3 Computing and computer services

Word-processing

We expect you to be proficient in the use of word-processing software. If you need to brush up on these skills, refer to the document Using Micosoft Applications.

Computer services

As a registered student you benefit from the following electronic services:

• **A University email account.** Individual email accounts are created for all registered students. All University offices outside WEDC will use this account for email correspondence.

  For audit purposes and to comply with the Data Protection Act, Loughborough University now insists that all correspondence relating to official University business should originate from your University email account. Please note that the University's acceptable use policy covering its IT resources states that "all staff and students of the University must regularly read their University e-mail." Details of how WEDC will correspond with you, and instructions on how to obtain your University account details and access them, are provided at the end of this document.

• **Access to your University email account via the Internet**, with the possibility to arrange for correspondence sent to that account to be automatically forwarded to your preferred email address.

• **Access to the University Library via the Internet** to carry out electronic searches for information within the library databases and a large number of external databases.

• **If you are a distance learner, access to the same electronic services provided to campus-based students**. This is made possible via the 'AnyConnect Virtual Private Network (VPN)'. If you use this VPN you can, for example, readily search external electronic information databases that the

University has paid access fees for. For your computer to behave as if it were on campus, you need to first upload specialist software to your computer.

To do this and see the full range of services available, visit IT Services; and find out more about library services.

Electronic access to computer services

We will email assignment feedback and other important information to your Loughborough University email account, so it is vital that you log-in to your Loughborough University email account on a weekly basis or arrange for emails sent to your account to be automatically forwarded to your preferred email address.

Please obtain your University account details from IT Services as soon as possible, after you are first registered for a programme. To obtain your account details, email the following to IT Services.

• **Your name in full**

• **Your Student Registration Number**

• **The title of the programme you are studying**, stating you are a distance learner with WEDC

• **Your email address**

You will then obtain:

• A personal University email address

• Two identity codes and the associated passwords

One identity is your 'user identity' – that begins 'cv'. It, and the associated password, are needed to access restricted parts of the University website. You may change this password at any stage.

The other identity, your 'Athens identity' – that begins 'lbo'. It and the associated password are needed to access electronic services available through the University Library and from certain external databases.

If you have problems, please contact the Distance Learning Administration Team.

Accessing your University email account

The University now uses Office 365 for managing student emails. You can access your email account in various ways, including through the student webmail link.

It is expected that all registered students comply with the University's Acceptable Use Policy when using the University's IT services.

Accessing electronic information

Whilst the ability to search the Internet for information is not normally essential for most modules (other than for *Research Dissertation*) you may wish to use the worldwide web during your studies. You can access the University Library from the Internet and various international electronic databases to carry out searches for information. For this you will usually need your use your Athens identity (see above).

On your USB memory stick for each module there is a folder containing information provided by the library. However, you may prefer to seek help from the University Library's website.

Mediated searches, photocopying and postage

Note that there is a charge for mediated searches, photocopying and postage. Also, there are restrictions on the overseas loan of some items, and this may not be possible outside Europe. The University has a number of good Internet searching facilities which will allow you to access websites (such as those of some academic journals) that you would not be able to access without paying a subscription. See the above link for details.

WEDC resources

WEDC publications, videos and a selection of posters, illustrations and graphics are available, free to download from the WEDC website.

Many useful papers presented at the WEDC conferences are also available, and used for some assignments.

Printable pdf versions of various outputs from WEDC research projects are available too.

For a number of years, WEDC was part of the WELL Resource Centre Network for Water, Sanitation and Environmental Health. This network has since ceased but you may still find useful resources here.

Using the Internet

There is a huge amount of information available on the Internet; the challenge is to sort out what is and what is not relevant!

It is important to remember that some of the information you find on the Internet is inaccurate and unreliable. See the University guides for help with carrying out electronic searches.