IT Services
Getting started
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.

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’.

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/appsanywhere.
You will need a valid City, University of London student registration number to activate your City IT account.

Visit activation.city.ac.uk

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, if you forget it, without contacting the IT Service Desk.

Visit pwdreg.city.ac.uk

You will then be able to change or reset your password yourself. For further information, see studenthub.city.ac.uk/account.

MFA (Multi-Factor Authentication)
This extra security verification will occur when you sign in using your IT account details. MFA consists of a combination of your username, password and a mobile device. You will be prompted to register for this when you first sign-in using your IT account.

Find out more about MFA on studenthub.city.ac.uk/mfa.

LinkedIn Learning

All students have unlimited access to LinkedIn Learning. The platform provides access to over 13,000 professional courses developed by industry experts.

You can sign into LinkedIn Learning with your City email address at www.linkedin.com/learning.
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/find-a-pc-lab.

Moodle

Moodle is City’s online learning environment and provides access to module content, activities and communication tools for your studies. You may also use Moodle 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.

Email

City email, through Office 365, is available for all City members and recent City 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.

For further information, visit studenthub.city.ac.uk/email.
Once you have set up your City IT account you will also have access to your print credit account. 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:

**From a computer on campus**
From any University Computer select File > Print > Managed Print Service

**From your own device**
Visit mps.city.ac.uk
Select ‘Web Print’ and follow the instructions

**From email**
From your City email account send an email with the document attached to mps@city.ac.uk.

**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 enable you to engage with others using video and voice calls. Microsoft Teams is also used for online chat and joint document collaboration. To use these services you’ll need to sign in using your City email and password.

Access Microsoft Teams at https://teams.microsoft.com/
Access Zoom at www.city.ac.uk/zoom.
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.

The CityNav app is free to download and is available for
• Apple devices running iOS 8.1 or later
• Android devices running Android 4.4 or later.

The CityNav iOS and Android apps require approximately 100MB of available data for download and use.

Please be vigilant when using your device in public areas.

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
moodle.city.ac.uk/course/view/php?id=40566

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