

Student Digital Learning and IT Guide 2023 - 2024



Welcome

Welcome to College (North Kent College or Hadlow College). Whether you are returning or joining us for the first time, we hope that you will enjoy learning with us.

This guide is designed to help you to understand and navigate the digital and IT resources available to you, while you study at college.

Resources

There are several IT resources at your disposal and the nature of the course you are undertaking will determine to what extent you use them. However, even if you are not doing a course that requires the use of IT, there are many cool facilities and tools that you may wish to explore.

The main resources are:

- Access to the College network from both in college and from home (using college equipment or your own);
- Access to £12 worth of printing;
- Access to the Internet including free Wi-Fi;
- Access to email;
- Access to online learning materials, eBooks and other resources;
- Access to online course tracking;
- Access to online Virtual Learning Environment called Moodle; and
- Many software packages for use in your course.

“Your” College identity

While you study at Hadlow College (Hadlow or Greenwich campuses) or North Kent College (Dartford, Gravesend or Tonbridge campuses), we will provide you with a college identity, which will allow you to login and use the resources previously mentioned. This identity is linked to your enrolment at the College. Your IT network login / email / Moodle and other accounts will create automatically within **24 hours** after you have successfully enrolled and will automatically expire when your course has completed. For progressing students (studying with the College for a second year), your account will remain active until all years of enrolled study have completed.

Components of this identity are:

- YOUR Name – The preferred name given during enrolment *Printed on YOUR student ID card*;
- YOUR student number – the unique (eight digit) number created for you during enrolment *Printed on YOUR student ID card*; and
- YOUR College email address – created using your name and student number when your college identity is created.

The College takes the protection of your personal information very seriously and will never pass on these details to any external person or organisation without your permission.

We realise that you will have a digital identity outside of the College and may have your own email address/s and social network accounts. If you wish, you can connect your college email account (identity) to your private email account/s so that you do not miss anything.



BE AWARE COLLEGE STAFF ARE ONLY PERMITTED TO COMMUNICATE FROM COLLEGE EMAIL ACCOUNTS (you will find them in the Outlook email address book)

Security Student ID Card (Badge)



The College has issued you with a security ID Badge (student card) that identifies you as a registered student and MUST be worn at all times while on college property to safeguard you while studying with us.

Important to note:

- You may NOT use your ID card to allow any other person onto college property.
- Lost cards will cost £2 to replace from “Security” or “Reception” (depending on the campus you are studying at).
- If you leave your card at home you will need to go to “Security” or “Reception” to have a temporary card issued, that will disable your main card. Your details will be recorded and **failure to return this temporary card to “Security” or “Reception” will result in both being disabled and a charge of £2 to reactivate or reprint.**
- During the academic year, students will only be allocated up to **three** temporary cards, after which you may be prevented from coming onto campus. Students are encouraged to remember to bring their security cards to college which is what future employers will expect.

Besides identification, your College Identity badge also provides you with other services as well, as follows:

- Access to the entrance turnstiles at *Dartford, Gravesend and Tonbridge campuses*;
- Access to the FREE college shuttle bus services at *Dartford only*;
- Access to the refectories (cafeteria) to buy food and drinks using cashless catering (below);
- Access to the College Learning Technology Centre (Library) facilities; and
- Access to the mopiers (multi-function copiers) for print / scan / copy.

Contactless Debit/Credit Card Catering

The College has cafeterias where food and drinks can be purchased. Two payment options are available:

- Cash
- Contactless Credit/Debit Card

If you are eligible to receive a free school meal, this will be added once a week onto your college ID badge which can also be used in the cafeterias. If you forget your ID badge at home and are using a temporary card, any free school meal allocation will be transferred to the temporary card for one day only.

How to log into the “College IT Network” using College computer equipment

The College has several types of equipment available for you to use, which will require an IT network login using your college identity and password. These are:

- Microsoft Operating System PCs / Laptops
- Mac Operating System PCs / Laptops
- Mac iOS and Android data pads; and
- Mopiers (multi-function devices) to print / copy / scan.

To log into any device, you will always use the same USER ID and IT NETWORK PASSWORD linked to your previously mentioned identity.

YOUR USER ID = studentnumber@nkc.ac.uk (the eight digit number printed on your student ID badge/card).

Because you may want to login from home, we recommend using your full email address as your username both inside the College and from home. For example, if your student number was 12345678 (on your ID Badge), then your user ID will be **12345678@nkc.ac.uk**

YOUR INITIAL PASSWORD = Postcode with your date of birth entered as follows

POSTCODEdd/mm/yy (with postcode as capitals - no spaces, and date of birth including / slashes) You will be required to change this on first login - keep it safe and **NEVER GIVE IT TO ANYONE**.

For example, if your birthday was 6th March 2004 and your post code was DA1 2JT, then your initial password would be **DA12JT06/03/04** and you will be asked to change this to something memorable.

Make your password/passphrase something memorable and must include at least one capital letter, one lower case letter and a number (minimum eight characters). It is advisable to use a phrase rather than a single word. For example, TheCatSatOnTheMat100 that contains things that only you will understand or know. While it is longer it will be easier to remember.

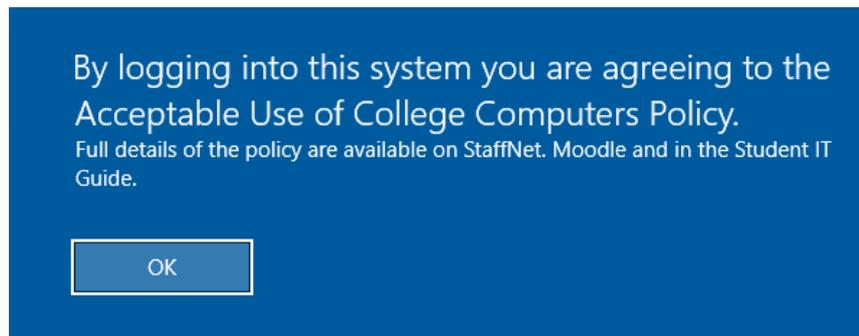
If you forget your password, you will be able to reset this yourself using Microsoft Password Verification service from the PC login screen (after Ctrl + Alt + Delete). This will only work once you have registered a private mobile phone or email address (explained later).

To login for the first time:

1. From the splash screen below, press Ctrl + Alt + Delete.



2. Agree to the College “Acceptable Use Policy” laid out in this guide and available from Moodle.



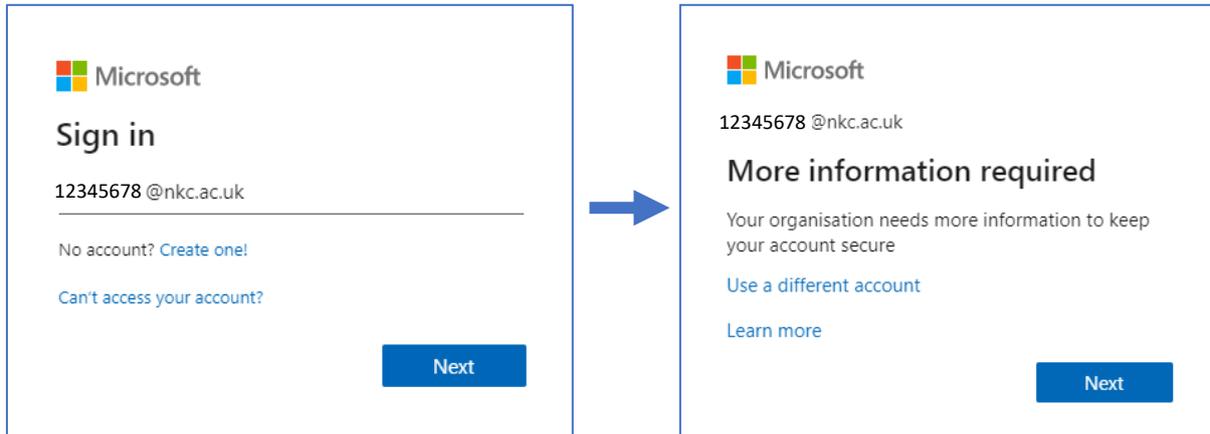
3. At the login screen enter your new student ID studentnumber@nkc.ac.uk as your username. If your student number was 12345678, your username would be 12345678@nkc.ac.uk.
4. Enter your POSTCODE and BIRTHDATE as described above for your initial password and enter or click OK. For example if your post code was DA1 2JT and your birth date was 6th March 2004 then your initial password would be DA12JT06/03/04 (include the slashes in the date).
5. On the next screen you **MUST** change your password/passphrase to something memorable. It **MUST** be at least eight characters long with at least one capital letter, one lower case letter and at least one number.

Once this has been successfully completed, Microsoft Edge will automatically start. When this happens, it will ask you to login again after which you will need to provide private 2-Step verification information.

2-Step Verification Information

In a world where hackers are trying to get your personal information/money, it is important to protect yourself and the College. To do this the College has a 2-Step login process for when you are not at college or when you wish to change your password/passphrase. This is to ensure you are the correct person logging in and not a hacker. We know this can be laborious, however it is good practice for all online activity that has your personal information or access to your money (Amazon, PayPal, Twitter or Facebook).

To register your 2-Step verification information you will see the following screen when Microsoft Edge starts for the first time after initial login. Type your studentnumber@nkc.ac.uk as shown below.



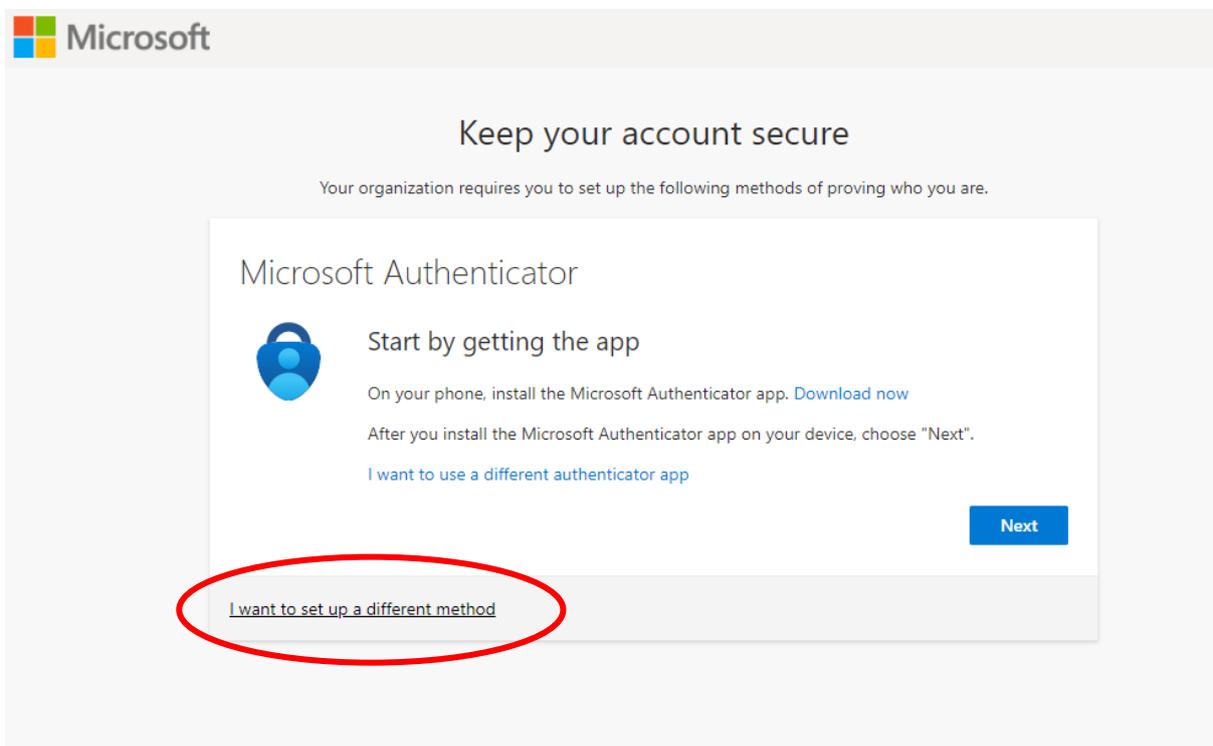
Click on Next to proceed. You will need to provide one of the following:

1. Verify by phone – provide a mobile number and if it changes let us know (**recommended**)
2. Verify by email – provide a private email address

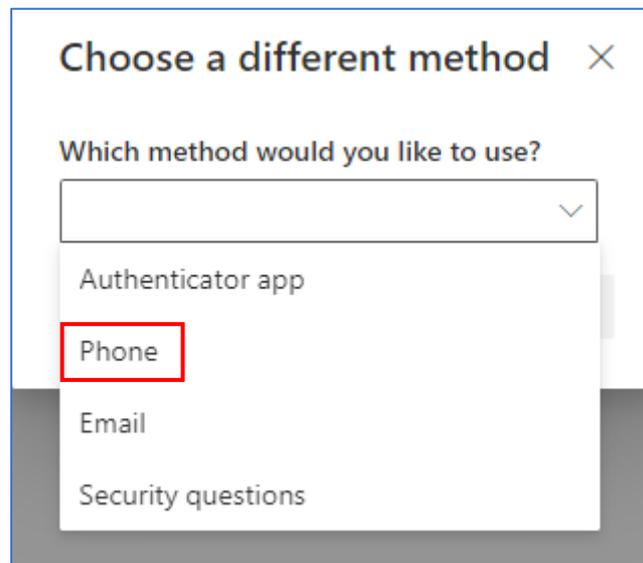
The system will also ask you to download and install an “Authentication App” on your mobile phone (this is optional, and **YOU DON'T HAVE TO**)

If you don't download and use the authentication App then,

Click on **I WANT TO USE A DIFFERENT METHOD** see below. **Do not click** on SKIP SETUP or you will have problems later.



Next select the method you wish to use from the dropdown on the next screen. Mobile phone is recommended.



Choose a different method ×

Which method would you like to use?

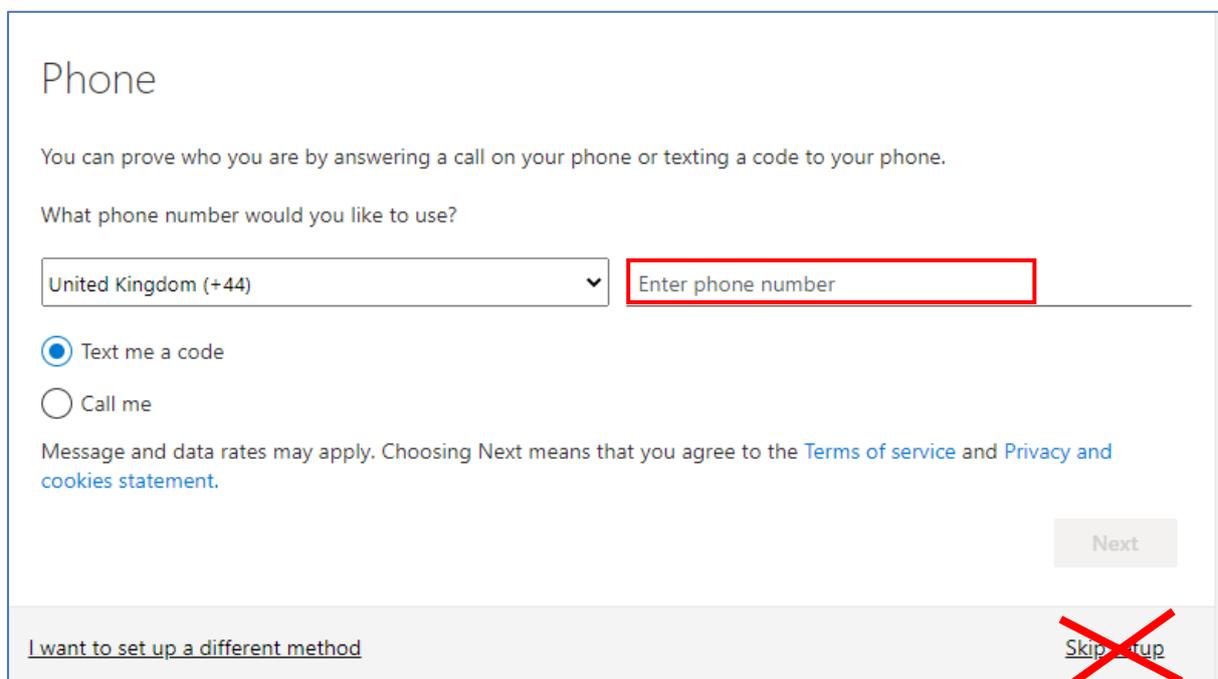
Authenticator app

Phone

Email

Security questions

On the next screen select United Kingdom (+44) from the left drop down and provide your mobile number on the right



Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44) ▼

Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#) [Skip setup](#)

Then click NEXT. A text will be sent to your mobile phone with a code. Enter the code in the screen as shown below and click NEXT.

Phone

We just sent a 6-digit code to +44 071234567 Enter the code below.

[Resend code](#)

[I want to set up a different method](#) ~~[Skip setup](#)~~

You will now be shown a screen to show your phone was successfully registered. This will allow you to access your account from outside the College as well as change your security info or password.

Phone

 SMS verified. Your phone was registered successfully.

~~[Skip setup](#)~~

Click Next to continue.



NOTE - once you have changed your password/passphrase, you will use this same USER ID and NETWORK PASSWORD to access all the IT systems that you have access to in the College, including Moodle, Printing, Office365 and computer access. You will be asked to verify your identity using the method you chose above when connecting from outside the College (this is to protect your data and information).

Internet access

While at Hadlow College or North Kent College, you will have access to the Internet to do research and complete assignments. This is a free service available to students but note that all activity is monitored and filtered.

WARNING – Should the College discover browsing that is of a concerning nature, particularly as defined by the UK governments “Prevent” strategy, this activity will be reported to the relevant authorities as defined in the strategy

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97976/prevent-strategy-review.pdf

Should you wish to access a website that is blocked, then please ask your tutor to log a request with the IT Department, including all the relevant information and the request will be reviewed.

For you to access the internet, you will need to be logged into the College network by one of the following methods:

- By logging into your **College Network Account** via a College PC
- By logging into your **College Network Account** via a College Mac PC
- By logging into the College network via the **BYOD** wireless network service from your private phone, tablet or laptop using your **College Network Account** details

MyDay

When you have logged onto your network account, as described above and opened any web browser on a college computer, you will see the MyDay learner homepage.

The screenshot shows the MyDay learner homepage with a purple header bar containing 'Home V2 PERSONALISE' and a notification icon. The main content area features a large banner for 'FREE AUDIO BOOK' registration, courtesy of World Book Night. Below the banner is a grid of tiles: 'Balance' (£0.00 e-Payment), 'Attendance', 'PC Availability' (with an error message), 'Skills Forward', 'Student Survey', 'Book an IT training session', 'Student Counselling', 'eTracker', 'moodle', 'Student IT Guide', 'ClickView', 'Student Welfare & Safeguarding', 'Change Password & security info', 'First Aid', 'Office 365', 'Mistlin Radio', and 'Bus Timetable'. A 'Calendar and Timetable' widget shows dates Tue 23, Wed 24, and Thu 25 with various events like 'DW Leave' and 'Facilities & Resource'.

The system presents your live college information such as attendance; timetable; print balance; unread college emails; tasks; Moodle online course information; library loans/reservations and other information.

MyDay can be accessed from inside or outside the College on your mobile phone. Download the Android and iOS MyDay app from Apple App Store or Google Play for Android by searching for **NKC or North Kent College**.

You can log onto MyDay using any internet device by visiting:

<https://northkent.myday.cloud>

You will be asked to log in when outside of college (using the 2-Step verification system previously setup). If using the mobile app, the system will only ask for your details the first time you access it.

Log on using the same details as you use to log onto Office365 in the College.

Microsoft® Office365



The College has provided the cloud service called Microsoft Office365 for you to use while studying at the College. This service gives you access to the following services:

- **Microsoft Outlook** Email with 50GB storage.
- **Microsoft Outlook Calendar** linked to email for setting appointments and creating schedules
- **Microsoft Office Web Apps** from a browser for Word, Excel, PowerPoint, and OneNote so that you will always have access to the tools you need even if you don't have them at home.
- **FIVE** full free downloadable versions of **Microsoft Office** including Word, Excel, PowerPoint and other applications for your Windows or Mac PCs at home. This will remain licenced for as long as you are registered as a student at the College.
- **Microsoft OneDrive** with 1TB storage (which is a lot) for files and photos that is accessible from any device if internet is available.
- Many other **Microsoft** tools like **Delve, Sway, and Video storage**.

You can access Office365 using <https://www.office.com> or from the icon on your college PC desktop, using your college **studentnumber@nkc.ac.uk** (identity) and **College Network Password** described earlier.

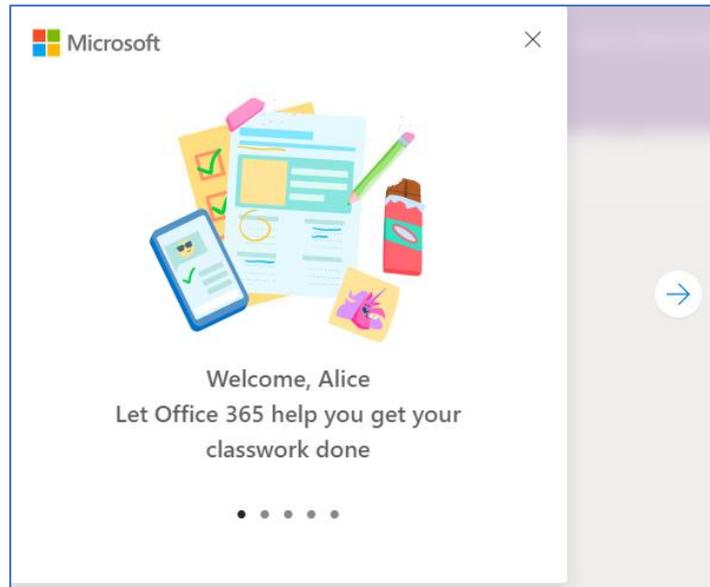


For example, if your student number was 12345678 then your Office365 Login ID would be **12345678@nkc.ac.uk**

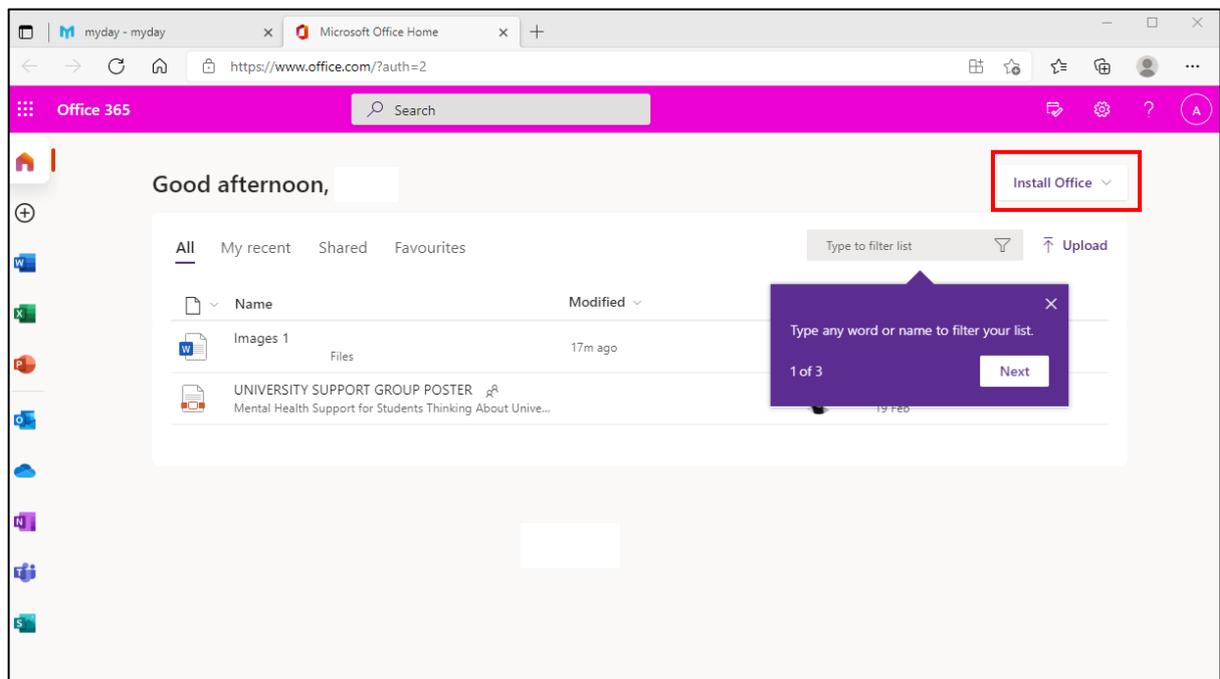
Your email address, unless otherwise stated, would be your name and surname and the last three digits of your college student number found on your student ID badge (no spaces or dots between) @nkc.ac.uk

For example, if you were Daffy Duck and your student number was 12345678, then your email address will be **daffyduck678@nkc.ac.uk** You can also use **12345678@nkc.ac.uk**

The first time you log into **Microsoft Office365**, you will see a welcome screen (image below), which will give a quick tour to get started and will even help you get connected from your mobile phone.



Once you have accessed Office365 you will see landing screen with applications on the left and recent activity in the centre.



This screen also gives you the ability to download and install Microsoft Office onto your Windows or Mac PC's at home and launches the many applications from the app launch area.

The applications available to you include:

- 1 = Microsoft Word
- 2 = Microsoft Excel
- 3 = Microsoft PowerPoint
- 4 = Outlook email
- 5 = OneDrive (Private College Files)

6 = OneNote

7 = Teams (Shared College Files)

8 = Sway

The **waffle** icon  at the top left of the Nav bar will open a screen showing all apps including College apps.

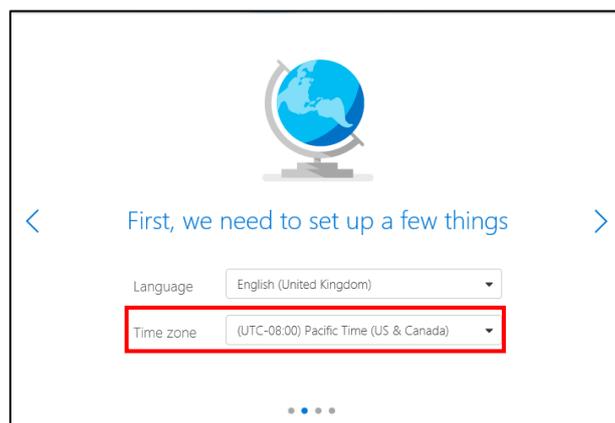
Click on Explore **ALL APPS** to access some college specific web applications.

Microsoft® Outlook Mail

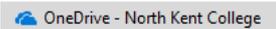
This is a web app that functions as a full Microsoft Exchange email system allowing you to send and receive email, create folders, flag and categorise.

For full support and how to's go to <http://office.microsoft.com/en-gb/support>

When used for the first time you will need to set your language and time zone to (UTC)Dublin, Edinburgh, Lisbon, **London**.



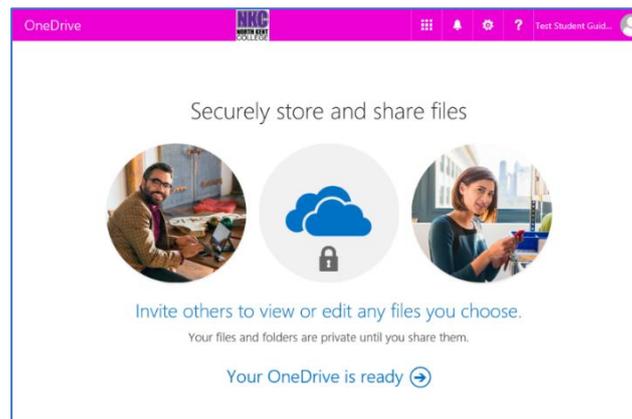
Microsoft® OneDrive for Business

It is recommended that you use Office products (Word, Excel, and PowerPoint) online, which will automatically save your work and any deleted files can be restored up to 30 days after change or deletion. If you do use the PC version of Office, store your files on OneDrive. This is accessible from your PC File Explorer, look for ->  (on the left hand side).

You have 1TB of storage space for files, folders, and photos, which are accessible from a range of devices, including Mac, Android, and Windows.

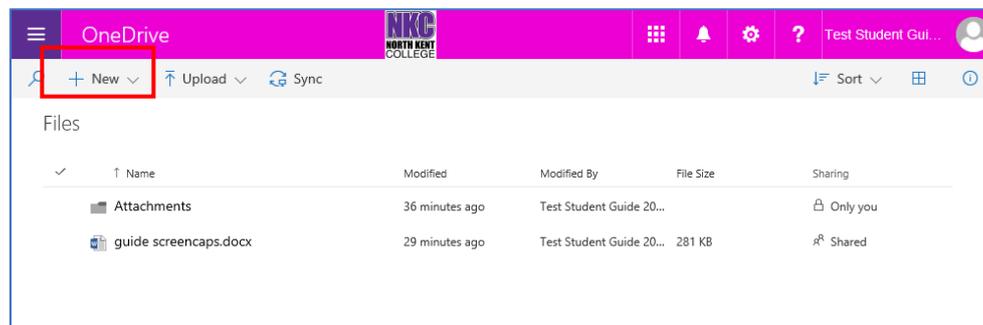
Do not confuse Office365 with Moodle, which is a Virtual Learning Environment where tutors will make resources available and may require you to upload assignments for marking. It is also different to ePortfolio systems used in some departments for recording assignments and where you might be asked to store work as evidence.

On first use, you will see a welcome screen.



Once in OneDrive: To add files simply click on “New” (see image below) and select:

- Word Document – to open a new Microsoft Word Document in Web App Mode
- Excel Document – to open a new Microsoft Excel Document in Web App Mode
- PowerPoint - to open a new Microsoft PowerPoint Document in Web App Mode
- OneNote - to open a new Microsoft OneNote Document in Web App Mode
- Forms for Excel - to create a web form to Excel sheet for surveys
- New Folder – to create a new folder



Once a file is on OneDrive you can open and edit using the included Web App or open in the actual Microsoft Office software on your PC.

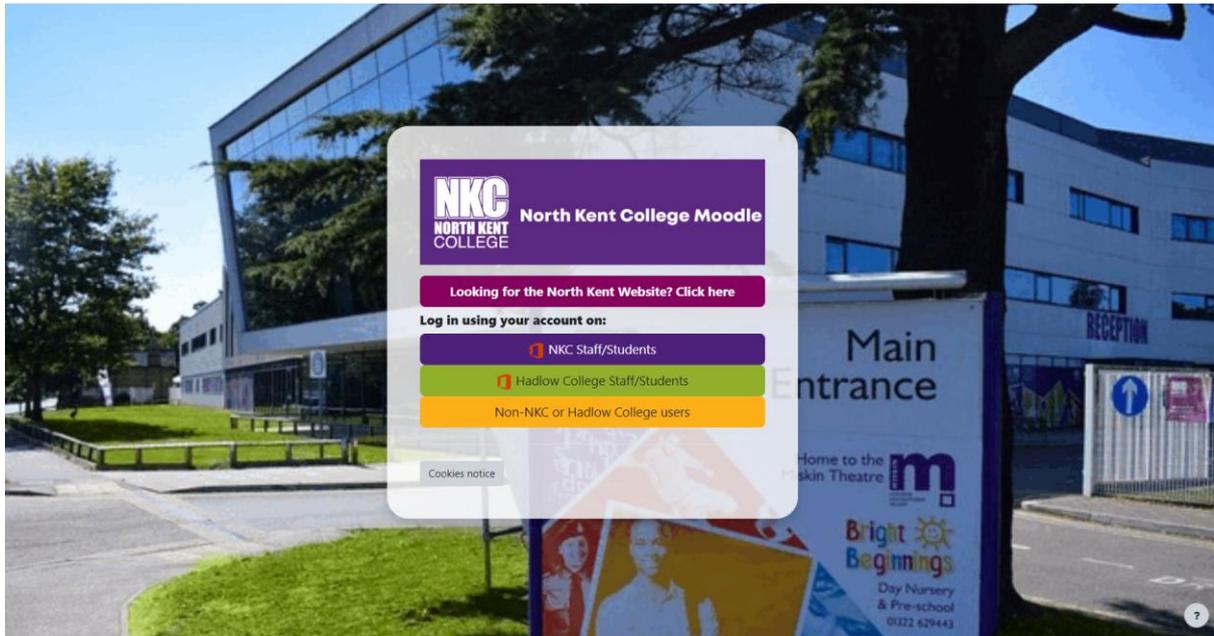
For full support and how to's go to <http://office.microsoft.com/en-gb/support>

Moodle (Virtual Learning Environment)

Moodle is the College's Virtual Learning Environment ("VLE") and is used to provide access to online courses that you are required to complete as part of your wider study programme.

For most College courses, you will also use Moodle to access assignments, presentations, handouts, videos, and other learning materials to support your studies.

Moodle can be accessed via the MyDay web home page.



Log on by clicking the appropriate link (shown in the image above) and if asked (outside the college) use your **Network User ID and Password with 2-Step verification** (described above).

PRINTING

The College provides each student with £12 worth of printing, after which, you will have to buy top-ups from the Learning Technology Centres (Dartford, Gravesend, Hadlow or Tonbridge).

Printing will be charged at the following rates for printing and copying (scanning is free):

Mopier (Multi-Function Print Copy and Scan machines)

A4 Black & White = 0.02p per page

A4 Colour = 0.08p per page

A3 Black & White = 0.04p per page

A3 Colour = 0.16p per page

30% Discount on any duplex (double sided) job

Stand Alone Laser Printers

A4 Black & White = 0.03p per page

A4 Colour = 0.16p per page

A3 Black & White = 0.06p per page

A3 Colour = 0.32p per page

30% Discount on any duplex (double sided) job

Inkjet Printers

A4 Black & White = 0.24p per page

A4 Colour = 0.48p per page

A3 Black & White = 0.48p per page

A3 Colour = 0.96p per page

30% Discount on any duplex (double sided) job

For courses where printing is a part of the course, like Photography or Secretarial, extra printing may have been incorporated as part of your material fees and you will need to talk to your tutors.



Leaving the classrooms to print is not permitted and any print jobs sent will remain in the queue for 120 minutes (2 hours) and can be collected after class.

Cyber Security

The College takes the security of all staff and student data very seriously. For this reason, the College is audited annually and is “Cyber Essentials Plus” accredited (National Cyber Security Centre). More information on Cyber Essentials Plus can be found on the IASME website:

<https://www.british-assessment.co.uk/services/cyber-essentials>



Support

If you have any issues with the resources or services provided, then please talk to your course tutor, who will log a support request on your behalf.

The College has a **zero tolerance** policy regarding bullying and cyber bullying. If you are being threatened or bullied in any way then, again, contact your course tutor who will report the matter to the IT Department where it will be investigated.