. In the search box type the word **Strategy**

6. Under Refine my Results Click on More Options and choose Books
7. Your updated results will appear.
8. We only want books which are available electronically. To do this Click on "Full Text On-line"
8. You will then see a list of Ebooks which you can download as many times as you wish.
9. Click on any book which may be of interest.
10. You will then be directed to the book. When at the launch page, click on Connect to Full Text or the similar hyperlink.
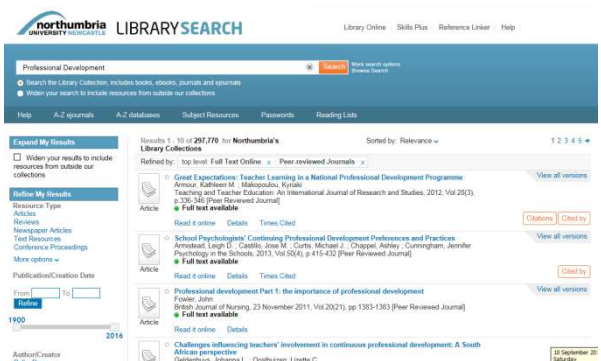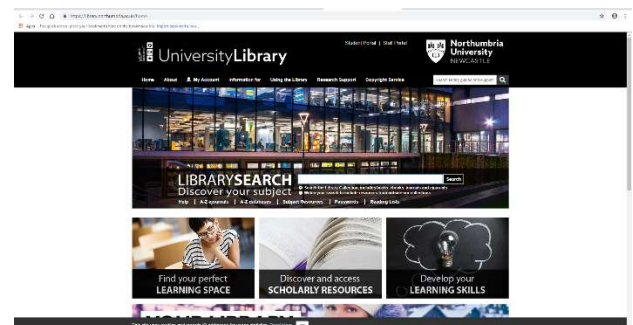
When you click to connect to these texts you may be asked to log in again to access these e-resources.

Accessing Journal Articles Via Library Search

The university Library provides a search engine which enables you to search for subject information from multiple sources at the same time, including the library catalogue, databases of journal articles and selected resources from the Internet. You can also search individual sources.

1. Log in to Simply Web via Citrix Reciever
2. Click on University Library
3. You will now see the search page.
4. Type in a Search Topic eg: **Professional Development.**
5. Hit Search
6. We only want to see Journal Articles available immediately on line
7. Click on Full Text Online
8. Click on Peer Reviewed Journals
9. Click on any articles which may be of interest.
10. You will then be directed to the article. All items should be available in PDF version without charge.
11. For more information visit the Passwords Page within the Library Section.

12.   These are the most common log in procedures. However, remember, if you are stuck or faced with different log in options, contact ASK FOR HELP Service outlining your e-resource problem at ask4help@northumbria.ac.uk

Finally

We hope this guide has provided some useful initial help in using e- learning resources. Remember though, successful study involves you seeking help and guidance from us whenever you need it. It is important you develop the confidence to ask for help whenever you need it. This can be via our Ask4Help Team at London Campus, via one to one or group tutorial, e-mail, telephone, Skype or discussion board.

Our ASK4 HELP service is designed to deal with all of your queries relating to learning resources, accessing books and journal articles. You can contact Ask4Help at our Helpdesk on the ground floor of London Campus, by emailing Ask4Help@northumbria.ac.uk or by visiting http://www.northumbria.ac.uk/sd/central/acserv/ask4help/

If you have queries relating to IT issues such as gaining access to Desktop Anywhere, accessing our e-learning portal or downloading our software etc, you should contact our IT HELPLINE. The IT helpline can be contacted at www.northumbria.ac.uk/knowhow or Telephone: 0191 227 4242 or Free Phone 0800 923 4242.

If you're query relates to a specific module question or concern, you should in the first instance contact the module tutor who is offering the weekly guidance on this module. It is also useful to copy in the Programme Administrator when seeking guidance on the module matter.

We look forward to working with you, supporting you, and ensuring you have access to the resources required to achieve maximum success on this degree.