

## 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 ITBs 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?**

You can order a new student card online. Log on to the SID webpage:

<https://www.itb.ie/online/idcard.asp>

There is a €10 replacement fee. You can collect your new card from room the Admissions Office in room A60 the day after you make the payment.

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

You can find a lecturer by name on our Staff Directory on the ITB website

<http://www.itb.ie/StaffDirectory/staffdirectory.asp>

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. It is the registered student's responsibly to keep their own password active and are advised to enrol for **Self-Service Password Recovery** (<https://register.itb.ie/>) at the start of term.

passwords. Full details of this service is available at the following webpage:

<http://www.itb.ie/CurrentStudents/passwordrecovery.html>

If you change mobile phone numbers during the course of your study, or are temporarily located abroad with a different handset/sim, you must re-register with this new number before trying to recover your password. When registering an international number, please remember to enter the full international dialling code.

Students who do not enrol for **Self-Service Password Recovery** have two options to recover their network passwords:

- 1 Present at the Student Information Desk (located in library, Block F) with student ID card. A temporary password will be provided and the student will be directed to log on at a college PC to create a new password before leaving campus.
- 2 Call **SMS Password Recovery** service. If you are off campus and need your ITB Computer Account password reset then you can call **1518 415 090** and follow the instructions. There is a €3.00 charge for this service, which is taken from your phone credit. *Please note, this phone service is only available within the Republic of Ireland.*

## 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 ready for collection. We fill in and stamp forms at the desk.

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

Bring your Student ID and proof of new address (current utility bill/bank statement/tenancy agreement) to the SID desk and we will provide a change of address form and process the request.

Or

Download and complete form at <http://www.itb.ie/CurrentStudents/sid.html> , and email to [sid@itb.ie](mailto:sid@itb.ie) using your student email account. Please remember to attach a photo/screengrab of proof of address.

**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. Student accommodation**

SID keeps a register of local accommodation providers. New and register students may request a copy by emailing [sid@itb.ie](mailto:sid@itb.ie)

**10. 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.

## 11. Where will I find previous exam papers?

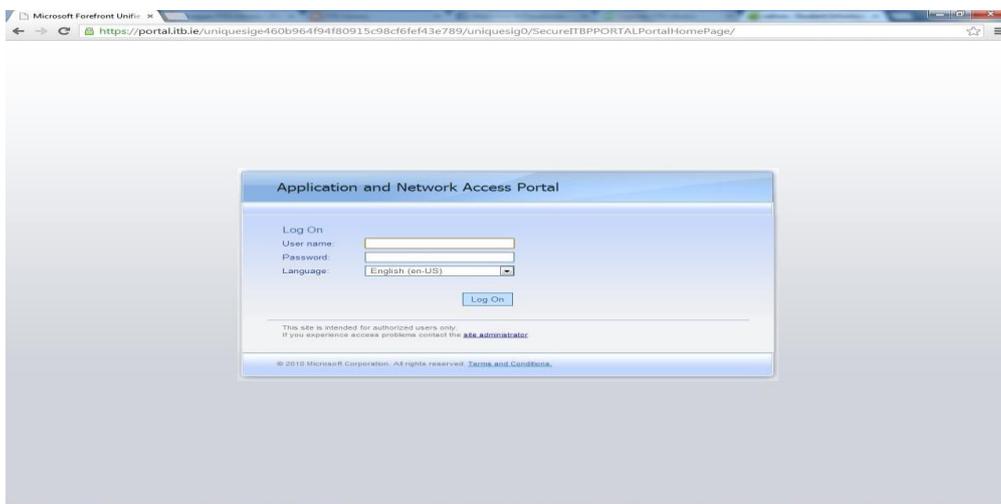
Previous exam papers are located on the college intranet. When you use ITB PCs, you can access the intranet without logging in.

The intranet can now be accessed from off-campus via the ITB Portal. Log in for access from off-campus or from your laptop, tablet etc. To log in:

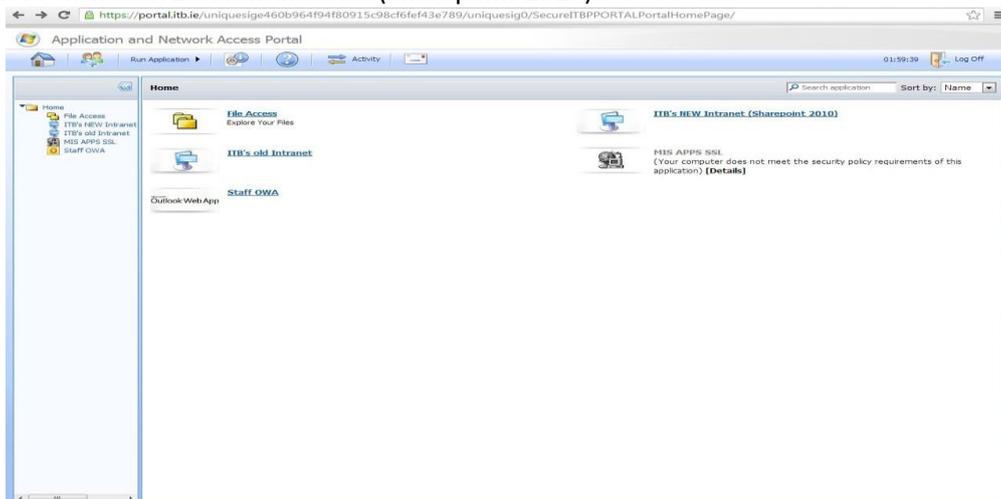
Go to: <https://portal.itb.ie> and log in using your student number and network password

Please enter your student number in the following format: **campus\B0000000**

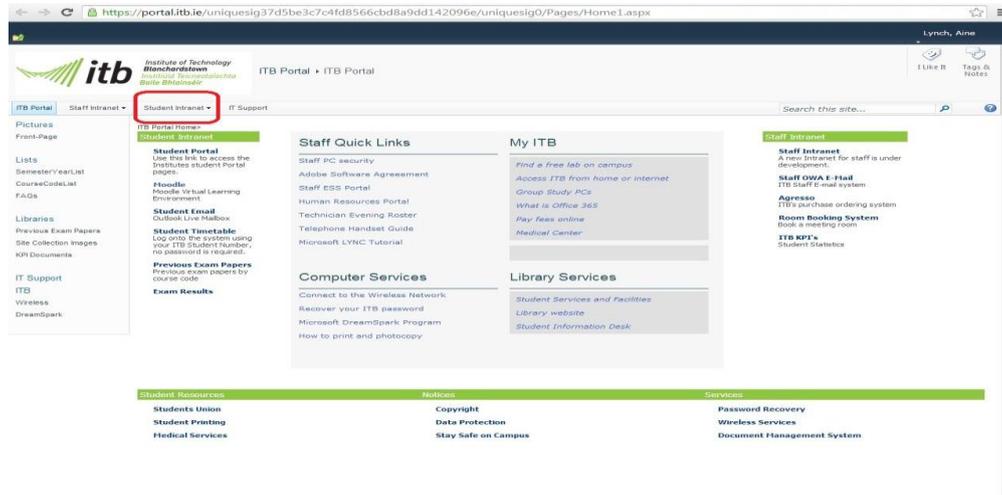
\*use a backslash rather than a forward-slash



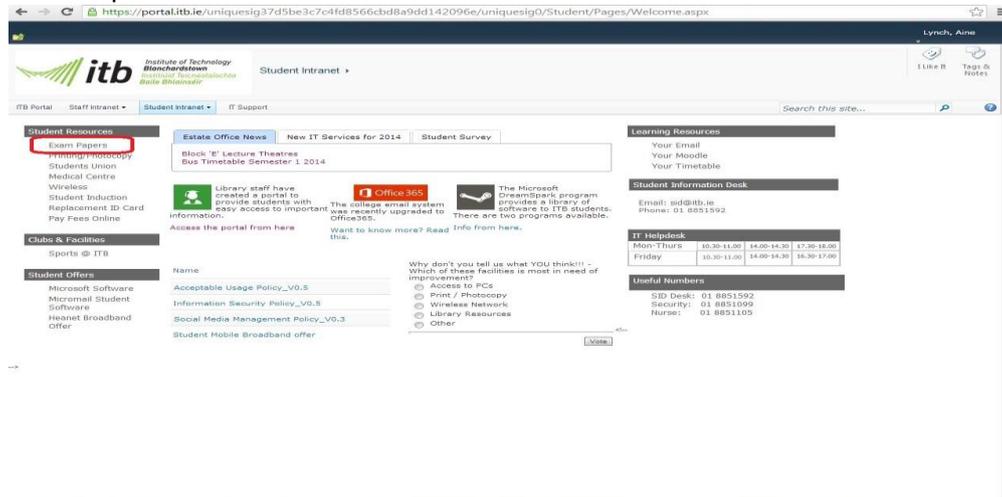
## Double-click on ITB's New Intranet (Sharepoint 2010)



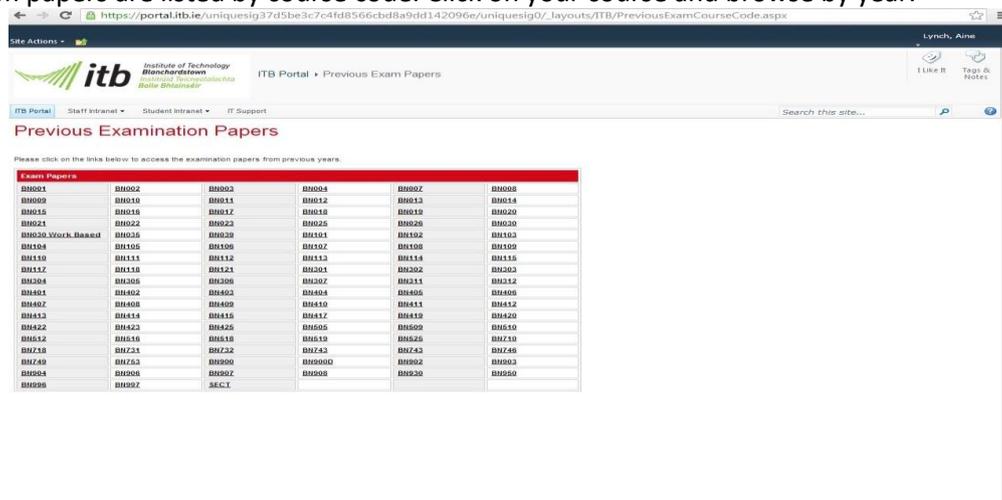
You now have access to the college intranet. To access the previous exam papers, click on Student Intranet.



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 ITB's network).

**12. 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. This form must be signed by your course tutor.

The Withdrawal form is available from the SID desk and from the SID webpage. You should attach your student ID card with it on return.

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