

# **Instructions ICT facilities**

**Graduate School of  
Life Sciences**

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# 1. Access to information systems of the University and the UMCU

## 1.1 Utrecht University (UU)

With a Solis account (your student number from the UU) and a Solis password you can log in to the different ICT services of the UU. You will receive your Solis account information from the University by letter. The ascribed password is a combination of numbers, letters and symbols, which you can change. The password is valid for all information systems of the University.

### Email

<http://gmail.students.uu.nl>

### Student registration system

<http://www.uu.nl/osirisstudent>

### Address guide

<http://students.uu.nl/en/practical-information/people-buildings-services/buildings>

### FAQ

<http://www.qdesk.uu.nl>

### Blackboard

<http://www.uu.nl/blackboard>

### Osiris (study results)

<http://www.uu.nl/osirisstudent>

## 1.2 University Medical Center Utrecht (UMCU)

*Please note: UMCU facilities are only accessible for students of the Biomedical Sciences Master's programmes. If you are in a Master's programme of the Faculty of Science and need access to the computers of the UMCU study landscape, please request for an UMCU account at the study landscape helpdesk.*

Within the UMCU you do not only need your Solis ID to use the information systems of the University, you also have to be recognized by the tightly secured network of the UMCU. Therefore, you need a UMCU account and password on any computer within the UMCU to get access to internet and the information systems of the University. The UMCU ID is equal to your Solis ID, namely your student number of the University. However, your UMCU password is different from the Solis password. You will receive details on your UMCU account via your student email account.

## 2. Computer facilities at Utrecht Science Park (De Uithof)

There are multiple locations at Utrecht Science Park (De Uithof) for students to use computers. Master's students of the Graduate School of Life Sciences will follow their courses and other parts of their curriculum at different sites. An overview of the computer facilities is given below.

### **University Library Utrecht Science Park (De Uithof)**

Visiting address: Heidelberglaan 3

T: 030 253 66 01

E: [library@uu.nl](mailto:library@uu.nl)

Opening hours:	Mon-Fri	08.00h – 22.30h (desks open at 09.00h)
	Saturday	10.00h – 18:00h
	Sunday	10.00h – 22:30h

Holiday opening hours are the same as the opening hours on Saturdays.

Please note: you must show proof of identity after 17.00h, in the weekends and during holidays.

#### Longer opening hours during the last three weeks of a teaching period:

Mon-Thurs 08.00h – 01.00h (service desks open at 09.00h); during the first two weeks open on Saturday from 08.00h – 22.30h (service desk opens at 09.00h) and on Sunday from 08.00h – 01.00h (service desk opens at 09.00h)

### **Veterinary Medicine Library Androclusbuilding**

Visiting address: Yalelaan 1

T. 030 253 4603

E: [dgk.bibliotheek@library.uu.nl](mailto:dgk.bibliotheek@library.uu.nl)

Opening hours:	Mon-Fri	08:00h – 18:00h
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### **Computer rooms other buildings**

Within the Faculty of Science there are study landscapes at the Buys Ballot Building (Princetonplein 5), the Minnaert building (Leuvenlaan 4) and the David de Wied building (Universiteitsweg 99).

You can check if there are computers available via <http://studyspot.uu.nl/>

### **Study Landscape Hijmans van den Bergh building (UMCU)**

Visiting address: Heidelberglaan 98

T: 088 – 75 53418 / 53423 (Helpdesk)

E: [OWCServicedeskICT@umcutrecht.nl](mailto:OWCServicedeskICT@umcutrecht.nl)

Opening hours:	Second floor	Mon-Fri	08:30h-18:00h
	Third floor	Mon-Fri	10:00h-17:00h

During some periods the study landscape is open from 10:00h-17:00h. There are limited opening hours during the holidays.

### **2.1 Computer facilities in the UMCU**

The computer facilities (study landscape) for students are located on the second and third floor of the Hijmans van den Bergh building. It facilitates computers (158), DVDs / CD-ROMs, books, printers, copy machines, and a helpdesk. The study landscape holds around 350 workplaces (including computers). The computers are part of the local network of the UMCU and are provided with a Windows XP operating system. On each computer the full Office package (Word, Excel, Access, PowerPoint) is installed

and access to literature files (including electronic journals) of the University Library Utrecht as well as access to the internet is offered. All computers are provided with DVD drives. Furthermore, it is possible to work with a USB stick.

Important rules of the study landscape include:

- Eating and drinking are prohibited. However, you are allowed to bring a capped bottle of water;
- It is not allowed to lock computers;
- Books and DVDs / CD-ROMs cannot be borrowed.

Other facilities in the study landscape:

- copy machines;
- printers;
- scanners.

### **2.3 Books**

There are books available in the study landscape that are useful for your study. A couple of copies of all the compulsory books are available. In addition, several reference books and dictionaries can be found. Books in the study landscape are not lent to students. If you would like to borrow a book, please ask the University Library for information.

### **2.4 Copying and printing**

Copies and prints cost €0.10 per two-sided printed page (standard setting). Use your UMC-account to access the Xerox studentprinters in the OWC or HvdB building to copy or print and scanning a document to e-mail (free of charge) is possible as well.

To access the printer menu, you can either:

- a) Couple your OV-chipcard (public transport) or another RFID card to your UMC-account and scan it to open the menu, or
- b) Type your UMC-accountname and password manually on the printer. This method is advised if your OV-chipcard is not coupled to your UMC-account yet.

In order to use the printer facilities you will have to transfer money onto your account via iDeal, using this [link](https://printtegoed.umcutrecht.nl/printportal/): <https://printtegoed.umcutrecht.nl/printportal/>

### **2.5 Computers outside the UMCU study landscape**

In the UMCU there are other computers available, next to the ones in the study landscape. These are available at:

- The computer teaching rooms in the Medical Library, diagonally across the entrance of the lecture halls in the UMCU. These rooms are available to students if not booked for classes. The library also offers quiet study places and some (reference) books;
- Hijmans van den Bergh building, first floor, across the student desk.

### **2.6 More information**

On the website [www.studielandschap.nl](http://www.studielandschap.nl) (in Dutch) you are able to find all answers to frequently asked questions about technical failures, alterations, lost and found, as well as tips on using the study landscape and computer facilities. You can also send an email to [helpdesk-sls@umcutrecht.nl](mailto:helpdesk-sls@umcutrecht.nl) or call 088-75 53418 / 53423.

### 3. Personal hard disk, Applications, email, Blackboard

#### 3.1 Logging in

When you want to start working on a computer in the Study Landscape, you need to log in first. The password is sent to your student email. The username is your Solis ID.

#### 3.2 Personal data capacity

Both the University and the UMCU offer you your own personal capacity to save your documents. Within the UMCU this is the H-drive, where you have a personal space of 100 MB. You are able to reach the H-disk by clicking the 'My Documents' button. After having logged in on any computer of the University (all other facilities besides the UMCU), you have 50 MB at your disposal on the U-disk. It is recommended that you save your files on these disks and not on your desktop

#### 3.3 Applications

Some applications are not fully installed for your profile. You can install these applications by opening the applications. Before the programme starts you will see a couple of windows on your screen which install the application. When the distribution process is completed the application is immediately available on your screen.

#### 3.4 Email

Your student email is used by the University, the student administration, and your programme coordinator to communicate with you. **Check your mailbox regularly!** The University cooperates with Google to enhance storage capacity and to add additional features. You can access your email via <http://gmail.students.uu.nl>.

#### 3.5 The learning system: Blackboard

For the Master's programmes of the Graduate School of Life Sciences the electronic learning system Blackboard is available. This is an interactive environment on the internet, independent of place and time. All computers provided with an internet connection can make contact with the learning system. Your programme or course coordinator might use this system to post general information, lectures, PowerPoint presentations, exercises, and (test) exams. You can access Blackboard via <http://www.uu.nl/blackboard>.<sup>1</sup> Log in using your Solis ID and password.

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<sup>1</sup> Blackboard works best with Internet Explorer 8/9, Firefox 4.0, Google Chrome and Safari 4.0/5.0.

**Login Here**

Change Text Size     High Contrast Setting

You are not logged in  
Please enter your Solis ID and password below and click the Login button.

USERNAME:

PASSWORD:

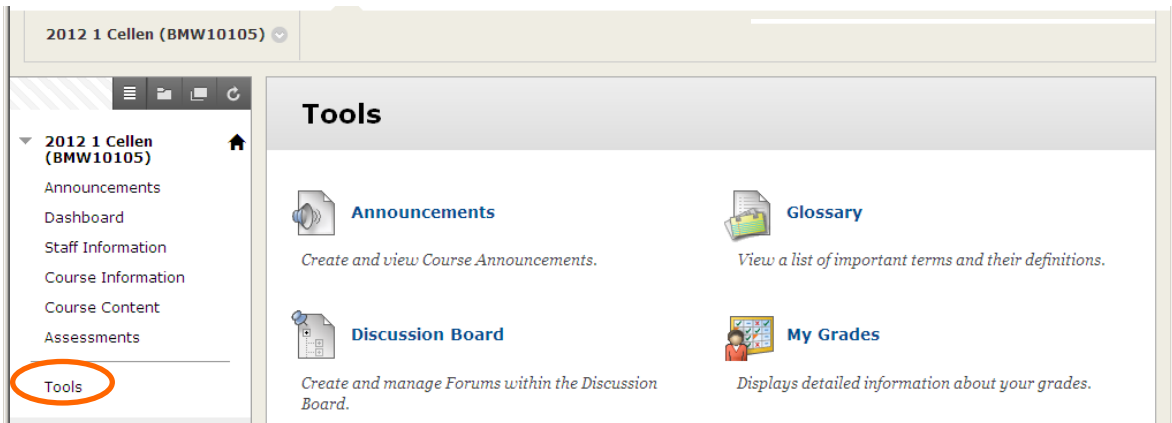
**Login**

After logging in, you will see your personalised Blackboard page (My Blackboard), which shows all the courses you are enrolled in. These courses can also be found under My Courses. When you click on one of the courses you will see the content of that course. In the My Announcements menu you can find the most recent Announcements of the courses you are following.

When you navigate through the course content your navigation pathway is shown is shown on top of the page (see example below: course content > week 2 centraal dogma > hoorcolleges) and in the navigation window on the left side of the page. You can use this to go back to earlier locations. This works better than using the 'Back' button of your internet browser, which might cause the programme to crash.



### 3.5.1 Blackboard tools



#### *Announcement*

Teachers can use Announcements to inform students. You can see the Announcements on your My Blackboard page, or by clicking on Announcements in the Course Menu. Check the Announcements often, because your course coordinator could use these announcements for updates on your schedule or other important messages.

#### *Discussions*

The Discussion Board can be used as a tool to ask questions to fellow students or your course coordinator. You can click the Discussion Board button to see (new) messages, which are sorted by subject/week.

### 3.5.2 Possible problems with Blackboard

#### *Not able to log in on Blackboard*

It is possible that your password is incorrect. You can check your password by logging in on the contact search page of the UU (Solis U-gids, <http://solis-ugids.uu.nl>). Click "personal data / eigen gegevens" and try to log in. If you cannot log in, you know your password is incorrect. Also check whether CAPSLOCK is active.

#### *Forgot your password or password is not working*

If your password is not working or you forgot your password you can report this to:

- The Student Desk on the first floor of the Hijmans van den Bergh building (STIP).
- Student Services of the UU in the Bestuursgebouw, Heidelberglaan 8 (across the Hijmans van den Bergh building)

For both services you need your student card to identify yourself. No UMCU or Solis password will be provided by phone or email.

If you have trouble with the websites of the UU or with logging in, please contact Qdesk (<http://www.qdesk.uu.nl>).