

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 staff email address and password e.g. joey.bloggs@tudublin.ie (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?

Students who lost their new TU Dublin ID card and need a replacement should click on the following link to order a new card (cost €15).

[Request a Replacement ID Card](#) .

Under current COVID lockdown protocols, replacement cards shall be posted to address on record within 5 - 10 working days. If you have changed address recently, please complete 'Change of Contact Details' form prior to ordering

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?

Under current COVID lockdown protocols, student letters are issued in PDF format. Please email sid@tudublin.ie from your student account to request your 'Registered Student Letter'.

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>

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?

Past exams papers from 2015 onwards are available remotely to all staff and students of the Blanchardstown campus from the following Office 365 SharePoint Online site:

<https://tudublin.sharepoint.com/sites/BlanchardstownExamPapers>

Logon is with your Office365/email account and password.

Any access queries please email ITSupport.Blanchardstown@tudublin.ie

Queries in relation to missing exam papers may be directed to : exams.blanchardstown@tudublin.ie

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/>