Ready to Go

Student Guide to IT Services @ UAEU

جامعة الإمارات العربية المتحدة
United Arab Emirates University

UAEU

Welcome to UAEU

We are delighted that you will be joining United Arab Emirates University. As a new student you may have many questions about how to access information about your courses and grades , how to register online or simply, how to reach and use the IT Services provided at UAEU, to help you with these tasks and other tasks that you will need during your study at UAEU.

In your hands is the "Ready to Go", a student guide for the main IT Services that will help you as a student within UAEU. It is designed to answer your questions about UAEU IT Services, to provide you with the required tips to start using these services and to be a reference for other important information, links and contacts that will be useful to know.

By the time you start using and getting the benefits of our IT Services, we wish it would become part of your successful story at UAEU.

With this guide you will be *Ready to Go!*

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Who Provides the IT Services @ UAEU ?

The University Information Technology Services Division (UITS) is the IT services provider at UAE University. It serves as a centralized administration of Information Technology. UITS is dedicated to provide effective delivery of technology-based solutions in support of the University Community.

UITS is managed by the Chief Technology Officer (CTO) and consists of a three main sections:

- **IT Support Services (ITSS):** ITSS is responsible for providing the IT support services for all end users at faculties, students affairs and administration units. It is administrating all end user problems and developments with a centralized point of contact.
- **Enterprise Applications and Integration (EAI):** EAI is responsible for supporting the University Enterprise Applications Systems, providing custom solutions and services which supports the University academic and administrative functions.
- **Infrastructure and Core Technologies (ICT):** ICT is responsible for the development and the evolution of the University's data centers, servers and network infrastructure.

Visit UITS main page (**www.uaeu.ac.ae/uits**) to learn more about UITS's Structure and Departments

Part of this guide are the following contacts and links that will help you reach UITS Division if you require any help with the IT resources at UAEU or if you would like to learn more about UITS services.

How to Contact Us?

IT Helpdesk is the UITS Division frontline, it is the centralized point to contact all sections of UITS Division. IT Helpdesk is located at the Crescent Building, First Floor, D3, IT Helpdesk. You can contact the IT Helpdesk during the working hours (7:30 AM-7:00 PM) via:

Email :Helpdesk@uaeu.ac.ae

Phone :+971 3 713 6111 (Ext: 6111)

Fax :+971 3 713 6999

Live Chat :Visit the link **http://www.uaeu.ac.ae/uits**

Visit UITS Website

News & Events

To be updated with the latest UITS news visit the UITS main webpage: UITS Website: **http://www.uaeu.ac.ae/uits**

Publications

To view and download UITS publications:

- Visit the UITS main page on: **http://www.uaeu.ac.ae/uits**
- Click on **UITS Newsletter**.

What You Need to Access IT Services

Once you receive your student information (i.e. Student ID) you will be able to access different UAEU Online Services using the login information provided to you (Student ID and password). This access information serves as a Single Sing-On methodology to the Online Services. With this single access information you will be entitled to access: UAEU's PCs and Laptops, Data Storage and UAEU Portal and other services.

* *Single Sign on:* A single username and password to sign in to all IT services.

Password Security Guidelines

A password is an important aspect of computer security, together with your unique Identification or Username (ID), they will give you access to many services offered at UAEU. You are responsible for taking the appropriate actions to reset your password as soon as you receive your access information and consider selecting secure passwords to ensure password confidentiality.

You can change your password by visiting Change Password Page: **https://accounts.uaeu.ac.ae/chgpwd**

Faculty IT Support Contact List

Faculty IT Support will assist you in different Hardware/Software issues locally. Detailed contacts are available on UITS website:

- Visit the UITS main page on: **http://www.uaeu.ac.ae/uits**
- Under **Hardware and Software** click on **Software Library**
- Scroll down the page to find a link for **Faculty IT Support**

UAEU PCs

The access to UAEU's PCs is done through what we call Active Directory (AD). It is a Microsoft Directory Service which is primarily used in Windows-based computers. The main purpose of AD is to allow central authentication . All Students will be able to login to any PC linked to the UAEU domain also known as **(ACADEMICS)**

Login to UAEU PCs:

- Turn on the PC / Laptop linked to the domain
- Press **Ctrl + Alt + Delete**
- Type your username and password
- Make sure that **ACADEMICS** is written below

Data Storage

1 GB storage space on the AD File Servers is dedicated for each user. This network storage can be accessed anywhere within the campus, and it is automatically mapped to the Z drive on any workstation linked to the domain. To see your Z drive you have to login with your UAEU username and password. With this service you will be able to store your work and access to it whenever you go inside the campus.

MY.UAEU Portal

MY.UAEU Portal is your gateway to access online services and resources. You can access MY.UAEU Portal using the link (http://my.uaeu.ac.ae) . Further information about MY.UAEU portal and online services are discussed in further details in upcoming pages.

IT Services for You!

" Any smoothly functioning technology will have the appearance of magic. "

* Arthur C. Clarke (1984)

MY.UAEU Portal

MY.UAEU portal is the main entrance to many University Online Services. By logging onto MY.UAEU portal you will be able to access your e-mail, eServices and Black-board. You can also view University's news, announcements, Helpdesk Maintenance Window and Library Search.

Login to Portal

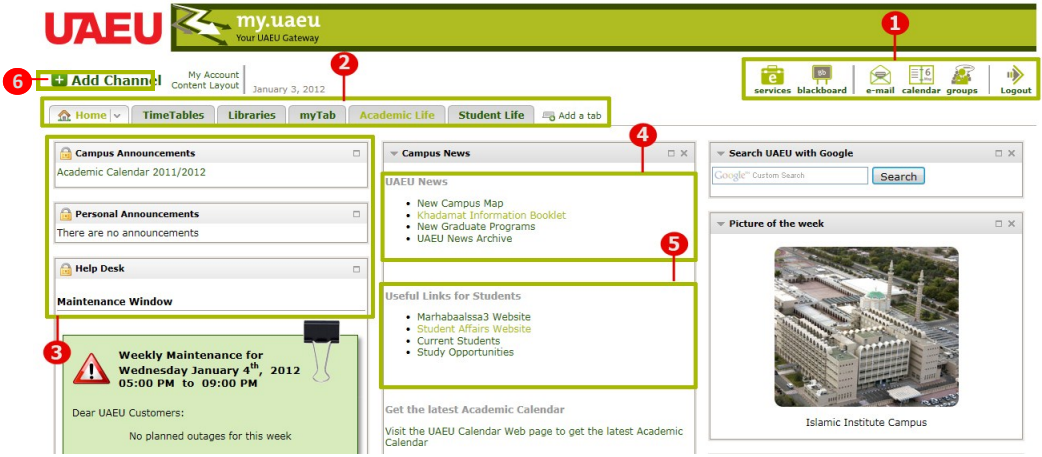
To access MY.UAEU Portal:

- browse to: **http://my.uaeu.ac.ae**
- Type your AD/e-mail username and password in the fields shown then click **Log on**

If you forget or loose your username and/or password, please call the UAEU IT Helpdesk at **03-7136111** or alternatively send an email to: **helpdesk@uaeu.ac.ae** or contact your **Faculty IT Support**.

MY.UAEU Portal Homepage

MY.UAEU Portal interface mainly consists of different components such as: tabs, channels and links which direct you to different online services. The snapshot below shows the main page services and information setup.



1: Quick access to University online Services with Single Sign-On.

2: Tab Based setup

3: Announcements Channel

4: UAEU News

5: Useful Links for Students

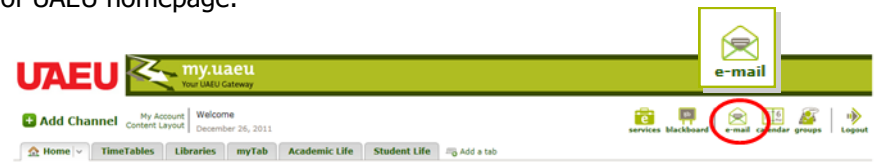
6: Customize pages layout by adding and removing channels

UAEU Webmail

UAEU email system is implemented using Microsoft Exchange 2007. Outlook Web Access or (OWA) allows you to access your emails anywhere via Internet secure channels and it is compatible with most common used browsers such as: Internet Explorer (7.0 or later), Safari, Firefox, Opera and others. This system is user friendly and allows better and faster communication as well as many useful features. The size of the mail boxes for you will be 500 MB.

Access Your Emails

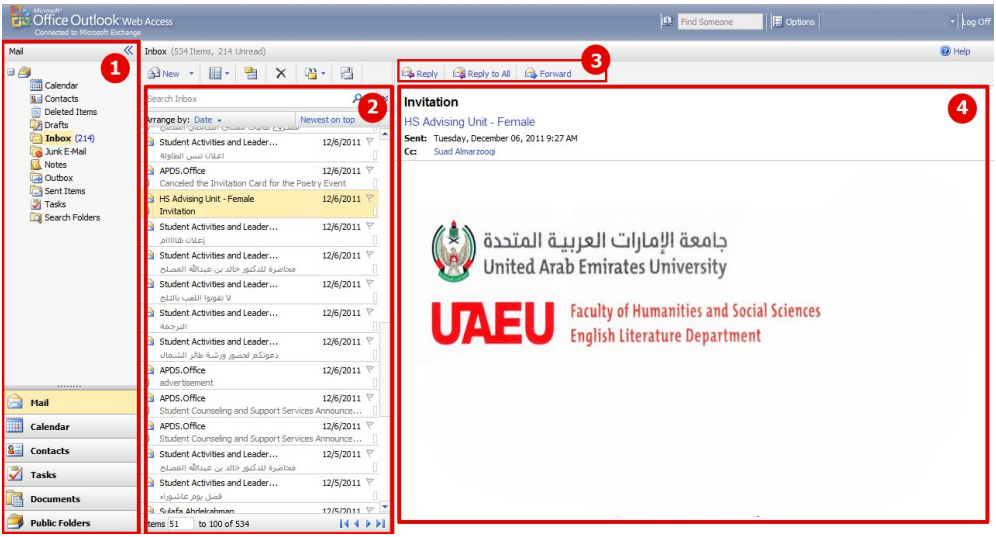
You can access your email by simply clicking the e-mail icon shown in the right corner of UAEU homepage.



The email interface will open in a new windows where you can view, send emails as well as other kinds of communications like replying to, forwarding, viewing and editing your calendar and contacts and scheduling meetings and appointments.

Another way to access your email is to browse the link: **webmail.uaeu.ac.ae**, and provide your access information.

UAEU Webmail Main Page



1: Navigation Pane **2:** View Pane **3:** Menu bar **4:** Reading Pane

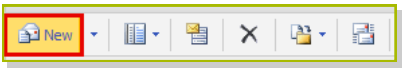
View Your Emails

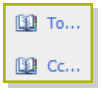
To view your emails, you can click on the message in the View Pane, and it will show in the Reading Pane. Also, you can double click the email to view it in a separate windows.

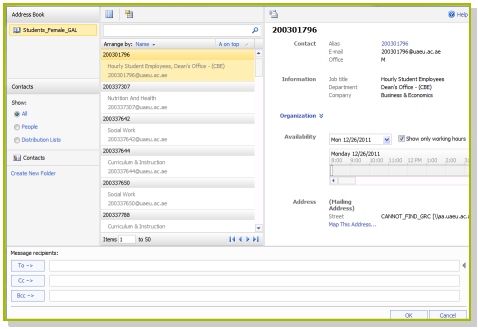
Options to Reply, Reply to All, Forward, Create New Email and other options are shown on the top toolbar above the Reading Pane.

Send an Email

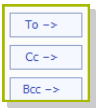
To create a new email:

- Click on **New** button above the View Pane 

- In the New Email Window, write your email then add the recipients to your email by writing down the email ID in the **To** field or simply add them from the address book. To open the address book:
  - Click on the **To**, **Cc** or **Bcc**, 

  - The address book window will open. 

  - Write in the search box on the top

the name of the person you are looking for then Click on the search button or press Enter from the keyboard .
Once you found the contact, you can click on any of the **To -> or Cc->** buttons to add the contact to the mail message. 

  - Click **OK**.

Visit UITS main page on: **www.uaeu.ac.ae/uits** to learn more about how to use UAEU Webmail. Browse: **Hardware and Software > Technical Support > Tutorials.**

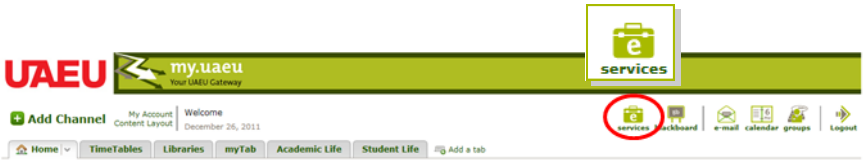
eServices

eServices (also called Banner Self-Service) provides a group of online services for University students. You can use e-services for:

- Online Course Registration
- Viewing your schedule
- Viewing your grades and academics records
- Other services such as: viewing your holds, transcript, attendance reports and your personal information

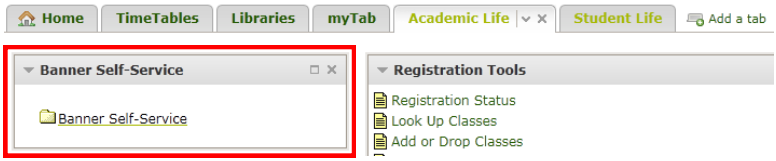
Access eServices

You can access eServices by simply clicking the eServices icon shown on the right corner of MY.UAEU homepage.



Alternatively, you can access e-services by clicking on **Academic Life** tab

and expanding **Banner Self-Service** folder in Banner Self-Service channel.

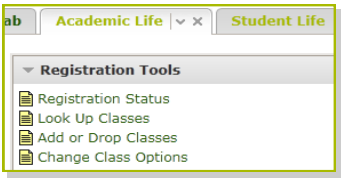


Online Course Registration

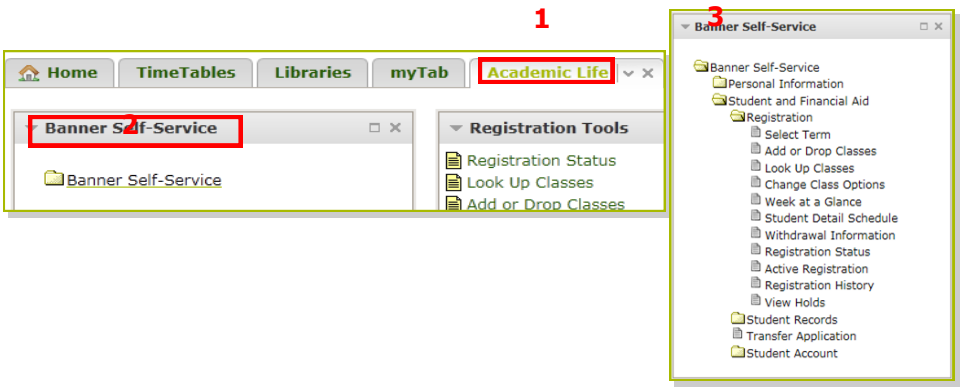
How to Access Student Course Registration Online?

There are 3 methods to access online courses registration:

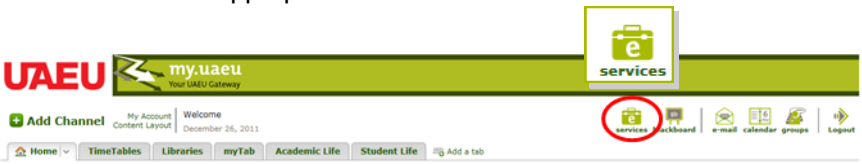
1. MY.UAEU Portal Provides a useful channel which simplifies access to registration links Under **Academic Life** tab, **"Registration Tools"** Channel.



2. Expand Banner Self-Service folder under Banner Self-Service channel in the Academic Life tab, and look for the appropriate links



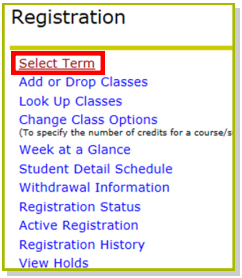
3. In the portal homepage click on eServices icon, and browse to the appropriate links.



How to Register?

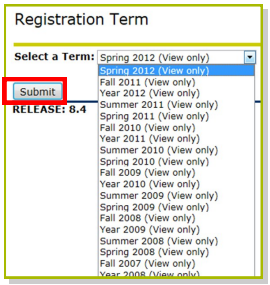
First, you need to check if you are eligible for registration as demonstrated below:

1



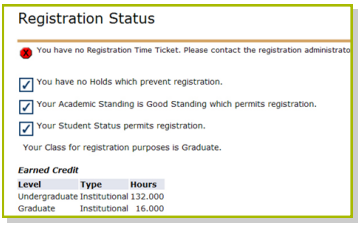
Click on **Select Term** from the menu

2



From the drop down menu select the **Registration Term** and submit

3



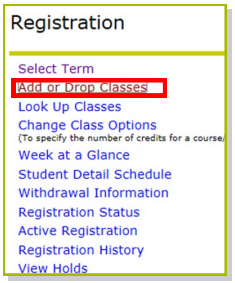
Your registration status will be shown.

Add or Drop Classes

It is time to register in a course! You can register using two different methods:

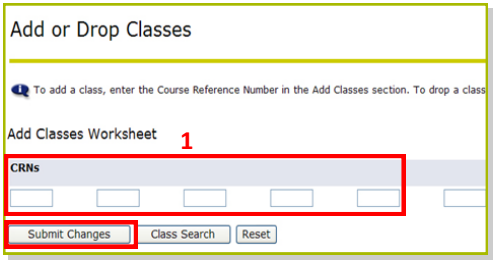
First Method: if you already know the CRN's targeted for registration

1



Click on **Select Term** from the menu

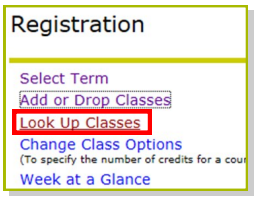
2



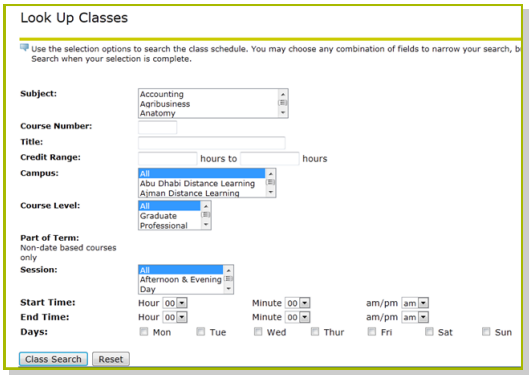
Under **CRNs**, type in the CRNs of the courses targeted for registration. Click on Submit Changes to complete your registration.

Second Method: if you do not know the CRNs targeted for registration

- Click on **Look Up Classes** from the main registration menu then select **Term** and click Submit.



- You can search the classes schedule using different criteria such as: subject, course number, title, credit range, campus and others. You can also choose any combination to narrow your search but you must select at least one Subject. Click on Class Search button when the selection is completed.



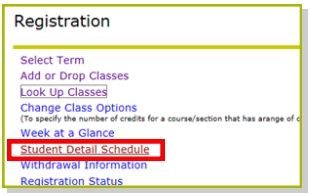
- A List of course details will be displayed, choose the targeted course, then click the register button.

- Add or drop classes page will be displayed to confirm your selection. Click "Submit changes" to proceed with registration.

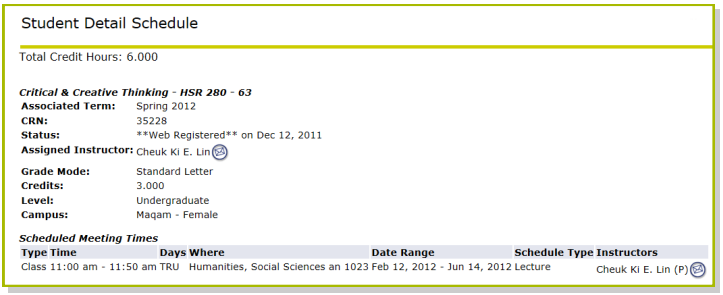
Student Detail Schedule

After completing your registration, you can view your detailed schedule including time, location and instructor details. To view Student Schedule:

- Click on Student Detail Schedule from the main menu of registration.



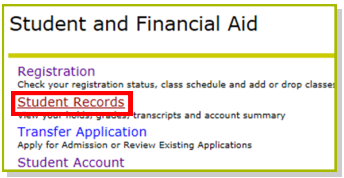
- Your detailed schedule will be displayed.



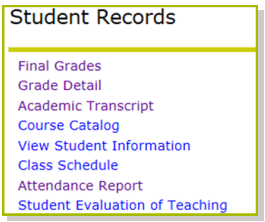
Student Records

You can view your attendance, grades, transcripts and account summary from Student Records link

- From the main menu of **Student and Financial Aid**, click **Student Records.**



- A detailed list will show up with links to view your attendance, grades, transcripts and other information.



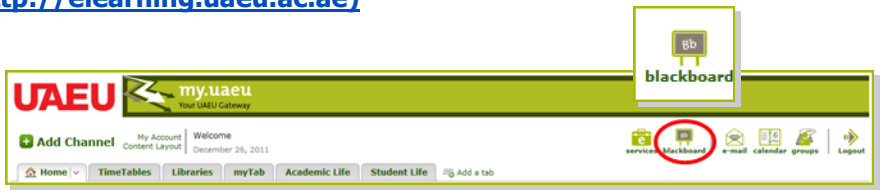
eLearning (Blackboard)

Blackboard is the eLearning system used within UAEU to allow students and faculty to communicate online. It is an academic resource center that enables the instructors to provide the students with course materials, discussion boards, online quizzes and more. You will use blackboard frequently to manage your courses and discussions within a single course but that varies from one instructor to another.

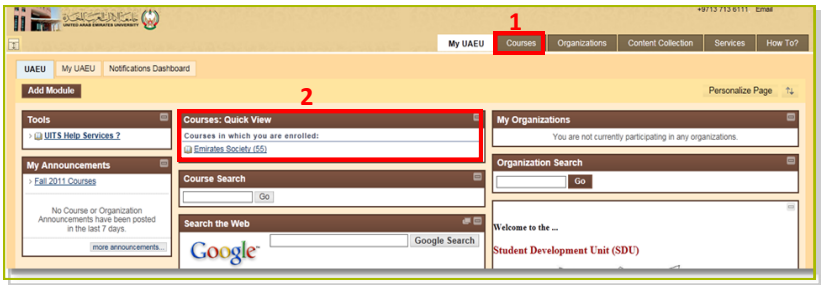
Note: your instructor will inform you whether blackboard will be used in his/her course or not.

Access to eLearning (Blackboard)

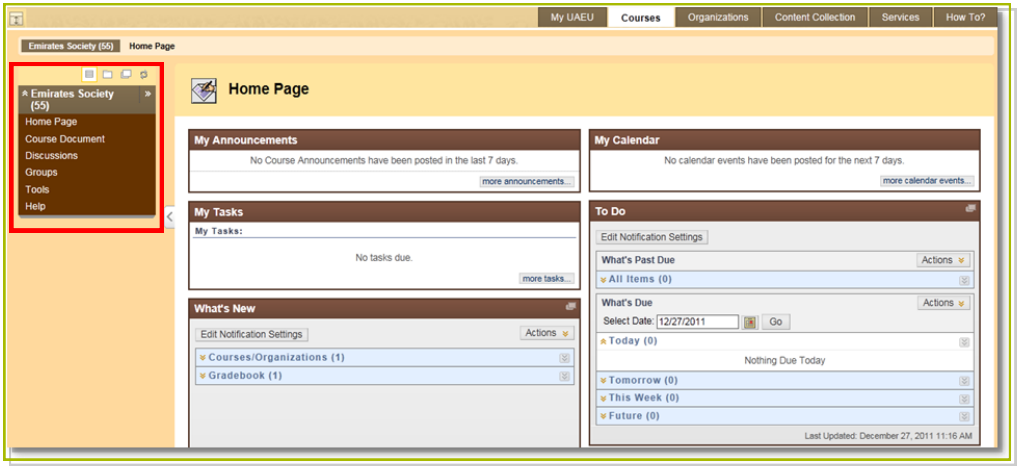
You can access Blackboard by simply clicking the Blackboard icon shown on the right corner of UAEU Portal homepage or by direct access using the following link: **(http://elearning.uaeu.ac.ae)**



After your registration in a course, the instructor must enable the availability of that course in blackboard. Once completed you will be able to see the course material uploaded by the instructor. You can view your courses under **Courses Quick View** or click on **Courses** on the right corner of blackboard main web page



Blackboard offers you several options and activities to use. To view the options available you need to select one of your courses and you will find a list of the options in the left pane of the page. You can use these options and activities as per the instructor's settings. Some of these options are:



- **Course Document:** list of the course syllabus, slides and additional content uploaded by the instructor.
- **Discussions:** Participate in the discussion threads organized around a particular subject.
- **Tools:** another list of options and activities you can use in blackboard such as: announcements, send Email, Calendar and others.

UAEU Antivirus Protection

For UAEU Desktops and Laptops

The Official Antivirus Software in use at UAEU Campuses is Microsoft Forefront Endpoint Protection 2010. It is Microsoft's anti-virus and malware protection enterprise solution that helps guard against threats such as spyware, root kits, viruses, worms, and Trojans.

Using Antivirus software is important to protect your desktop/laptop from the latest viruses and threats. UITS strongly recommends having the latest antivirus software installed on your UAEU desktop and laptop.

For Personal Desktops and Laptops

If the MS Forefront Endpoint is not downloaded on your UAEU Laptops, you can download it from our website. The package will automatically replace your old Antivirus software with the new Forefront solution.

Downloads

We recommend using Microsoft Security Essentials for Home desktops and laptops. It is with no-cost, anti-malware service that efficiently protects Windows-based PCs from malicious software, including spyware, viruses, Trojans and rootkits.

To download Microsoft Forefront Endpoint OR the Microsoft Security Essentials go to:

- UITS Website: http://www.uaeu.ac.ae/uits
- Under "Hardware & Software" Select "Antivirus Protection"

Note: Your UAEU username & password are required to download MS Forefront Endpoint file.

UAEU Wireless Network

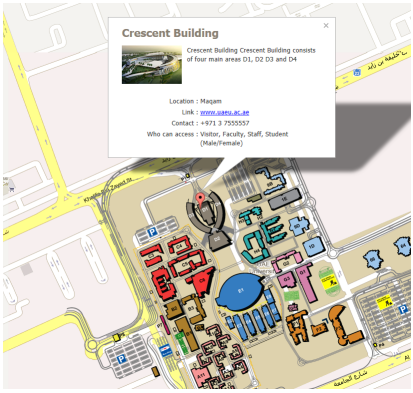
The UAE University Wireless Network allows you to browse the internet, access UAEU online services, access your data drive (Z-Drive) and other network resources at a high speed across the campuses without the need to plug any network cables. Your laptop will connect automatically to the UAEU wireless network. If you face problems in connecting to the wireless network contact your faculty IT support.

My.UAEU On-The-Go

Students at UAEU can also access UAEU Portal via their mobiles anywhere anytime. The mobile interface of UAEU Portal is providing fast and easy access for the students to access their grades, schedule and other information.

UAEU Google Maps

Catch your classes and find your way more easily at UAEU Campus with UAEU Google Maps. This service is a customized and enhanced interactive Google Maps implemented by UITS.



With UAEU Google Maps you will be able to search for a specific building or facility, search for rooms, departments, faculties, wireless hotspots, Mosques/Praying areas, restaurants, sports facilities, book distribution kiosks, parking areas, bus stops, clinics, emergency exits and much more.

You can access to UAEU Google Maps via:
http://www.uaeu.ac.ae/maps

Students Computer Labs

You can use the computer labs available in the UAEU campuses which are equipped with the latest hardware and software technology. You will find the Computer Labs in the below locations:

Female:

- Main campus, Building B3.
- Residential college, Maqam 2 Hostel
- Maqam 3 Hostel
- Tawam Hostel

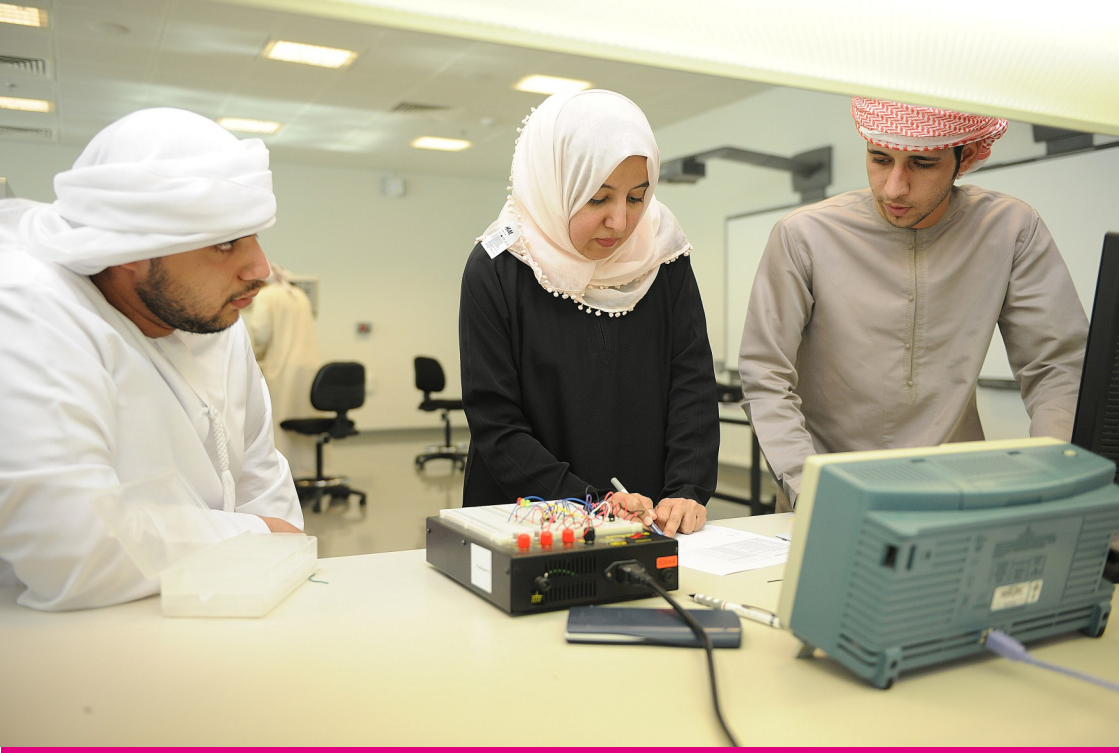
Male:

- Seh Bin Aammar Hostel
- Markhania 3 Hostel
- Maqam 5 Hostel

For students with special needs, Students Services prepared an assistive technology lab which includes a collection of hardware and software designed to compensate for any disability. The computers are prepared with software technology equipment featuring: Text to speech software, screen reader, screen enlargement , Braille printer and sensor and more. It is available:

For Male : Building 80
For female : Female Main campus, Building C5.

For more information contact Disability Support Services through the link: http://studentaffairs.uaeu.ac.ae



It is Important to Know

Non IT Services Information

Acknowledgment

The "Ready to Go" guide was developed by UITS Division with the coordination of Student Affairs Department. This guide is designed mainly to come up with a good reference for the IT Services provided by UITS Division at UAEU.

In this section important information that is not related to IT services is provided, and it is important for every student to know.

Student Affairs Division

Student Affairs Division promotes academic interests, extracurricular activities, social engagements, community service and various off-campus programs in an effort to give the new student and every student who joins UAEU a strong sense of academic being and a network of friends, colleagues, and associates. Student Affairs Division aims to help students in their education, enrich their academic growth and success and deepens their knowledge throughout their study at UAEU and beyond.

Contact Student Affairs Division at:

Email :TSS.office@uaeu.ac.ae

Fax :+971 3 713 6971

Website :http://studentaffairs.uaeu.ac.ae

Academic Advising Unit

It is important for new student to know and contact the Academic Advising Unit. Each Faculty has its own academic advising unit. An academic advisor will be assigned to each student. It is very important to refer to your UGRU and/or faculty advisor and consult him/her in every single step.

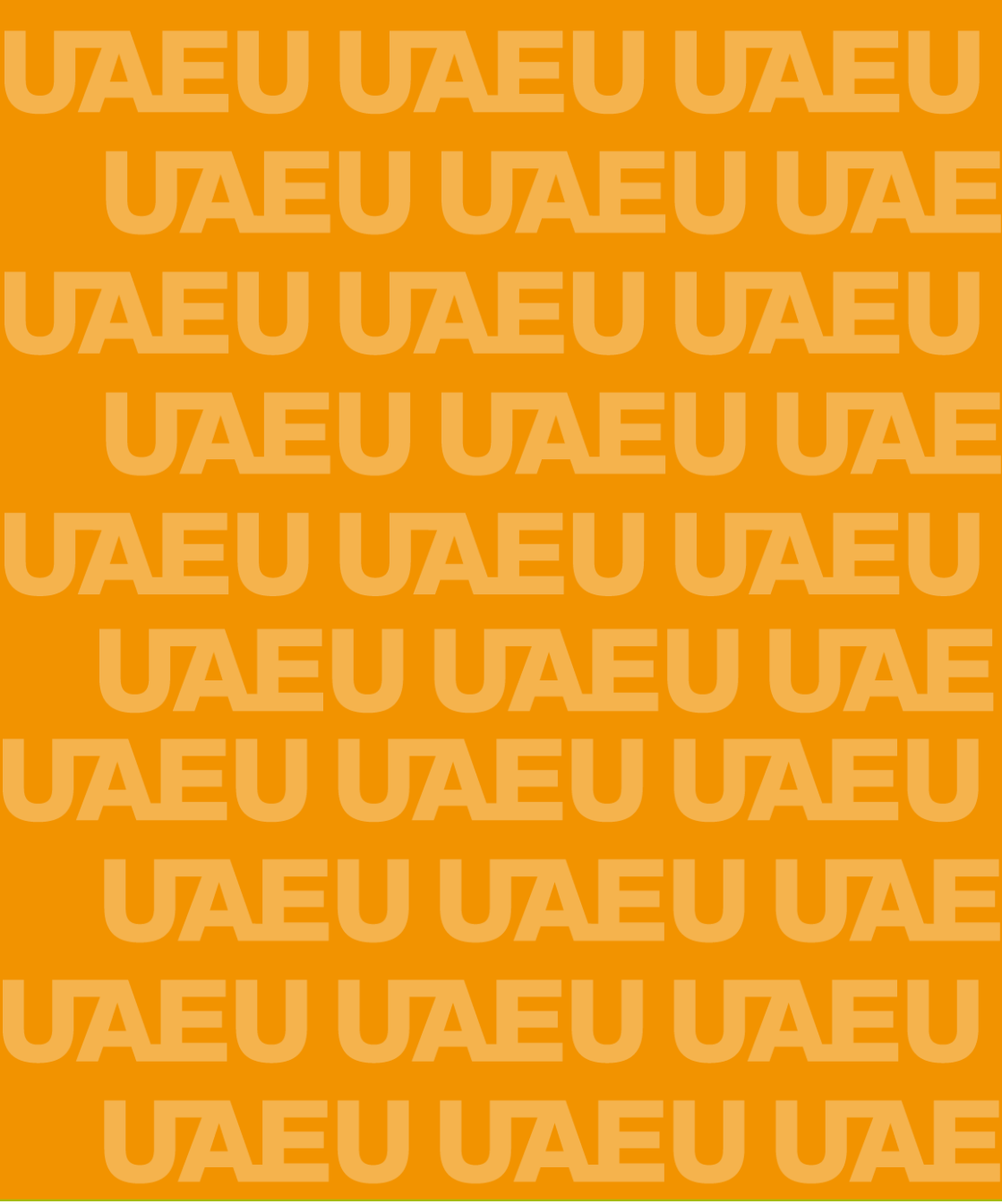
The services that can be provided to student by the Academic Advising Unit includes, but are not limited to, the following:

- Assistance with admission and registration-related problems.
- Counsel and advice regarding courses that are offered by the faculty.
- Preparation of academic schedules and inputting of academic plans into the student information system.
- Assistance with preparation of academic plans and follow-up to ensure compliance.

Students' Useful Links

Following is a list of website links which could be useful for students:

- **UAEU Main website** : http://uaeu.ac.ae
- **Marhabaa Alssa3 website** : http://marhabaalssa3.uaeu.ac.ae
- **UAEU Library** : http://www.library.uaeu.ac.ae
- **UAEU Calendar** : http://www.uaeu.ac.ae/calendar
- **Continuing Education Center** : http://cec.uaeu.ac.ae



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