GETTING STARTED: A BRIEF INTRODUCTION TO THE IT RESOURCES IN YOUR LIBRARY AND HOW TO ACCESS THEM

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CONTACT INFORMATION

IT support: The BPP Technical Assistance Centre is available 24 hours a day, seven days a week. Email: bpptac@bpp.com or Tel: 03300 603 850. IT FAQs and support will be available from your VLE.

Library support and assistance: Guides to each University Study Centre Library with local opening hours, information, FAQs and contact details can be viewed on the Online Library. Email: library@bpp.com or see the ‘Need help?’ section of the Online Library. Alternatively try our ‘live chat’ facility.

Twitter: Follow us on Twitter and we’ll keep you up to date with news from the library and other activities in the University: @BPPLibrary for more detail you may be linked to our Library Blog or other Social Media platforms.
INTRODUCTION

Welcome to BPP University’s Library Services, computers and resources. You may have a face to face induction or you may be working through this alone. Please follow the steps to ensure you can make the most of your resources. If you have questions about using the library please speak to a member of the library team. We will also know when to refer you to the IT Technical Assistance Centre (BPP TAC).

Prior to your arrival at BPP you will have been sent an email from the IT department to your personal email address providing your log in details for BPP’s Virtual Learning Environment (VLE) and other services. Please check your junk mail if you have not received this in case it was filtered out.

Typically your Username will be your BPP email address e.g. a.name@my.bpp.com and you will have been invited to change/create your own password.

You will need this Username and password to log into the computers and printers in the library at BPP Study Centres as we have one simple sign on procedure to access computers and laptops, your BPP VLE, email, printing and copying accounts.

The BPP Student Wireless network is available throughout the University. Please check notices at your local study centre for information about joining the BPP student wireless network and the password required.

Please always consider security if you are using a shared resource and remember to log off any library computer.

NOTE: It is a breach of IT regulations to share personal log in details or to misuse the IT equipment provided for your use. Please ensure you have looked at the IT regulations located in your Library and on the IT section of your VLE.
LOG ON TO A LIBRARY PC

You will need your Username and the password (same as for BPP email/VLE etc.) On the desktop there are several useful shortcut icons. These include:

- **Desktop:** Check my print balance. PC only, not available on desktop of BPP laptops. Double click to launch, and again to view your balance
- **Desktop:** Top up my print account
- **Desktop:** Check my print transaction.
- **Desktop:** OneDrive (access to your cloud storage - Microsoft Office365).
- **Desktop:** Google Chrome
- **Desktop:** GMetrix (preparation software for MOS exams)
- **Taskbar:** Internet Explorer has favourites pre-saved for you: BPP VLE, Office365 (email), O365 (OneDrive) etc.
- **Taskbar:** Word and Excel (other programmes from the start up menu). ‘Save as’ from a desktop application to your OneDrive. For further help see the IT section of your VLE.
- **Start Menu:** search for and view all programs

**Changing your password:** If you need to change your password at a later date go to: [http://vle.bpp.com](http://vle.bpp.com). Click the “forgot details?” link for a self-service password change. A link and code will be emailed to your personal email address. Automated emails maybe filtered so check any "junk mail" too.

ACCESS YOUR VLE

To log in you will need your Username and password. Log into your Virtual Learning Environment (VLE) for all your learning modules, announcements, and support information and to link to the Online Library.

**On campus:** if you launch Internet Explorer (IE) the home page is the BPP Students’ Association page. Use the quick links from here, or from the favourites bar to get to your BPP VLE Login page.
Off campus, or if you use a browser without a saved link, type in http://vle.bpp.com to get the Log in page. Continue on to the next screen by putting in your Username and password credentials to access your VLE.

MICROSOFT OFFICE 365: LOG IN TO YOUR EMAILS: OUTLOOK

Access: username and password for IT, VLE and Office 365.

Use the Email symbol within your VLE, or a quick link from Internet Explorer if you are on campus.

As a BPP University student you are provided with a Microsoft Office 365 account with: Email (Outlook), Calendar, Word, Excel, PowerPoint, OneNote, OneDrive and other applications too. Your email account has up to 50 GB storage.

Inbox: please read the email sent from BPP Library Library@bpp.com providing details for your Library Account and one for logging on to the Online Resources (Athens). This email was also sent to your personal mail.

Click on +New Message to compose an email.

Access remotely: (off campus) using: www.outlook.com/my.bpp.com
Forgotten password? As the username and password is the same for the VLE see above. Allow some time for the change to take affect throughout all systems.

Link to other applications within Office 365 using the symbol top left:

MICROSOFT OFFICE 365: CLOUD STORAGE: ONEDRIVE
As a BPP University student you are provided with a Microsoft Office 365 account with: Email (Outlook), Calendar, Word, Excel, PowerPoint, OneNote and OneDrive.

Link to other applications within Office 365 using the symbol top left:

All applications are cloud based, and any documents you create using Word, PowerPoint, Excel etc., can be secured in the Cloud in your ‘OneDrive’ account. Access documents on campus, at home, or on the go. Edit work in applications online, or via desktop applications, and save to your OneDrive. You can also ‘drag and drop’ from one application to the other. The first time you access Office365 it takes a few minutes to register saying it is ‘getting ready’. Once set up it will be much faster.

Tip: please note documents saved to the desktop, or locally on a computer in the library, are likely to be lost. Save to your OneDrive and your work travels with you!

To access remotely type: www.office.com into your browser and log in with your Username and password.
As a BPP student you can download desktop applications to your own devices free of charge. Access will cease when the BPP account is closed. To download go to the Office 365 Apps icon shown below, then choose the Office 365 link:

Anything you create and save in your OneDrive will be accessible from any PC, or remotely, as it uses ‘cloud’ storage (1TB).

To create new documents: Click on +new to select Word, Excel etc.

Once in a new Word document you will get an editing toolbar:

Look out for more detailed guides or Microsoft Office 365 Training offered by your Library or IT Departments to make the most of all the applications available to you.
NOTE: some libraries are able to lend out laptops to be used on campus or borrowed overnight. When on campus you can log into a BPP laptop with your Username and password, access your Office 365 account and send print jobs to your print account.

ONLINE LIBRARY

From the VLE you can access your Learning Materials and everything you need for your studies. Select your home page, or a module, to view the other support departments on the top toolbar: one of the tabs is for the Library.

From Home link to your Library Account, Print Account, Twitter and promoted resources. Tabs will link you to more detailed information about using the Library, online resources and the support we provide. There’s also a quick search function, which is replicated on the home page of each subject: Business, Health or Law.

- Use ‘Find a Book ’ to search the catalogue for books (and eBooks)
- Use ‘Find a Journal’ to search for journals by title using ‘Full text finder’
- Use ‘Search everything’ single search box*

*This is a library-specific search engine from EBSCO Discovery Service; find articles and books from the majority of BPP’s online resources; then narrow down your search. Law students: a few resources cannot be searched by this service including Westlaw, Lexis Library and Lawtel, so you need to search these separately.
ONLINE RESOURCES

From the Library page of your BPP VLE select Online Resources, or go to your subject page (Business, Health or Law) for subject specific resources.

The Library will have sent you a separate Athens Username and password in an email along with other library information. This Username is different and utilises your Student Reference Number, and the password is pre-set by the Library. Please retrieve this email for your Athens username and password and try accessing one of the online resources.

The first time you use your Username and password to access a resource via Athens you will be asked to accept their terms & conditions. (e.g. it is a condition of use that you only use your account to assist you with your academic studies. Details should never be shared with anyone else).

It is easier to access online resources via the Online Library. Although you can access some services from an external website, you may be presented with a commercial sign in screen. You need to look for an ‘Academic sign-in’ or ‘OA’ (Open Athens) sign in option, and select Athens as your method of access, choose BPP University (if asked), and enter Athens username and password credentials.

Email library@bpp.com if you need reminding of your Athens credentials as the Library Team administer these accounts. For any resources that do not use Athens you can link to relevant access information from the Online Resources page.
RESEARCH SKILLS AND TRAINING

Online Resources
The Library offers a range of Research Skills Training Sessions. Some will be online and some face to face. There are many ways we can help face to face or online. View training links on the online library pages or via Career Hub: http://bit.ly/BPPRSW

Practical Skills
We offer training on Microsoft Office365. You can also register to become a Microsoft Office Specialist in Word, Excel, Outlook or PowerPoint. There may be other practical skills you can learn with access to skills based resources like LinkedIn Learning (previously Lynda.com) and Referencing tools RefWorks and Mendeley.

Learning support and inclusion
We provide access to a range of software and equipment to support students who have particular learning styles and needs. Computers with additional software should be clearly signposted but please ask at the Library Desk for assistance.

Information about software and using assistive technology is provided in the Learning Support and Inclusion section of the Online Library.

Ask a Librarian
Join our regular weekly online drop-ins during term-time (Wednesday 3.30–4.30pm alternating each week with Friday 2–3pm). The weekly day/time is posted on Career Hub Research Skills Events and can also be linked to from our Online Library pages. If you have a quick question or want a reminder of where to find something just come and ask! We are able to arrange further one-to-one, or specific subject online training too.
LIBRARY ACCOUNT AND PASSWORD

Your library username and password is used if you want to access your library account to do tasks like renew books, see what you have on loan, and suggest new books. Renewal is subject to the borrowing rights for your programme and mode of study. Please look at Using the Library via the Online Library or ask a member of staff if you are unsure about which items you can borrow and what renewal options you have.

Your library PIN details will have been emailed to you from the Library with your Athens ID and password.

Username: SRN (Student Reference Number) e.g. BP123456
Password: 1234 (library PIN)

Go to the Home Page of the ONLINE LIBRARY and access Library Account.

Q: What do I do if I forget my ID and password?
A: Your SRN (Student Reference Number) should be on your Student ID card. If you need a reminder of your password please contact the library.

PRINTING, COPYING AND SCANNING

All new BPP University students receive £25 print credit so you can start printing straightaway. We use a print management system called Equitrac. Look for the ‘Follow-You Q’ option when requesting a print. Please note unused credit will not be refunded.

“Follow-You” Printing:

- Release your print job from any student multi-functional device (MFD) at any BPP Study Centre.
To ensure confidentiality and security for your print jobs they will only emerge once you have entered your Username and password.

If there is a queue or a fault, you can go to another device and release your print job there.

Note: only some printers have colour options – remember to choose a device that offers colour printing to release a print job in colour (you need to pre-select colour first using print setting online before sending to print.)

“Scan-to-me”: scan documents to your BPP email account.

**Photocopying:** All devices have copying functions and may allow copying to A4 or A3 paper, and to colour, depending on the functionality of the device.

**Copyright:** Please don’t forget to adhere to any limits imposed by the Higher Education copyright licence – details are provided by each MFD.

To release a print, or copy, go to any MFD and log in. For speed, use the pre-programmed **User Text** to add your email extension @my.bpp.com. Wake up the machine using the symbol indicated above if it is in sleep mode. As a default all printers are set to use back to back (duplex) printing to reduce cost. You will need to change this setting under your print options if you wish to print single sided.

**Printing Top-up:** add account credit or check your balance from anywhere with an Internet connection.

**Library PC’s:** Log in and access your print account using desktop icons, or from the **Start Menu**.
Print jobs are stored for 24hrs. Delete unwanted print jobs at the device, or leave it to time out. Documents that 'time out', or are deleted at the printer without printing, will be credited back to your account.

You will not be able to release print jobs if you have insufficient funds in your account. Back to back A4 printing and copying is 4p per side, single-sided is 5p. A full list of prices is displayed at the Library Issue Desk, or view on the Online Library. Please note: we do not process refunds so please add only what you can use towards the end of your studies.

Please remember to sign out/exit when you’ve finished so no one else uses your account to photocopy or scan.

Mobile/guest printing

To print from personal devices such as smartphones, tablets or laptops:

1. Connect to the student Wi-Fi then go to http://BPPEveryonePrint. Enter your network username and password.
2. The print cost will be deducted from your existing print credit balance.
3. You can also download print drivers to send prints directly from your own device.

TIMETABLES

As well as links to your timetable on the VLE, all timetabled teaching activities will appear in your Office365 Calendar once timetables are released for each term.

What to expect from your Office 365 Timetable?

Each calendar appointment will give you all the information you need about that session. This includes module title, group, location, room, time and tutor, and in some instances links to the VLE or Adobe. (Please see examples of what your timetables could look like. For any issues with your timetable please contact your programme support team.)
If you have any queries about using our services please ask we are here to help, and we value your feedback.

Finally, when on campus please remember to log off computers and BPP laptops when you have finished, keep your personal items safe, and help us to maintain a pleasant library environment conducive to study.

We hope you enjoy your time with us!