Wifi

City provides a secure wireless network called eduroam. Eduroam is easy to configure and connect to allowing you to access the internet from your mobile device or personal laptop.

Your City eduroam access is also accessible when visiting other participating institutions.

Find out more at studenthub.city.ac.uk/wi-fi.

Microsoft Office and Office 365

All City students and staff are provided with access to Office 365, simply visit office.com and login.

Office 365 provides you with free access to the online version of Microsoft software, including Word, Excel, Teams and OneNote from any web browser. This also includes 1TB of free online storage space available through OneDrive.

1. To install the desktop version of Microsoft software, visit office.com
2. Log in with your City email address and password
3. Select `Install Office Apps`.

AppsAnywhere

We offer access to a large variety of software applications through our AppsAnywhere service. This enables access to applications remotely when off-campus.

For further information, see studenthub.city.ac.uk/information-technology/appsanywhere.
You will need a valid City, University of London student registration number to activate your City IT account.

1. Visit [activation.city.ac.uk](http://activation.city.ac.uk)
2. Enter your student registration number and date of birth
3. Choose and confirm a password, do not share your password with anyone. You will be required to update your password every 12 months
4. Select ‘Activate Account’.

Your student registration number can be found on correspondence inviting you to register. Your account information will be sent to the email address you used to create the account after creation.

**You must register for ‘Self-Service Password Reset’**

Setting up your self-service account is a one-time process and allows you to access Office365 and reset your password (should you forget it) without contacting the IT Service Desk.

1. Visit [pwdreg.city.ac.uk](http://pwdreg.city.ac.uk)
2. Log in with your username (e.g abcd123) and password
3. Provide additional security verification methods of your choice, either:
   a. A mobile phone number – you will be sent a text should you reset your password
   b. Security questions – you will be asked to answer three security questions should you reset your password.

For further information, see [studenthub.city.ac.uk/information-technology/user-account](http://studenthub.city.ac.uk/information-technology/user-account).

**Changing your password**

If you wish to change your password, and you don’t need to reset it, you can do so by visiting [pwdchange.city.ac.uk](http://pwdchange.city.ac.uk) instead of using password self-service.

**Support if you have not setup your self-service account**

If you have not set up your self-service account call the IT Service Desk on 020 7040 8181
Moodle

Moodle is City’s online learning environment and provides access to module content, activities and communication tools for your studies. It can also be used to submit assessments, review feedback and access provisional grades online.

Your lecturers will explain more about how Moodle is used on your programme.

For further information, see moodle.city.ac.uk.

Student computer labs

Computer labs are open to anyone who has a City user account. Computer rooms provide a valuable learning resource and the opportunity for individuals to complete coursework and projects.

To find out more about how to access the computer labs, availability and opening times, visit studenthub.city.ac.uk/information-technology/find-a-pc-lab.

Email

City email, through Office 365, is available for all City members including our alumni, which means you can keep your City email address for life after you have graduated.

You can access your email via any web browser or via your mobile or handheld device using the Outlook Web App.

1. Open your web browser
2. Visit email.city.ac.uk
3. Enter your email address and your account password.

For further information, visit studenthub.city.ac.uk/information-technology/email.
Printing

Once you have set up your City IT account you will also have access to your print credit account. If you are a student, you will need to top-up the credit on your account before you can print.

The first time you use any printer, you will need to swipe your card and enter your username and password when prompted. This only needs to be done once, for subsequent access you will just need to swipe your City ID card.

You can print documents in three ways:

<table>
<thead>
<tr>
<th>From a computer on campus</th>
<th>From any University Computer select File &gt; Print &gt; Managed Print Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>From your own device</td>
<td>Visit <a href="http://mps.city.ac.uk">mps.city.ac.uk</a> Select ‘Web Print’ and follow the instructions</td>
</tr>
<tr>
<td>From email</td>
<td>From your City email account send an email with the document attached to <a href="mailto:mps@city.ac.uk">mps@city.ac.uk</a>.</td>
</tr>
</tbody>
</table>

Picking up your printing

You can retrieve your printing from any printer across campus.

1. Swipe your City ID card
2. Select ‘Print release’
3. Choose the documents you wish to print and select ‘Print’ or ‘Print all’.

Microsoft Teams and Zoom

Microsoft Teams and Zoom enable you to engage with others using video and voice calls. Microsoft Teams is also used for online chat and joint document collaboration.

Access Microsoft Teams at [https://teams.microsoft.com/](https://teams.microsoft.com/) and sign in using your City email and password

Access Zoom at [www.city.ac.uk/zoom](http://www.city.ac.uk/zoom) and sign in using your City email and password.
CityNav

CityNav is our mobile app to help you find your way around campus, even inside our buildings. It’s the perfect way to quickly search, find and navigate your way to the room you need.

Download CityNav at city.ac.uk/maps.

Data Protection

For information on data protection, including use of personal data and reporting data breaches, please visit the following pages:

Students: studenthub.city.ac.uk/data-protection
Staff: staffhub.city.ac.uk/data-protection

Contact and support

You can make a request, find an answer to a common question or report an incident through our IT Service Portal at www.city.ac.uk/itservicedesk.

Find out more

Students: studenthub.city.ac.uk/information-technology
Staff: staffhub.city.ac.uk/information-technology

IT Service Desk
+44 (0) 20 7040 8181
If you are checking for an update on a previously raised issue, please have your reference number ready.

Follow us on
twitter.com/CityUni_ITSD

Visit the IT Service Desk at
E101, Drysdale Building, Northampton Square, London, EC1V 0HB
Floor 2, Northampton Square Library, Northampton Square, London, EC1V 0HB
Floor 1, the Business School Learning Resource Centre, 106 Bunhill Row, London, EC1Y 8TZ