**Frequently Asked Questions**

1. **How do I connect to the Wireless/ Internet on my laptop in College?**

   - STUDENTS:  Log on with the prefix @student.itb.ie   (similar to student email)  e.g B0000XX00@student.itb.ie

   - STAFF:  Log on with the prefix @itb.org  e.g. Joe.Bloggs@itb.org  (This only works within TU Dublin Blanchardstown Campus's Wireless networks )

   - VISITORS (from other eduroam colleges):  Log on with normal own college accounts.

2. **How do I find what rooms are free to use in the college when I need to study?**

   If a student wants to find a room to study they can do so using their timetable link:

   http://www.itb.ie/CurrentStudents/timetable.html

   When you log into your timetable you will see a link on the top left side "What rooms are free".  Enter a start time, duration and date.  Students cannot book a room for study themselves but you can use the room if it's free.

3. **What happens if I lose my Student Id Card?**

   Replacement of lost cards is currently under review.  Please email sid@tudublin.ie for advice.

4. **How can I find a particular lecturer?**

   You can find a lecturer by name on our Staff Directory on the TU Dublin website.

   https://www.tudublin.ie/connect/staff-directory/

   Blanchardstown lecturers' office numbers are available from the Staff at the SID desk.

5. **How do I get my Computer Password / Moodle password re-set?**

Network passwords for accessing email, college PCs and MOODLE expire every 75 days.

Students will be prompted to register with Microsoft Self Service Password Recovery when logging on to their Microsoft 365 student email account for the first time.

Once registered, you will be able to reset expired/forgotten password by navigating to https://tudublin.ie/password/ and following the prompts. This self-service password reset enables students to have 24/7 access to manage their network logins and is requirement for all TU Dublin students.

Please note, a password reset on site (at your PC or by Tech Support) may take up to 15 minutes to synch to the TU Dublin Email site. A password reset using Microsoft Self Service Password Recovery may take up to 15 minutes to synch to the local Blanchardstown site and may delay access to local services such as Moodle linked to this password.

6. **Where do I go to get a letter from the college / form stamped?**

You can order your letter online at the link below on the Student Information Desk page

http://www.itb.ie/CurrentStudents/sid.html

You will receive an email when your letter is completed.

Please email forms in PDF to sid@tudublin.ie for processing. We will complete and stamp electronically and return by student email.

7. **I have changed my home address, what do I need to do?**

Download and complete form at http://www.itb.ie/CurrentStudents/sid.html and email to sid@tudublin.ie from your student email account.

8. **I forgot my timetable and need to find out where my lecture is on, who will I go to?**

You can access your timetable online:

http://www.itb.ie/CurrentStudents/timetable.html

Login:   Student Number

Password:  Leave blank

Click on Timetable and the Semester you require e.g. semester 2

**9. I have misplaced my Garda Vetting form, how do I order a new copy?**

You may order a copy of your Garda Vetting letter online at the below web address:

https://www.itb.ie/CurrentStudents/gardavetting.html

The cost of the replacement letter is €20.00 and you will be contacted by student email when the letter is ready to collect.


**10. Where will I find previous exam papers?**

Previous exam papers are located on the college intranet. When you use TU Dublin Blanchardstown Campus PCs, you can access the intranet without logging in.

The intranet can now be accessed from off-campus via the TU Dublin Blanchardstown Campus Portal. Log in for access from off-campus or from your laptop, tablet etc. To log in:
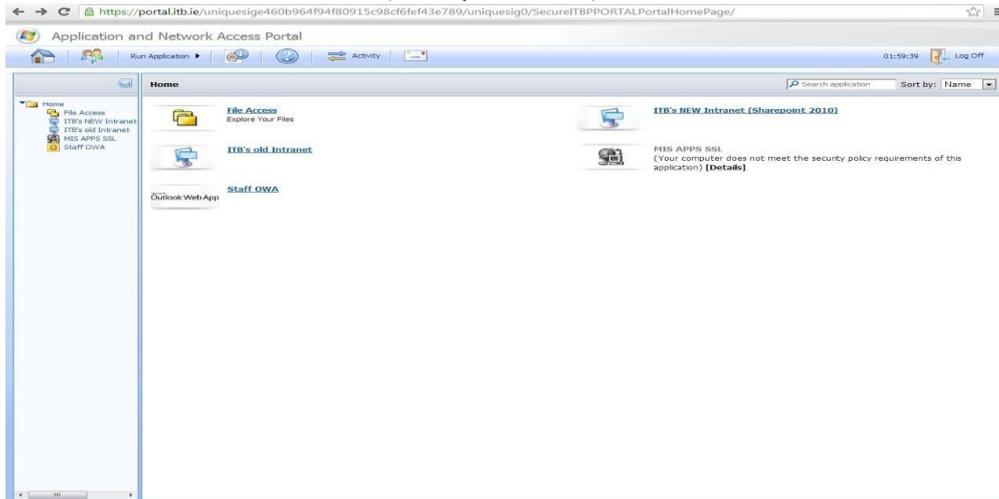
Go to: https://portal.itb.ie and log in using your student number and network password

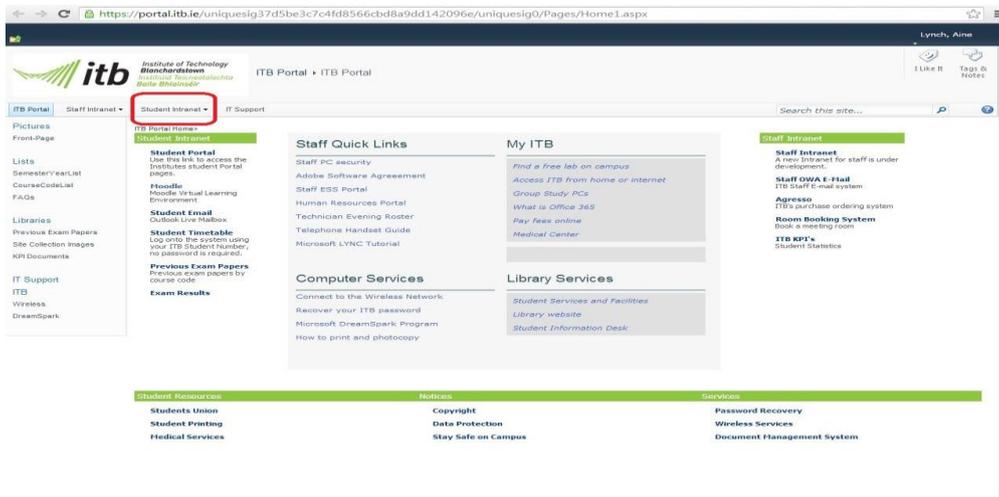Please enter your student number in the following format: **campus\B00000000**
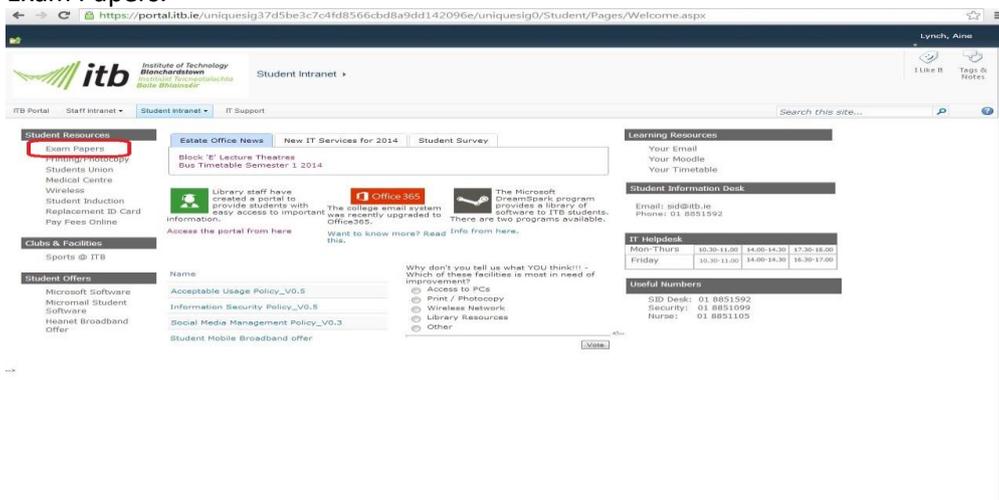
*use a backslash rather than a forward-slash
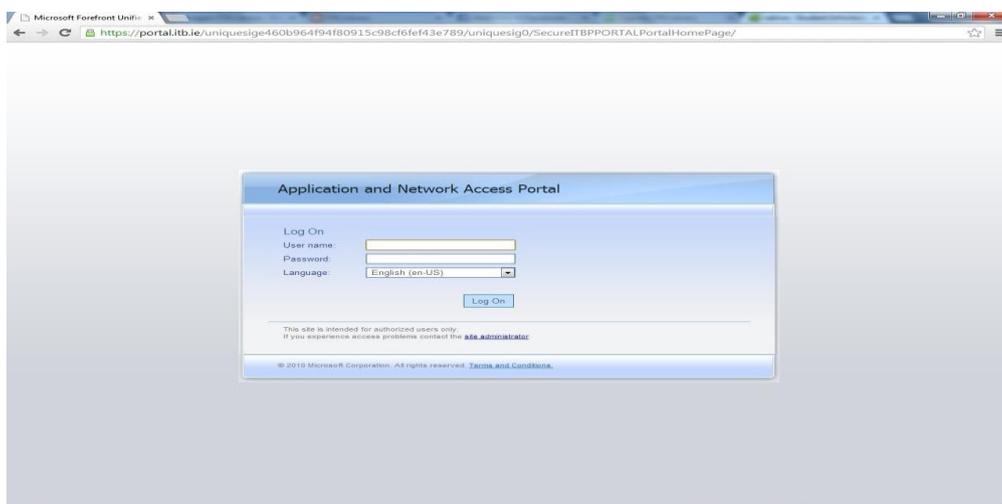
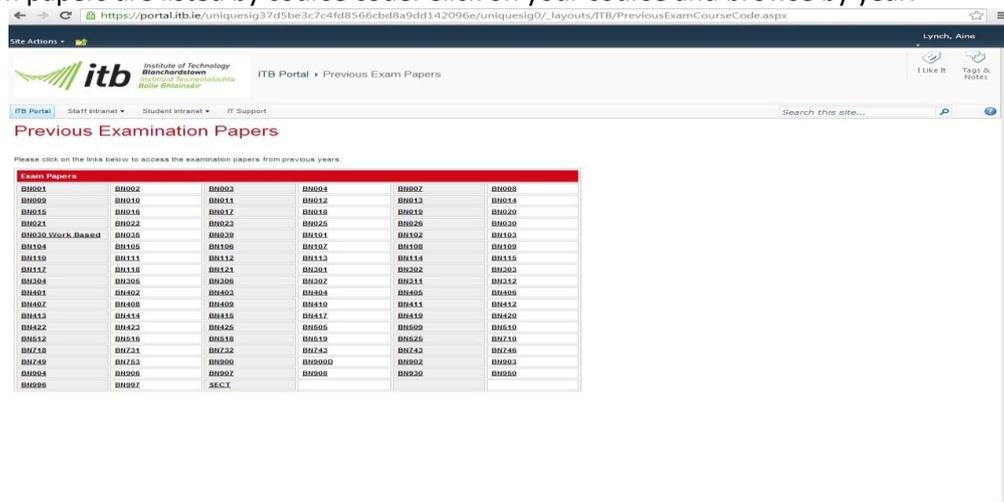Double-click on 'ITB's New Intranet (Sharepoint 2010)



You now have access to the college intranet. To access the previous exam papers, click on

Student Intranet.



Click on Exam Papers.

The exam papers are listed by course code. Click on your course and browse by year.



Please note: you will not be able to connect to the ITB Portal unless your PC has up-to-date anti-virus software (as you will be accessing TU Dublin Blanchardstown Campus's network).

11. **What is the procedure if I want to leave/ withdraw from College?**

You must fill in a withdrawal form to be officially de-registered from your course/ module.  .

The Withdrawal form is available online at

https://tudublin.ie/for-students/student-services-and-support/withdrawing-from-your-programme/