

## Advice and Support

Advice and support on how to use IT services are available from the Library & IT Service Desk located in the foyer of the James Hardiman Library. We recommend visiting the ISS website ([nuigalway.ie/iss4staff/](http://nuigalway.ie/iss4staff/)), for advice and information on services provided, in advance of raising a support request.

### How do I raise a support request?

1. Log in to the Service Desk Ticketing System and raise a ticket. ([servicedesk.nuigalway.ie](http://servicedesk.nuigalway.ie))
2. Drop in to the Library & IT Service Desk located in the James Hardiman Library (Ground Floor).
3. Phone the Service Desk on (091) 495777.
4. Email [servicedesk@nuigalway.ie](mailto:servicedesk@nuigalway.ie) with your query.

## Feedback

We welcome all feedback on your experience of our service and any comments on how we can improve. You can respond to the survey provided on the closure of your ticket or can also send your comments to [servicedesk@nuigalway.ie](mailto:servicedesk@nuigalway.ie) with the subject line 'Feedback'.



Check the Information Solutions and Services (ISS) website for the most up to date information:

[nuigalway.ie/iss4staff/](http://nuigalway.ie/iss4staff/)

Forgot your Campus Account password?

Go online to CASS – [cass.nuigalway.ie](http://cass.nuigalway.ie) and click 'Forgot Password'

## Information & Identity Security

The University has published a number of Information and Communication Technology (ICT) security policies. It is imperative you familiarise yourself with these. Please read the policies at [nuigalway.ie/itsecurity/](http://nuigalway.ie/itsecurity/).

### Spam and Phishing

Be suspicious of any email with requests for personal information such as passwords or bank account details. Information Solutions and Services will NEVER send an email asking you to provide us with your Campus Account password or ask you to verify your account.

## Staff Information

To access Payroll information refer to [nuigalway.ie/payroll/](http://nuigalway.ie/payroll/).

NUI Galway permanent or fixed term contract staff, can access their Payslips/P60s/Pension information online on or off campus using their Campus Account credentials. Further information on this is available at [nuigalway.ie/onlinepayslips/](http://nuigalway.ie/onlinepayslips/).

## IT Services News and Bulletins

You can subscribe to our ISS Bulletins so that if there is scheduled downtime or an unplanned issue, you will receive an email notification.

To subscribe and keep up-to-date with all ISS Bulletins go to our home page:

[nuigalway.ie/information-solutions-and-services/](http://nuigalway.ie/information-solutions-and-services/).

In addition, you can visit the Library & IT Service Desk Facebook page (James Hardiman Library, NUI Galway) for the latest service status information.

## Software

In addition to software available in the PC Suites, it is possible for staff to request certain software. Visit the ISS website for more information about software.

[nuigalway.ie/iss4staff/](http://nuigalway.ie/iss4staff/)



## Quick Start Guide IT Services for Staff

[nuigalway.ie/iss4staff/](http://nuigalway.ie/iss4staff/)

**NOTE: Information Solutions and Services (ISS) or any other department within NUI Galway WILL NEVER request details of your Campus Account password via email or ask you to verify your account**

Download the NUI Galway Mobile App!

Available on the Google play App Store

[www.nuigalway.ie/mobileapp](http://www.nuigalway.ie/mobileapp)

## What is Your Campus Account?

NUI Galway staff are issued with an individual Campus Account. It is important that you activate your Campus Account as soon as possible. This is done through Campus Account Self Service (CASS) available at [cass.nuigalway.ie](http://cass.nuigalway.ie). To do this you **will need your Campus Account ID number and your temporary Campus Account password as outlined below.**

### What is your Campus Account ID?

**Permanent** and **fixed term contract staff** are issued with a six digit payroll number by HR. **Casual staff** on the NUI Galway payroll are issued with a six digit payroll ID from the Payroll Office. Your Campus Account ID is derived by preceding this six digit payroll number with a leading zero '0' and adding a trailing 'S'; e.g. if your payroll number is 123456 then your CASS ID would be 0123456s.

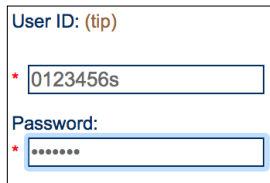
**Visitors** or **Agency Temporary staff** (e.g. ICE) may avail of an External 'E' account, further information on this is available from the ISS website.

### What is your Campus Account password?

On first login, you will use a temporary Campus Account Password which is provided with your information pack. If you have any queries regarding your password contact the Library & IT Service Desk (contact details available in this flyer).

### You must activate your Campus Account

1. Go online to Campus Account Self Service (CASS) ([cass.nuigalway.ie](http://cass.nuigalway.ie)).
2. Log in using your Campus Account ID and temporary Campus Account password:



The screenshot shows a login form with two input fields. The first field is labeled 'User ID: (tip)' and contains the text '0123456s'. The second field is labeled 'Password:' and contains a series of dots representing a masked password.

3. Choose three security questions and click 'Select'. Make sure your chosen questions have answers which are unlikely to change over time.
4. Answer the three security questions. Click 'Save'.
5. Choose your new Campus Account password. Click 'Save'.

**Note:** Passwords must be alphanumeric, have at least 8 characters, include upper and lower case and a special character, e.g. Tool12kit!.

**Your Campus Account is now active.**

## Staff Email and Office 365 Apps

Once your Campus Account is activated you can login to your email account.

**All email correspondence from NUI Galway will only be sent to your NUI Galway email address.**

Go to [outlook.office365.com](http://outlook.office365.com) and sign in using [campusaccountid@nuigalway.ie](mailto:campusaccountid@nuigalway.ie):



### Sign in

1234567s@nuigalway.ie

[Can't access your account?](#)

Back Next

Click 'Next' and enter your password when prompted:

### Enter password

Password

[Forgotten my password](#)

Sign in

You can configure your Outlook desktop client to receive your NUI Galway email, further information is available at:

[nuigalway.ie/iss4staff/office365/](http://nuigalway.ie/iss4staff/office365/)

Office 365 offers many exciting features for staff which include:

- Installing Microsoft Office onto 5 devices
- 1TB of document storage in OneDrive (cloud storage)
- Skype for Business
- Access to your documents on the go
- And more... See the ISS website for more information:

[nuigalway.ie/iss4staff/](http://nuigalway.ie/iss4staff/)

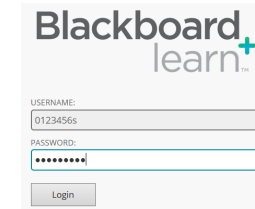


## Blackboard

Blackboard is the University's Virtual Learning Environment (VLE). The VLE provides a medium for supporting teaching and learning activities, including assessment and examination.

### How do I login to Blackboard?

You login with your Campus Account credentials



The screenshot shows the Blackboard login interface. It features the 'Blackboard learn+' logo at the top. Below the logo are two input fields: 'USERNAME:' containing '0123456s' and 'PASSWORD:' containing a series of dots. A 'Login' button is located at the bottom right of the form.

### Courses and Modules

For further information on Blackboard and accessing your modules go to [nuigalway.ie/blackboard/](http://nuigalway.ie/blackboard/).

### Student Access to Blackboard and Modules

Students must register at [nuigalway.ie/registration/](http://nuigalway.ie/registration/). Their Blackboard account will become available 24 working hours after Registration. Once your students have chosen their module options these will appear on their Blackboard account in 24 working hours.

## Campus Wi-Fi

You can connect to the campus WiFi network using NUIWiFi or through the eduroam service.

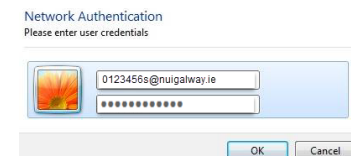
**NUIWiFi** can be accessed by choosing 'NUIWiFi' from the available networks and entering your Campus Account credentials when prompted. (Your credentials are not stored and will require re-entry).

**Eduroam** is a globally available service for educational institutions. Connecting to eduroam can differ depending on device and software versions.

**Note:** You will only have to enter this information once per device.

To Connect to the eduroam network use the eduroam Installer available at <https://cat.eduroam.org>.

1. When asked to enter your credentials use the format [campusaccountid@nuigalway.ie](mailto:campusaccountid@nuigalway.ie) and your Campus Account password:



The screenshot shows a 'Network Authentication' dialog box with the text 'Please enter user credentials'. It contains two input fields: the first contains '0123456s@nuigalway.ie' and the second contains a series of dots. 'OK' and 'Cancel' buttons are at the bottom.

2. Depending on device you may be prompted by a security certificate message. Choose 'Accept and Connect'.