

## Guide to LJMU services off-campus



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# 1. Introduction



## 1.1. What Support is provided off-campus?

Library and Student Support offers services to **all** students and staff accessing LJMU from off-campus.

We offer help and advice by phone and email. The Off-Campus Gateway ([www.ljmu.ac.uk/offcampus](http://www.ljmu.ac.uk/offcampus)) brings together all the services and resources currently offered by LJMU to off-campus learners, including access to a wide range of computing applications, free downloadable software, electronic resources and library support services help and advice.

**Collaborative Partners** - It is possible to arrange induction visits for staff and students working in collaborative institutions. Please contact Will Reid [w.k.reid@ljmu.ac.uk](mailto:w.k.reid@ljmu.ac.uk) for further information.

By following the advice provided, and by using the tools available off-campus users can access:

- Relevant digital information
- Study management tools
- Microsoft Office 2007 and other software via the Off Campus Applications service

and, most importantly

- **A free, professional, friendly and helpful service**

## 1.2. Who can use the Off-Campus Support Service?

Whether you are a distance learner, a part-time student, a member of staff, a member of a partner institution, or if you just prefer to study/work from home, **every registered member of LJMU** can use the Off-Campus Support service.

### 1.3. How do I access off-campus facilities?

Start from the main LJMU staff of student homepage. <http://www.ljmu.ac.uk/student> or <http://www.ljmu.ac.uk/staff>

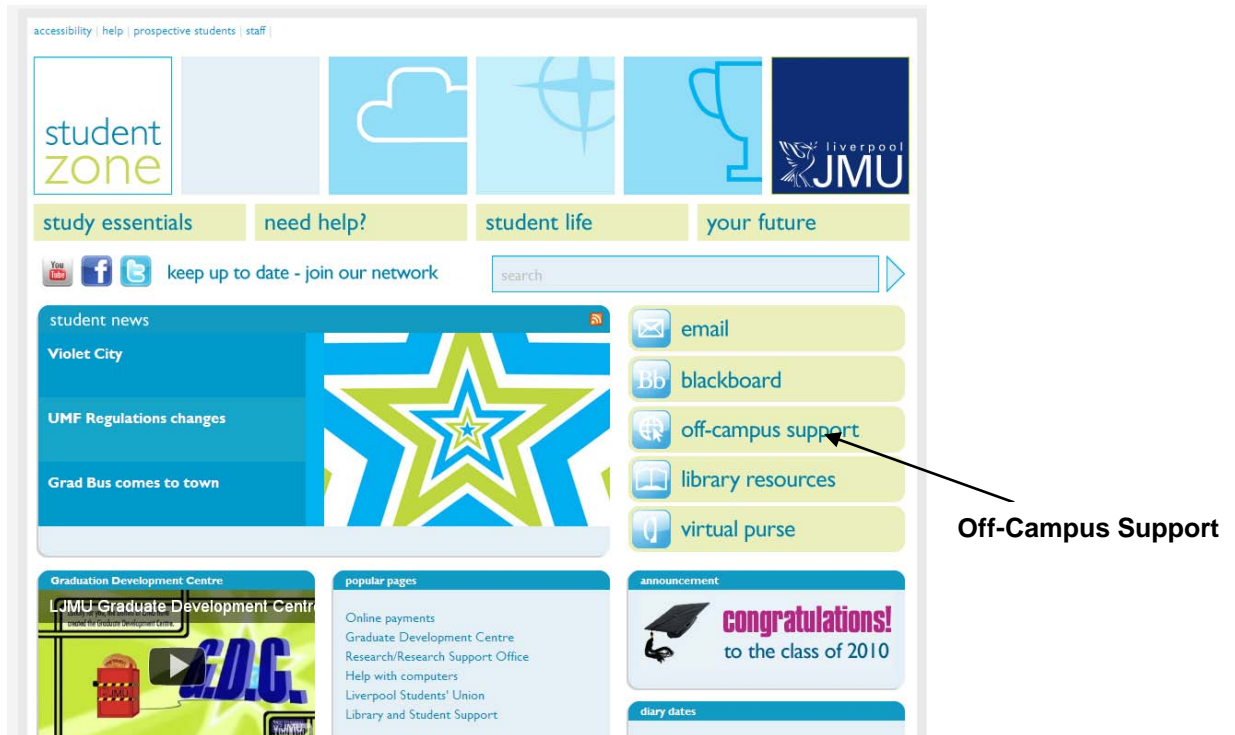


Figure 1 - LJM U Homepage

The Off-Campus Support Gateway: (<http://www.ljmu.ac.uk/offcampus/>) is where you will find all facilities and services you need when off-campus.

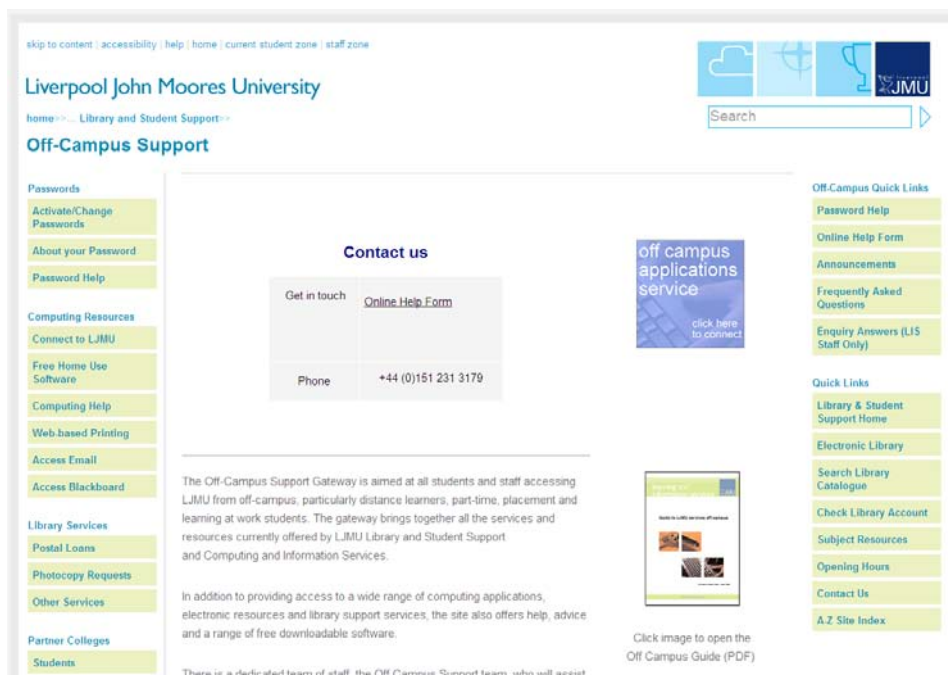


Figure 2 - Off-Campus Support Gateway

## 2. Getting started



### 2.1. Set up your LJMU Computing Account

All LJMU students and staff are allocated a computing account when they join the university. To be able to use this account you need to **activate** it. You only need to do this once. You need your barcode number starting with 21111 from your LJMU card to do so.

To activate your account off-campus:

- Go to the LJMU student or staff homepage (<http://www.ljmu.ac.uk/student> or <http://www.ljmu.ac.uk/staff>)
- Select Activate/change password under **quick links** for students or **IT support** for staff
- Select **Activate Account**
- Follow the instructions on the screen; you will be asked for some personal information to confirm your identity
  - Please ensure that what you type is exactly the same as that given in your application to LJMU
- You will need to set your own password
  - It must be between **8 and 14 characters long**
  - It can be letters or a mixture of letters and numbers
  - Do not add punctuation or spaces to your password
  - Remember also that your password is **case sensitive**, e.g. football is different from FOOTBALL
- You will also be asked to set a 6 digit security number
  - This should be a number you can easily remember as you may be asked for this if you ring us with a query regarding your computing account
- You will be given your username at the end this process. **Note this down** as it will not be shown again

Now you have your password and username, keep them secure. They will give you access to all the LJMU resources from off-campus, such as Blackboard, your emails, e-journals and Off-Campus Applications.

**Remember! Your password only lasts 60 days.**

Your username remains constant throughout your time at LJMU **BUT** for security reasons passwords expire **EVERY 60 days**. It is up to you to remember to change your password in time otherwise you will not be able to access all the facilities listed above. Please refer to the Off-campus Gateway for help changing your password (<http://www.ljmu.ac.uk/offcampus>)

### 2.2. What if my password doesn't work?

There are usually three main reasons why your password doesn't work:

- it has expired,
- you have forgotten it
- you entered it incorrectly

Please note that having a valid LJMU card with a barcode number and a photo means your registration is complete and makes the process of resetting your password easier. Even if you are a distance learner, or a student with our Partner Colleges, you need to ensure that you have an LJMU card with a photograph.



### 2.2.1. Help! My password has expired!

Passwords expire every **60 days** so you will need to change it regularly. If your password has expired you can still change it, providing 2 conditions are met:

- 1) You can remember your password which has just expired
- 2) When you change it, you use a new password, one that you have not used at LJMU before

How do I change my password?

- Go to the LJMU homepage (<http://www.ljmu.ac.uk/>)
- Click on Students or Staff (as appropriate)
- Select activate/change password
- Select Change Password
- A box will appear,
  - Type in your username
  - current password and
  - new password
  - Confirm your new password.
  - Please note that you **cannot use a password you have previously used within LJMU**. i.e. your new password **MUST** be different to any password you have previously used at LJMU
  - Remember also that your password is case sensitive, e.g. football is different from FOOTBALL.
- Select Change Password
- A message will appear to tell you if the change has been successful

### 2.2.2. Help! I cannot remember my password!

You will need to contact our Central Enquiry Point on 0151 231 3179 to “de-activate” your account. To do this, you need to supply your name, username and your barcode number starting with 21111. You can then activate your account again and set a new password (see Section 2.1).

### 2.2.3. Help! I have been locked out!

If you attempt to log in several times with an incorrect or expired password the system will lock you out for 30 minutes. Wait 30 minutes then try changing your password. If you are still unsuccessful, contact the contact our Central Enquiry Point to de-activate your account.

## 3. What is available to me off-campus?

### 3.1. Email

Every LJMU computer account has an LJMU email account. Use your LJMU email because it is the email address used by the university including:

- LJMU Tutors
- Blackboard
- Library
- Finance/Campus Centres
- Internal distribution lists

It is important that you check your LJMU email account. If you do not, you risk missing out on important information. You can easily access your email from the link at <http://www.ljmu.ac.uk/student> or <http://www.ljmu.ac.uk/staff>

You will need your LJMU username and password to access these email facilities.

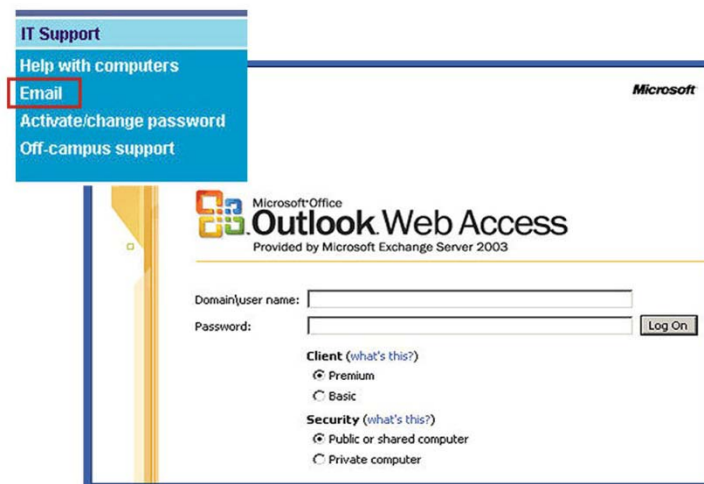


Figure 3 - How to access Webmail

### 3.2. Blackboard

Blackboard has information on all modules and provides opportunities for you to interact with LJMU staff and students. It also give you 24/7 access to module resources, such as timetables, assignment titles, reading lists, PowerPoint presentations and online assessments. Visit Blackboard at <http://www.blackboard.ljmu.ac.uk>

### 3.3. Off Campus Applications Service

You have access to a wide range of applications and resources from home or your workplace thanks to the Off Campus Applications Service. All you need to get connected is a computer (PC or Mac) and an Internet connection. Once you have downloaded a piece of software called Citrix, you can access your M Drive, your personal filestore on the LJMU network, view pages restricted to LJMU students/staff, search E-Journals and use specialist applications.

#### 3.3.1. Get connected

- Go to the Off Campus Support Gateway <http://www.ljmu.ac.uk/offcampus>
- Click on **off campus applications service**
- Read the sections under **Getting Started** entitled **Introduction**, **Installing Off Campus Applications** and **Using Off Campus Applications** (see Figure 4 below)
- Click on **Login to the Off Campus Applications Service**
- You only need to download Citrix once

The screenshot shows the 'Off Campus Applications' page on the Liverpool John Moores University website. The page is titled 'Off Campus Applications' and features a navigation menu on the left with options like 'Getting Started', 'Introduction', 'Installing Off Campus Applications', 'Using Off Campus Applications', 'Connect to your M Drive via FTP', and 'Frequently asked questions'. The main content area is titled 'What is the Off Campus Applications Service?' and explains that the service allows off-campus access to a wide range of applications on the LJMU network. It lists several benefits, including access to university pages, applications like Minitab, SPSS, Matlab, and Microsoft Office, email via Outlook, electronic journals, personal file storage (M Drive), password management, and 'Follow Me' printing. A 'Please note' section states that multimedia playback is not available. Below this, it lists requirements for accessing the service: an internet-enabled PC/Mac, a web browser (Internet Explorer, Firefox, or Opera), and the Citrix plug-in. A 'Logging In to the Off Campus Applications Service' section mentions that users should enter their LJMU username and password. On the right side, there is a 'Login to the Off Campus Applications Service' link and a note about FTP access to M Drive. The page also includes a search bar at the top right and various navigation links at the top left.

Figure 4 - Get Connected to Off-Campus Applications

- Once you have successfully installed Citrix onto your computer you need to **restart your browser** and then from the Off-Campus Support page select **off campus applications service**
- Click on **Login to the Off Campus Applications Service**
- Type in your LJMU username and password and click on **Log In**
- Click on **Off Campus Desktop**
- You can now access all the Off Campus Applications by simply selecting the relevant links (see Figure 5 below).

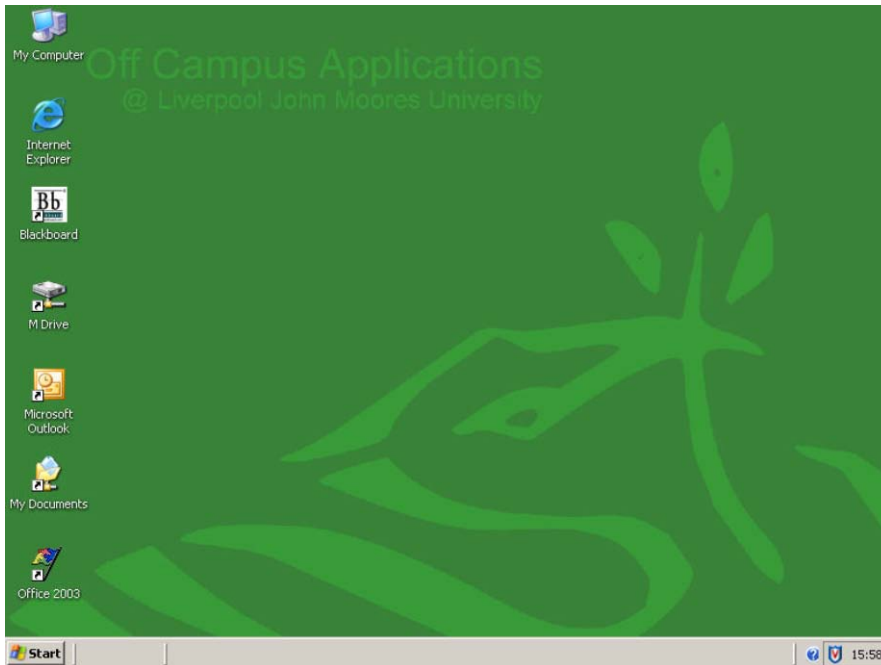


Figure 5 - Off-Campus Applications Desktop

### 3.3.2. What are the Off-Campus Applications?

A number of programs are available to you via the Off Campus Applications Service. These include Microsoft Office, SPSS, Minitab and many other specialist packages.

Using the LJMU version of Microsoft Office off campus avoids compatibility problems. Whether you are working on a spreadsheet from within one of our Learning Resource Centres or from home, you do not have to worry about which version of Microsoft Office you are using.

Although you can easily access your **LJMU email** direct from the Student and Staff home pages using Outlook Web Access, the Off Campus Applications Service option lets you use the full version of Outlook 2007 to access your email exactly as if you were on a LJMU networked computer.

Please note that **Past Exam Papers** and **Timetables** are only available off campus via the Off Campus Applications Service.

### **3.3.3. M Drive (personal files)**

While you do not need to remember to save your work on a USB stick or CD-ROM when studying on campus in order to use your files off campus later, it is still good practice to back-up your work. Using the Off Campus Applications Service, you can now manage your personal files from home without stress. Sit down and relax, the Off Campus Applications Service is doing all the work for you!

In order to access all the files that you created at one of the LJMU sites, all you need to do is to get connected to the Off Campus Applications Service. From here you can connect to your M drive.

If you are a permanent off campus learner, the M drive allows you an additional networked storage facility for your work. This networked drive is backed up regularly, and accessible from anywhere in the world. You might make best use of it as a backup storage facility.

### **3.4. Free home use software**

A selection of free software is available from the LJMU website to download to your own computer. Data analysis tools such as NVivo and Minitab are available as well as McAfee Antivirus software. Further information is available on the LJMU website at: <https://www.ljmu.ac.uk/cis/software/secured/homeuse/index.htm>

### 3.5. Electronic Library

As a student or member of staff you have access to a number of electronic resources including journals and electronic books. The Electronic Library <http://www.ljmu.ac.uk/lea/elibrary> is the gateway to these resources.

Before attempting to access these resources from off-campus you need to **Set LJMU as your institution** by setting our institutional cookie. Once you have set the cookie you will be able to access the majority of our resources via the LJMU Athens authentication system using your LJMU username and password.

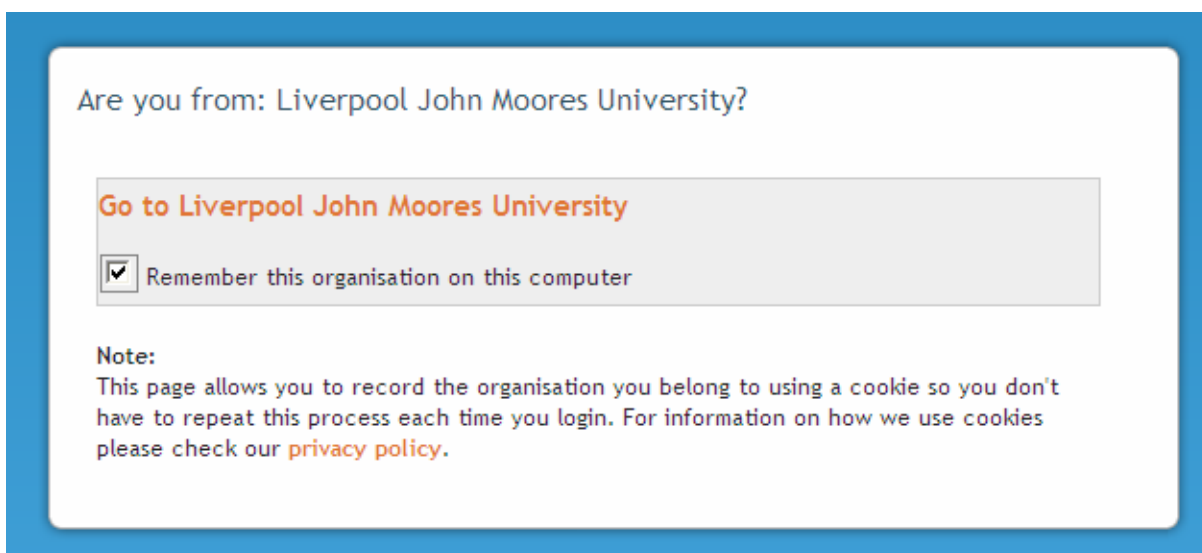



Figure 6 – Institutional Cookie Confirmation Screen


- Click on **Go to Liverpool John Moores University**
- Login with your LJMU username and password
- You will then be returned to the Electronic Library page to select the service you wish to use
- Remember you need to **Set LJMU as your institution** on each PC or laptop that you use off-campus



#### 3.5.1. How do I find journal articles on a particular topic?

To get started on finding articles relevant to a particular topic you can use . This resource allows you to cross search a number of databases in your subject area at the same time for journal articles on your topic.

To search :

- From the LJMU student/staff home page select **library resources** to go to the Electronic Library
- Before you login to **FindIt** for the first time you will need to have **Set LJMU as your institution** (see above) to ensure you gain access to the resources available
- Once this is done click on **FindIt** and log in with your LJMU username and password
- In the left hand column select your faculty and then your subject; e.g. Health and Applied Social Sciences, then Nursing
- You will then see a list of all resources recommended for your subject area. You can select to search up to 10 resources at one time. Tick the boxes next to those

databases you want to search. For further details about a particular database click on the information button 

- To see if we have access to the full-text of an article click . If internet access is available read the specific instructions for off-campus access as some additional steps may need to be taken before you click on **GO**
- A database without a tick box cannot be cross-searched but by clicking on the information button  you can access it directly. Check the Search Hints section for further instruction
- For most resources you can login with your LJMU username and password, provided that you have **Set LJMU as your institution** (see above) but some e-journals and databases have their own specific usernames and passwords

**NB** If a resource ever asks you to pay for access to a journal article that we subscribe to then you aren't fully logged into the service. If this happens you will need to **force** it to allow you to log in with your LJMU username and password (via the LJMU Athens authentication system). You simply need to click on any link or button that says "Athens Login" and you should then be taken to the LJMU login page and be able to login as normal and gain access to the full-text.

**Never** be tempted to pay for a resource that we subscribe to. If we don't have a subscription to the journal title you require then you can apply for a copy of the article via the Inter Library Loan service or contact your L&SS Research and Learner Support Officer to ask for help obtaining it.


Please note that to view full-text articles you will need to have the latest version of Adobe Reader installed on your PC. This application is available free from <http://www.adobe.com>

A full guide to FindIt is available from the FindIt login screen.

#### **To search individual databases:**

FindIt is a great tool to get you started on researching a topic but you may wish to access a particular database that is relevant to your subject area, directly. Searching a database individually allows you to build up a more structured and thorough search and retrieve more relevant results. Other search tools will also be available such as advanced search facilities and the option to set up your own area in the database to save searches to, set up alerts/RSS feeds, etc.

To access an individual database you need to go to the Electronic Library via the **library resources** link on the student/staff home page and select the option **Databases A-Z**:


- If you know the database name type it into the title box and click on **GO**
- The database you require will be displayed at the top of the list. To access this resource off-campus click on the information button  and follow the instructions under the **Search Hints** heading.
- You can access most databases by logging in with your LJMU username and password, provided that you have **Set LJMU as your institution** (see above) but some databases have their own specific usernames and passwords
- Alternatively you can select your subject area from the **Databases A-Z** screen to see a list of recommended databases. You can select to search one of the databases listed by clicking on the information button and following the login instructions.

**NB** If a database ever asks you to pay for access to the full-text of a journal article that we subscribe to via this service then you aren't fully logged into the service. Please see advice above in the FindIt section.

### 3.5.2. How do I access electronic journals off campus?

Most of the journals we subscribe to use the LJMU Athens authentication system when you are off-campus. This means that once you have **Set LJMU as your institution** (see above) you are able to use your LJMU username and password to access the electronic journals.

#### To access electronic journals:

- From the LJMU student/staff home page select **library resources** to go to the Electronic Library
- Ensure you have **Set LJMU as your institution** (see above)
- From the list of options select **E-Journals A-Z**
- From the A-Z list select the start initial of the resource you want to access, e.g. R for R&D Annual Reports
- Click on  DO NOT click on the link title to the resource
- This opens a new window. Read the information for off-campus users as there are sometimes additional steps you may need to take
- Click on the **GO** icon. With the LJMU cookie already set, you will be taken to the Athens redirect screen (see Fig. 7 below)
- Click on the link **Go to the Liverpool John Moores University login page**
- Login with your LJMU username and password and you should gain access to the selected journal title

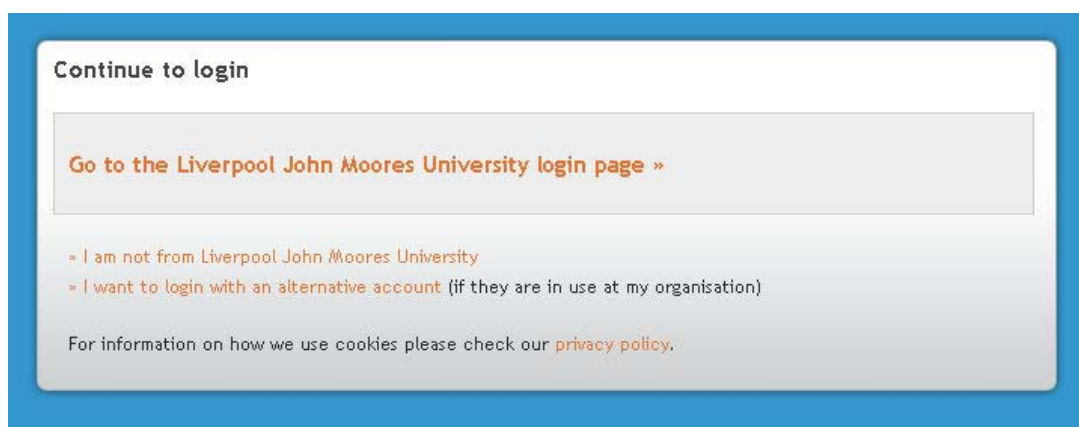





Figure 7 - Institutional cookie redirect screen


### 3.5.3. Electronic Journals and Databases with their own usernames and passwords

Some journals and databases are not controlled by the LJMU Athens authentication system and have their own usernames and passwords. These resources have this symbol  beside the journal/database title. The usernames and passwords page is accessible by clicking the  icon to the right of the resource name for a database and the  icon for a journal. Accessing these details off-campus requires you to login with your LJMU username and password. Please note you also need to type: **users\** before your username.



FindRef is a useful tool if you want to locate the full-text of a journal article that you have the reference details for or you want to find out if we hold a particular journal either electronically or in print:

- From the LJMU student/staff home page select **library resources** to go to the Electronic Library

- Before you login to FindRef you first time you will need to have **Set LJMU as your institution** (see above)
- Click on the  icon
- Enter in the reference/journal details for the article/journal in the relevant boxes and click on **Search**
- If your search shows more than one title click on the FetchIt button by the title you require
- If full-text is available follow the instructions for off-campus access to locate the article/journal
- If we don't have internet access but there is a link to the LJMU library catalogue click on this link to see if we hold the print copy
- If we don't have access in print or electronic format then you can request the article via the Inter Library Loan service

### 3.5.4. E-books

As well as printed books, our Library Catalogue gives you access to our e-book collection. To access the e-book collection:

- From the LJMU student/staff home page select **Library resources** to go to the Electronic Library
- Before you select to search for an e-book the first time you will need to have **Set LJMU as your institution** (see above) to ensure you gain access to the e-books available
- Under the heading **E-books** click on the link to **Search the library catalogue for E-books** and search the catalogue as normal
- By selecting this option your search results will only include titles that are available as e-books
- From the list of results select the title of the e-book you wish to view
- To access the e-book scroll down to the heading **Electronic Location** where you will see a link through to the e-book and any instructions for off-campus access will be listed here also

**NB** To view the majority of E-Books you will need to install Adobe Reader onto your PC which is available free from <http://www.adobe.com>.

### 3.5.5. Electronic key texts

Electronic Key Texts (EKTs) are a collection of heavily requested journal articles and book extracts that have been digitised. They can only be printed or saved by students enrolled on specific modules or courses. Each EKT has a copyright top sheet, which denotes which group or groups of students are allowed access. These texts can be accessed from off-campus, and may be viewed via links in the relevant Blackboard module or via the option on the Electronic Library.

### 3.6. Information Skills Tutorials

From your Blackboard home page you can find the Information Skills Online tutorials. These will help you to:

- Find out the basics, including password activation, finding your way around the website and finding a book on the Library Catalogue
- Prepare for your first written assignment – access books and journals in print and electronic format
- Create a search strategy, locate materials in print and electronic formats and Harvard referencing

### 3.7. Borrowing from other libraries

Some students can borrow items from other academic libraries under different borrowing schemes:

**SCONUL Access** – LJMU students who are either part-time, distance learners, on a placement of 6 weeks or longer or full time postgraduates as well as LJMU staff and research students can join this scheme. For information on how to join see:

<http://www.ljmu.ac.uk/lea/89532.htm>

**NoWAL** – All LJMU students and staff are allowed reference access to libraries of other HE institutions in the North West of England participating in the NoWAL consortium. More information is available from the NOWAL web site

at [http://www.nowal.ac.uk/using\\_nowal\\_libraries.php](http://www.nowal.ac.uk/using_nowal_libraries.php)

**Liverpool City Libraries** – if you are living in Liverpool you are eligible to join Liverpool City Libraries, see their website for more information

[http://www.liverpool.gov.uk/Leisure\\_and\\_culture/Libraries/index.asp](http://www.liverpool.gov.uk/Leisure_and_culture/Libraries/index.asp)

All students have reference access to certain libraries within Liverpool; University of Liverpool, Liverpool City Libraries, Liverpool Hope University and Liverpool Institute of Performing Arts. Do not forget to take your LJMU card with you to gain entry.

### 3.8. Postal Loans



Students on registered distance learning courses and resident in the UK are eligible for postal loans. Using the library catalogue students can request 21 day and 7 day loan items to be sent to their home address. A longer loan is given on these items and the student is responsible for the return postage and ensuring that the items are returned on time. Further details of the postal loans scheme are available from the Off-campus Support Gateway under Library Services.

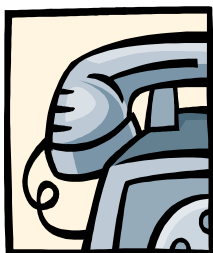
### 3.9. Photocopy request service

This service is only available to distance learning and part-time students and all items requested must be listed on the library catalogue. It is always useful to check whether you can get online access to the items before sending your request form. Further information on how to submit a photocopy request is available on the Off-Campus Support Gateway under Library Services.

## 4. Help and support

### 4.1. Subject Information Resources

If you do not know where to start to find relevant information for your studies, do not struggle. You can safely refer to the expertise of our Research and Learner Support Officers who are willing to share their knowledge with you. They have compiled lists of subject-specific resources available in our LRCs and linking to major online resources, such as databases, E-Journals, web resources or E-Books. Guides to information resources for the subject areas studied at LJMU are available on LJMU Web under Library Resources, Subject Resources: <http://www.ljmu.ac.uk/lea/77454.htm>



### 4.2. Contact Us

There are a number of ways to get help from us either via our online form, on the web pages, or on the telephone. If you need help with your computing account you will need to know your barcode number, which is found on the bottom of your LJMU card.

**Tel:** 0151 231 3179

**Web:** <http://www.ljmu.ac.uk/offcampus>

**Online form:** <http://www.ljmu.ac.uk/offcampus/helpform>

Cath Marlowe – September 2010