IT services for students

Newcastle University Medicine Malaysia
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Get started

Information Systems and Services (ISS) provide the main computing and IT facilities at NUMed Malaysia.

**IT help and support**

If you need help and support with IT, contact your local IT Technician:

Log a request online
[www.ncl.edu.my/it-support](http://www.ncl.edu.my/it-support)

Send an email
[numed-it-support@newcastle.edu.my](mailto:numed-it-support@newcastle.edu.my)

You can also visit the online IT Induction Course:


**Your Smartcard and Access Card**

Your Smartcard is your NUMed Malaysia identification, keep it safe and carry it with you.

A separate Access Card enables you to use the following:

- Printing services (see page 7)
- Access to some buildings

Keep your cards safe

It’s important to carry your cards with you and keep them safe.
User Name and password

User Name

Your User Name is the letter ‘b’ followed by the middle 7 digits of your student number (found on your Smartcard).

E.g. If your student number is 109867543, your user name will be b0986754.

Password

Your password will be issued to you when you arrive on campus, at registration.

You’re advised to change your password the first time you log on. Use a minimum of 8 characters and include at least one UPPERCASE and one lowercase letter and a number.

Stay Secure

Never tell anyone your password, even University staff. Keep it secret and change it regularly.

Problems logging in?

Check you’re using the right password and remember it’s ‘cASE-sENsItIVE.’

If you’re still having problems or you’ve forgotten your password, contact your local IT Technician on campus.
Email and filestore

**University email**

All students have a personal Newcastle University Medicine Malaysia email account.

Access your email on or off campus at [https://owa.ncl.edu.my](https://owa.ncl.edu.my)

**Remember to check your University account regularly. It’s used for all official email.**

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**Your filestore (Home Folder)**

Each student is given 4GB of personal filestore (computer disk space) known as your Home Folder.

When you use a University PC your Home Folder is the **H: drive** or **Documents**.

**Keeping your files safe**

It’s a good idea to **always** keep an up-to-date copy of your academic work in your Home Folder, in addition to any copies held on a USB stick or laptop.

Your Home Folder is secure and backed-up regularly.
Get online

Connect to wireless

Wireless is available across campus.

Windows PC users

- Search for available WiFi networks on your device.
- If wireless is in range, select NUMed-wifi-setup from the list.
- Start your web browser and go to http://connect.ncl.edu.my
- Follow the instructions to connect to wireless (NUMed).

Mac and Linux users

- Search for available WiFi networks on your device.
- If wireless is in range, select NUMed from the list.
- Enter your Login Name and password.
- Select remember this network.
- Click continue.
- You are now connected.

Problems connecting?

Contact your local IT Technician on campus.

Rules of Use

When connecting to the Internet and campus network, you are subject to the University’s Conditions of Use.

Failure to comply may result in access to IT facilities being withdrawn without notice.

Learn more at www.ncl.edu.my/iss/rules

Key rules

- Don’t download or share copyright material.
- Don’t view inappropriate material.
- The campus network is not for commercial use.
**Computer clusters**

There are over 100 PCs in the cluster room on campus.

You may use any of these PCs if they are not being used for teaching.

All ISS PCs feature a wide range of software including standard packages, such as Microsoft Word and Internet Explorer, along with many specialist applications.

**Laptop Loan Scheme**

We have 10 laptops available for loan to Newcastle University Medicine Malaysia students.

To register for the scheme, please fill in the Laptop Loans Scheme Application Form at the Enquiry Counter of the Learning Resource Centre.

Once students have registered they need to login with their own ID with assistance from IT Staff to ensure the student credential profiles are cached into the laptop.

The rules and regulations are available for you to read when you register for the scheme or you can also refer to the LRC’s notice board.

For advice and support on using the laptop, please ask the IT staff on campus.

**Laptop Clinic**

IT staff can offer free help and advice to Newcastle University Medicine Malaysia students regarding any laptop problems.

To use the service, you must read and agree to the laptop clinic terms and conditions and sign the disclaimer form when registering for the service.
Printing on campus

Multifunctional Printers (which also copy and scan documents), are available in the PC cluster and across campus.

You can send documents to print from any PC and retrieve them from any campus printer using your Access Card.

Setup your Access Card

Before you can print, copy or scan you need to setup your Access card, visit www.ncl.edu.my/iss/print

How much does it cost?

Black and white A4 printing is charged at RM0.10 per side, colour costs RM0.60 per side.

For details visit https://print.ncl.edu.my

Buying print credits

Print credit is available from the Sir Christopher Edwards Building/ Learning Resource Centre.

How do I print, copy or scan?

Full instructions can be found at: www.ncl.edu.my/iss/print
E-resources

Library e-resources

We have a wide range of print and electronic resources. Visit the Sir Christopher Edwards Building/ Learning Resource Centre.

Our electronic books, journals and databases can be accessed both on and off campus. You can search for books held at NUMed library at:

http://libcat.newcastle.edu.my

Learning Support Environment

The online Learning Support Environment (LSE) is used by Medical Students both in Malaysia and the UK.

The LSE provides online access to your course documentation, resources, communication, selection systems, electronic portfolio and assignment submissions.

Log In to the LSE

- Go to http://mbbs.ncl.edu.my
- Enter your University Login Name and password.
- Accept the Learning Agreement Contract.

Problems logging in?

Send an email to so@newcastle.edu.my

Detailed instructions for using the LSE can be found online:
http://fms-itskills.ncl.edu.my/itic

Blackboard for Biomedical Sciences

Blackboard is a virtual learning environment (VLE) used in the delivery and support of academic modules to Biomedical Sciences students.

Blackboard can be found at blackboard.ncl.ac.uk

You can also access course content on the move with the Blackboard Mobile Learn app, see www.ncl.ac.uk/itservice/mobile/blackboard

If your programme of study uses a VLE your lecturers will provide instructions on how and when to use it.

ReCap

ReCap, the lecture and event recording service, is available in the Baylis and Jordan lecture theatres.

Links to recorded content will be made available through the Learning Support Environment (LSE) and Blackboard.
Help and support

Contact your local IT Technician

log a request online
www.ncl.edu.my/it-support

Send an email
numed-it-support@newcastle.edu.my

Online tutorial
Follow the IT induction course at
http://fms-itskills.ncl.edu.my/itic

Useful Links

www.ncl.edu.my/iss
www.ncl.ac.uk/library/walton/numed
https://owa.ncl.edu.my
http://connect.ncl.edu.my
https://mbbs.ncl.edu.my
https://print.ncl.edu.my
http://libcat.newcastle.edu.my
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IT help and support

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or log a request online:
www.ncl.edu.my/it-support

Details are correct at time of going to press but may be subject to change.
IT Service 08/13