IT INDUCTION STAFF
September 2020

Staff members timetabled across rooms are asked to provide assistance as appropriate

ID Cards: B. Burns,. J. Cummins & J. Monks

Room	Time	Course Code	Course Director(s)	Staff
304	9am-11am	AT2	D. Godsell	J. Bradley & D. Godsell
121	9am-11am	AS	J. Whitty	J. Whitty & D. Ryan
102	9am-11am	AA	D. Godsell	Y. Crowley & L. Phelan
100	9am-11am	AB	M. Grufferty	M. Grufferty & R. O'Connor
310	9am-11am	ES	J. Halpin	J. Halpin & V. O'Brien

Go through the following at IT Induction:

1. Show student how to log-in to computers using their Active Directory username details (there will be a short time-lag while the system sets up their user profile so let them know this is normal)

   - **username:** csn20.firstname.lastname@csn.ie   (note: student may have a double-barrel name)
   - **password:** !CSN.welcome

2. On log-in, confirm the student can access their desktop correctly. Note: they may see a 'HI, Windows is setting things up for you screen' first. Once this completes they should be able to see their desktop

3. *Demonstrate how the student should log into their Office365 account from the 'Office365' desktop icon.*

   Note: this can also be done by navigating to https://www.office.com/ from a browser

   Once the browser window opens they can gain access to their account by logging-in using their Active Directory (AD) username and password details as before.

   Note: explain how both accounts are 'synced ' and work together as 'Single-Sign-On' (SSO)

4. Once the student gains access to their Office365 account, take some time to show them around the interface. Explain briefly how Outlook email works but keep things simple for today, e.g., show them how to send a simple email, etc

5. While they are logged into Office365, get them to open Word in and create a simple document. Once this is done, show them how to print the document (the printer in the room should automatically pick up the print job).

6. Now show the student how to save the document in their OneDrive folder (online) using the '*Save As' (save a copy online)* feature.
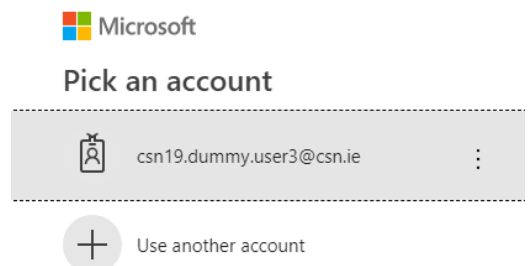
7. Once step 6 is completed, ask the students to log out of Office365. Make sure they close all browser windows when asked!

   Now get them to sign-out of the computer. To sign out of the computer they should press Ctrl-Alt-Del and choose 'Sign out' from the list as shown on the right. The PC should log them out shortly.
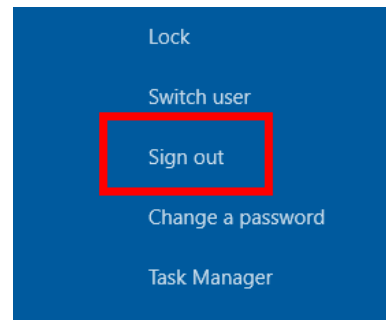

8. At the end of the IT Induction session, perhaps repeat step 1 to help the student remember how to log back into the computer.

9. Now ask the student to change their password. To do this they should be at their desktop. If they press 'Ctrl-Alt-Del' they will see a menu screen. Ask the student to select the 'Change a password' option from the list. The window on the right should appear.

   Changing Passwords: ask them to enter their old password in the first field, i.e., *!CSN20.welcome.* They should now select an new password (the new password has to be at least 8 characters long and contain a capital letter, lowercase letter, a number and a special character, e.g., '!CSN20.fortunecookie'). The new password must be entered TWICE so the system can compare the characters before validation.

   Note: as both the Office365 and Active Directory accounts are 'synced ' to work together as 'Single-Sign-On' (SSO), they must now use their new password to log into Office365!
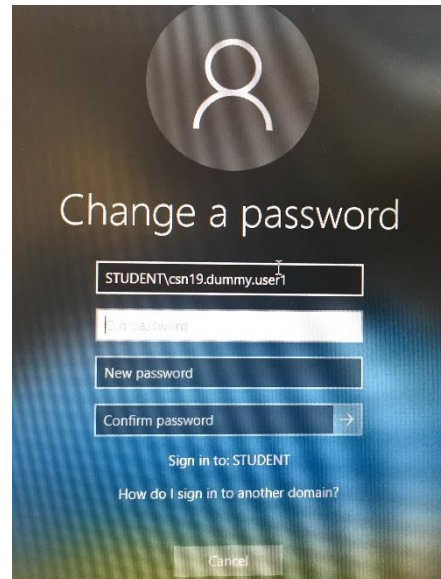
If you have any difficulties logging students in, please let Mariusz or I know. We will be calling to the rooms to see how you are getting on.

In case of problems, a DEFAULT account for users with no working log-on details exists:

u: student
p: !CSN.letmein