Your University login

Use your individual University username and password to login to all University online services including StudyNet.

To change your password or if you forget it, go to https://www.pss.herts.ac.uk. Be safe! Keep your details confidential. See IT Regulations at UH in StudyNet and your A-Z guide.

3 ways to get online

Login to a University computer

On your laptop or other device select UH-Wifi and then click connect.
Open your web browser to get the login screen.
Select the eduroam option to set up Wifi on campus without having to login every time (recommended).
Or select the student tab and login each time with your University username and password.

Get on the wireless network

Plug your laptop into a University datapoint using your own network cable
Open your web browser to get the login screen.
Select the student tab and enter your username and password.

On your laptop or other device select UHWifi and then click connect.
Open your web browser to get the login screen.
Select the eduroam option to set up Wifi on campus without having to login every time (recommended).
Or select the student tab and login each time with your University username and password.

StudyNet is your University online...

For University online services and your personalised online services including:
• Your modules, timetable, exam timetable, coursework submission, discussions and groups
• Your personal profile, Student Record, blog and favourites
• Your StudentStore for saving work and study-related documents

Computing and software

Use University computers in the LRCs or computer labs. Or bring your own device.
• Over 400 software programs are available to use.
• Everyone at the University has an Office 365 account. You can use MS Office and other Office 365 tools on University computers and your personal devices.

Work anywhere with

Office 365
www.studynet.herts.ac.uk/go/office365

Communication and collaboration

Make sure your contact details are correct on your Student Record

Check StudyNet and your email regularly for important University messages.
With Office 365 you can create, edit and save files; share documents and email; use instant messaging, phone and video tools.

Help & Support

Step 1: 24/7 online help
StudyNet > Help & Support and ask.herts.ac.uk

Step 2: Contact the Helpdesk
For your queries or fault reports, and to get on-the-spot help or arrange appointments for specialist support.
• phone +44 (0)1707 284678
• email helpdesk@herts.ac.uk
• pick up the phone at any LRC Information Point
• online via www.studynet.herts.ac.uk/go/helpdesk
Details of opening hours are available on StudyNet

Step 3: Make an appointment to see a specialist
To book an appointment call +44 (0)1707 284678 or email helpdesk@herts.ac.uk
The two Learning Resources Centres (LRCs) on the College Lane and de Havilland Campuses are open 24/7 all year except for a few days at Christmas, Easter and in late August*. You need to show your UH ID card to gain entry.

All in one place for your convenience

The LRCs provide many spaces in different study environments. They house over 1,200 computers and the University’s printed book library collections. There are printers on every floor and media preparation facilities.

Choose the right space for how you want to work

For groupwork, social learning, individual study, silent study, Café Study and an assistive technology suite. You can use all University online services in every type of space.

*LRC CLOSED DAYS 2016-2017

Christmas closure: from 16.00 hours on Friday 23 December 2016 until 08.30 hours on Tuesday 03 January 2017

Easter closure: Friday 14 - Monday 17 April 2017 inclusive

Summer Bank Holiday closure: Saturday 26 August - Monday 28 August 2017 inclusive

Please be considerate to others studying in the LRCs.

To book a Group Study Room in the LRC go to www.studyrooms.herts.ac.uk

Borrow or return a printed book using your UH ID card at a self-service book issue and return machine. You must return items if they have been reserved. Fines are charged for late return.

Get a great introduction to using StudyNet and University library and computing services

www.studynet.herts.ac.uk/go/knowhow

Useful links

Ask Herts
ask.herts.ac.uk

KnowHow guide
www.studynet.herts.ac.uk/go/knowhow

Office 365
office.herts.ac.uk

Online Library and Library Search
StudyNet > Online Library tab

Password - Change or forgotten
https://www.pes.herts.ac.uk

Printing
https://www.print.herts.ac.uk

Room booking
(Group Study Room)
www.studyrooms.herts.ac.uk

StudyNet
www.studynet.herts.ac.uk

Help & support
StudyNet > Help & Support tab
T: +44 (0)1707 204678 or ext 4678
E: helpdesk@herts.ac.uk
www.studynet.herts.ac.uk/go/helpdesk

Follow us on Twitter UH Library
@uhlr

Printing on campus

Print documents yourself or they can be printed for you. See Ask Herts > Printing on campus.

To print from University computers or from your own laptop, you need to have money in your print and copy account; follow the Print & Copy Payments link in StudyNet or go to https://www.print.herts.ac.uk

You can use all University online services anywhere on campus.