Welcome to Glasgow Clyde College

How to access IT Services at Glasgow Clyde College

This booklet describes how to:

- Access any Glasgow Clyde College PC
- Access the Student Email Service
- Navigate the Email Home Screen
- Send an Email
- Access your Email Settings and Options
- Reset your network password
- Access the VLE
- Access the Student Wi-Fi Network
- Access the Student Intranet

Access any Glasgow Clyde College PC

Student Login Details

As a Student at Glasgow Clyde College you will be provided with a network login account and email address in the following format:-

Network login name is the same as your student reference number and your email address is firstname.lastname@student.glasgowclyde.ac.uk

e.g. Student Name: Joe Bloggs  
Student Ref Number: 20016757

User Account: 20016757

Email Address: joe.bloggs@student.glasgowclyde.ac.uk

Default password is DOB in the 8 digit format ddmmyyyy e.g. 22101990

This username and password will allow you to log onto any PC on any campus, access the student Wi-Fi network and access the Virtual Learning Environment (VLE) plus a range of other services. The following section outlines how to sign into the student email service and how to reset your account password.
Access to your Glasgow Clyde College Student Email Account

**Student Email Service Details**

To access the Glasgow Clyde Student Email Service go to the following web address: [http://www.outlook.com/glasgowclyde.ac.uk](http://www.outlook.com/glasgowclyde.ac.uk). You will be presented with a sign in screen. Please note that the sign in screen will look different dependent on the location of the PC you are using.

**Logging in**

On campus the sign in dialogue box will look like this:

![Sign in dialogue box on campus](image)

When accessing from a PC off campus the sign in screen will look like this:

![Sign in dialogue box off campus](image)

At the sign in screen you should log in using your **Student Ref Number** and **Password** as shown in the section on student login details.
Email Home Screen

Once you have signed in you will see the following home screen:

The left side of the screen shows a list of emails you have received.

The right side of the screen shows the contents of any emails which are selected in the email list.

Sending an Email

To send an email select the icon and you will see a new email screen.
Settings and Options

If you select the 🛠️ icon at the top right of the home screen you will be able to adjust your account settings.

From the settings list you can access the options section that will enable you to configure additional features including forwarding your email to another account. This should be done as soon as possible if you don’t plan to use your College email account. Email is the College’s preferred method of communication and College staff will only use your College email address to communicate with you, so it is very important that you check this email account regularly.

Student ICT Acceptable Use Policy

Use of the Student Email Service is covered by the Glasgow Clyde Student ICT Acceptable Use Policy.

The Student ICT Acceptable Use Policy and other useful information about Glasgow Clyde College can be found on the student intranet by going to http://student.glasgowclyde.ac.uk
Access to the Glasgow Clyde College Student Password Reset Service

In order to be able to reset your network password you must first register for the Password Reset Service. The registration process can be completed by using the following process.

**Password Registration**

Visiting [https://passwordregister.glasgowclyde.ac.uk](https://passwordregister.glasgowclyde.ac.uk) will show the password registration portal:

When you click next, you will be prompted to verify your current password:
You will now be prompted to provide responses to some administrator-defined questions:

You must answer at least 3 questions to register.
Each answer must contain at least four characters, and no two answers may be the same.

- What is your father's first name? 
- What is your date of birth in ddmmyy format?
- What is your mother's maiden name?

The responses you provide are stored by your organization in Forefront Identity Manager.

Click next and the answers are saved.
Completed: You are now registered

If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password

Resetting your password

If you forget your password you can reset it online by visiting https://passwordreset.glasgowclyde.ac.uk/ and follow the instructions shown on the screen. Please note that to use this reset service you must register beforehand using the instructions detailed earlier:
At the first screen enter your **Student Ref Number** and click next. At this point you will be prompted to respond to the listed questions, you should provide the same answers you gave during the registration process:

Assuming you answer correctly, you will be prompted to set a new password:

Links to the password registration and password reset pages can be found on the student intranet home page and the VLE home page.
Access to the Glasgow Clyde College Virtual Learning Environment (VLE)

Students at Glasgow Clyde College have access to an online learning system that is accessible using your Student Ref Number and Password as shown in the section on student login details.

The VLE can be found at [http://vle.glasgowclyde.ac.uk/](http://vle.glasgowclyde.ac.uk/):

You will be automatically attached to courses in the VLE based on your programme of study. These will appear on the home page of the VLE. Clicking on the link ‘Lost Password’ in the VLE will link to the network password reset page.

For a quick guide to using the VLE click on the Student Video link on the front page – you don’t have to be logged in to view this.

Access to the Glasgow Clyde College Student Wi-Fi Network

The student Wi-Fi network is accessible at any campus using your Student Ref Number and Password. When inside any campus building you can search for the Student Wi-Fi network on your mobile device or laptop and enter your account details when requested.

Student Intranet

Links to the services mentioned in this guide and other useful information about Glasgow Clyde College can be found on the student intranet by going to [http://student.glasgowclyde.ac.uk](http://student.glasgowclyde.ac.uk)