



Computer Services information

Please read the information below carefully and keep for future reference, as this information will be important during your studies at TUS.

Computer Services Department

Computers and Information Technology (IT) will play an important role during your time as a student. Many aspects of your life as a student will involve some IT: in the classroom, in the library, in the Computer Centre, in fact all over the campus. This section is a brief guide to help you get started with the different elements of IT that you will meet.

Helpdesk Service

The Computer Services Helpdesk is located in the main Computer Centre on the Moylish Park campus. **Any computer related problems that you encounter such as issues with logons, printing, Exam pin numbers, Wi-Fi connectivity or computer applications should be reported to the Helpdesk.** Calls can be logged via email, through the Student Portal, by phone or by calling in person to the Helpdesk. Alternatively, you can use the **ServiceDesk Plus** portal site or app to log issues. <https://itservicedesk.midwest.tus.ie/>

Email: itservicedesk.midwest@tus.ie

Phone: 061-293100

Open Access Computers

In addition to computer labs which are used for teaching, there are hundreds of computers provided on the TUS campuses for student use. These can be used at any time and are on a first-come, first-served basis. The main concentration of these is in the Computer Centre, libraries and the Student's Union building.

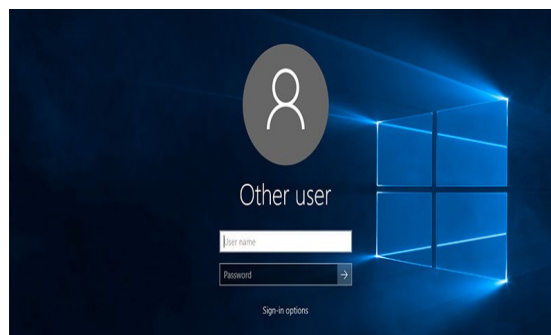
Computer Logon

Once you have successfully registered, a user account is automatically created for you within 72 hours after registration. This allows you to log in to any of the student computers around the Institute, including the Computer Centre, Library, and any of the various computer labs.

You need to enter the following details to login to an **TUS PC**

Username: KNumber

Password: By Default this is your date of birth in the format DDMMYYYY (example 01011980)



How to set up the multi-factor authenticator using only our phone

Step One

Download the authenticator application onto your phone



Step Two

On your phone, please open an internet browser internet go to:.

myapps.microsoft.com

Step Three

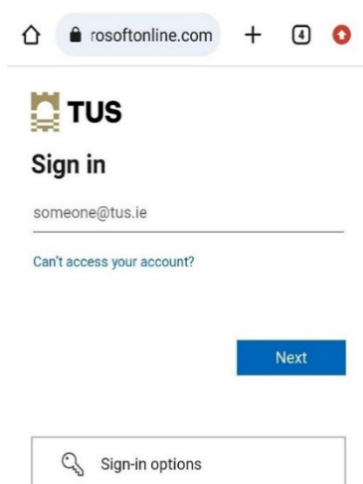
You will be presented with a login screen

Login to your using your college account details

Students: knumber@student.tus.ie

Staff/ Post grad: firstname.lastname@tus.ie

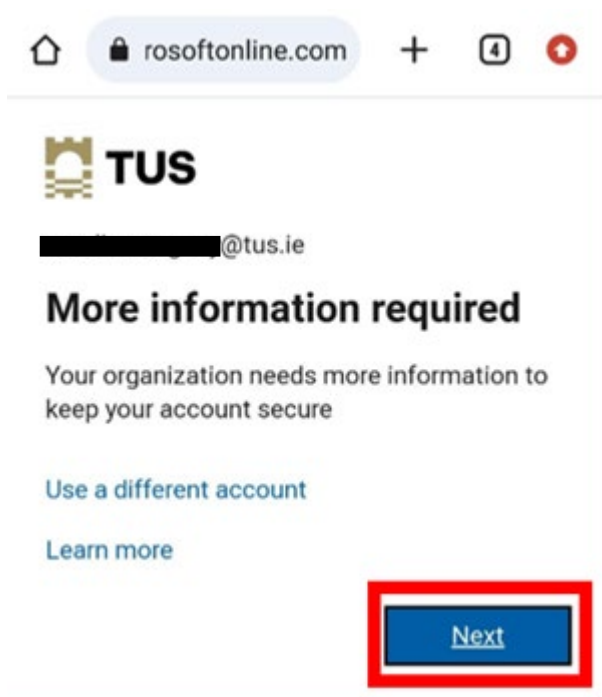
and TUS password

The image is a screenshot of a web browser showing the TUS Sign in page. The browser's address bar shows "rosoftonline.com". The page has the TUS logo and the text "Sign in". Below this is a text input field containing "someone@tus.ie". Under the input field is a link that says "Can't access your account?". At the bottom of the form is a blue button labeled "Next". Below the button is a box with a key icon and the text "Sign-in options". At the very bottom of the page, there are links for "Terms of use" and "Privacy & cookies" followed by three dots.

Step Four

You will be presented with a screen that says **More information required**

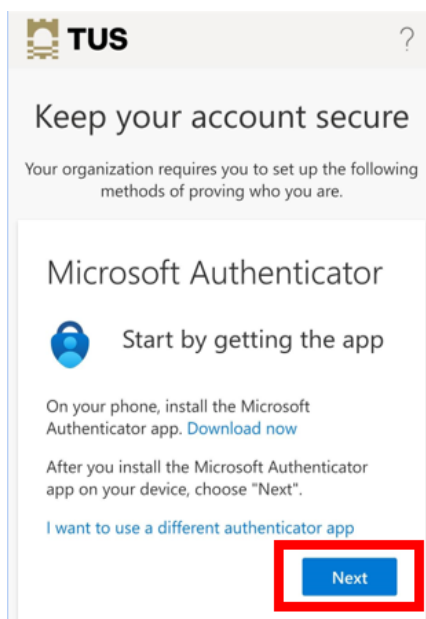
Please click next



Step Five

You will be presented with a screen telling you to get the authenticator app.

Please click next



Step Six

You will be presented with the set-up screen.

Click **Pair your account to the app by clicking this link.**

This will open the authenticator app and add your account.



Step Seven

Leave the authenticator app and go back to the sign in page and click **Next**

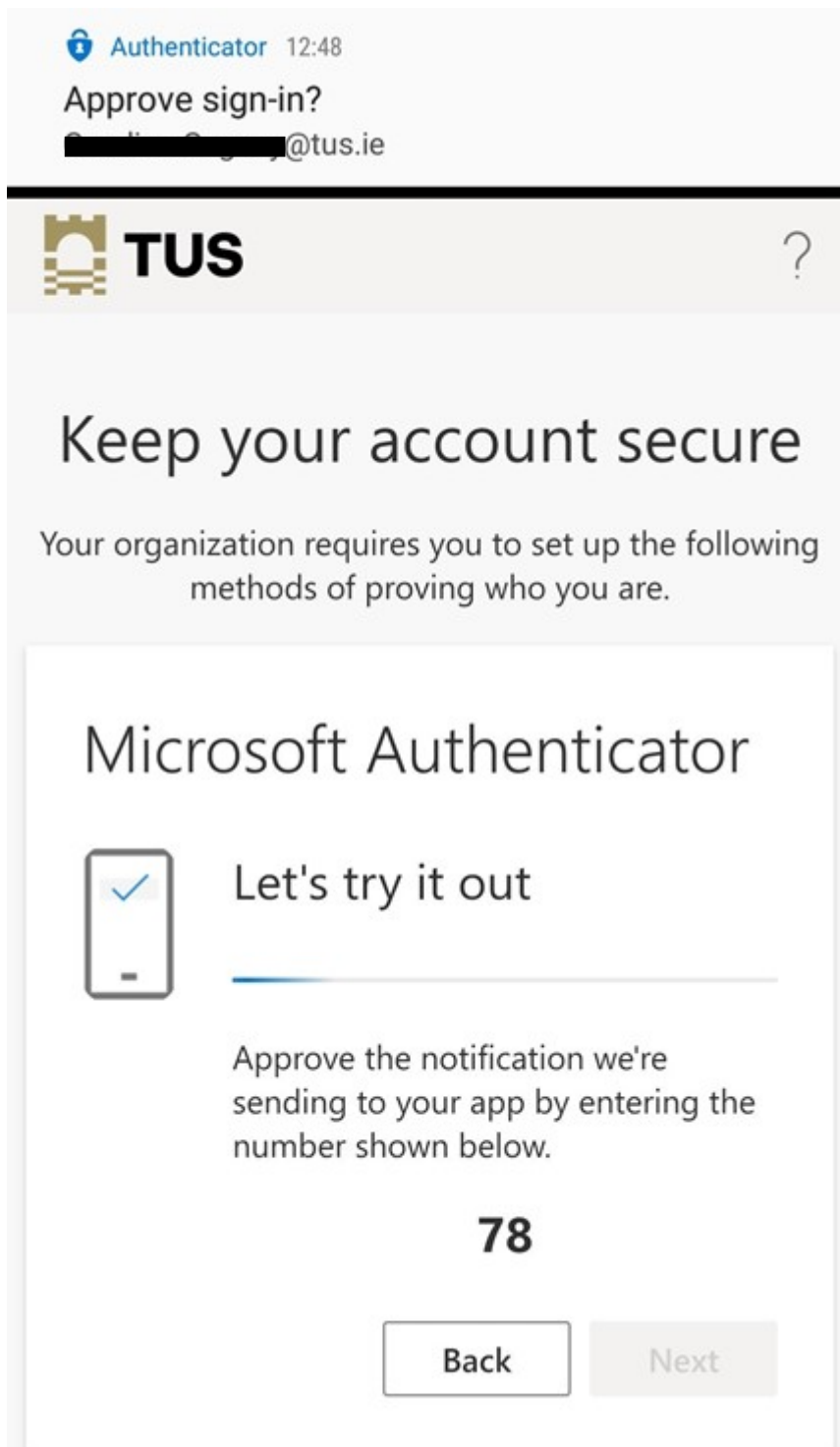


Step Eight

Once you have clicked next you will be shown a 2-digit code and should get a notification from the

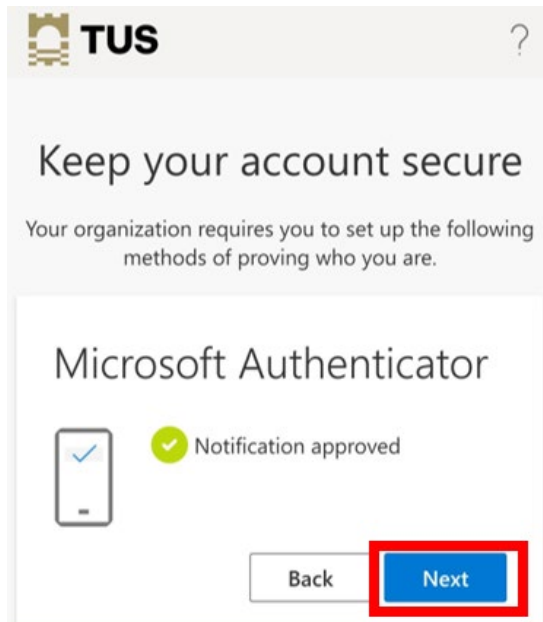
authenticator app.

Click the notification or go into the authenticator app and enter the 2-digits shown



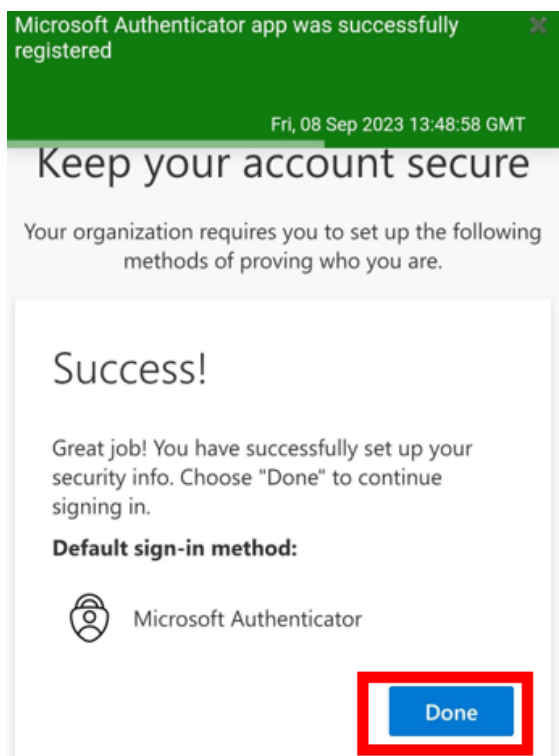
Step Nine

Once you have entered the 2-digit code and it is approved you will need to click next



Step Ten

Finally click done and you'll be allowed into your account



Once you have clicked done you will be logged into your account

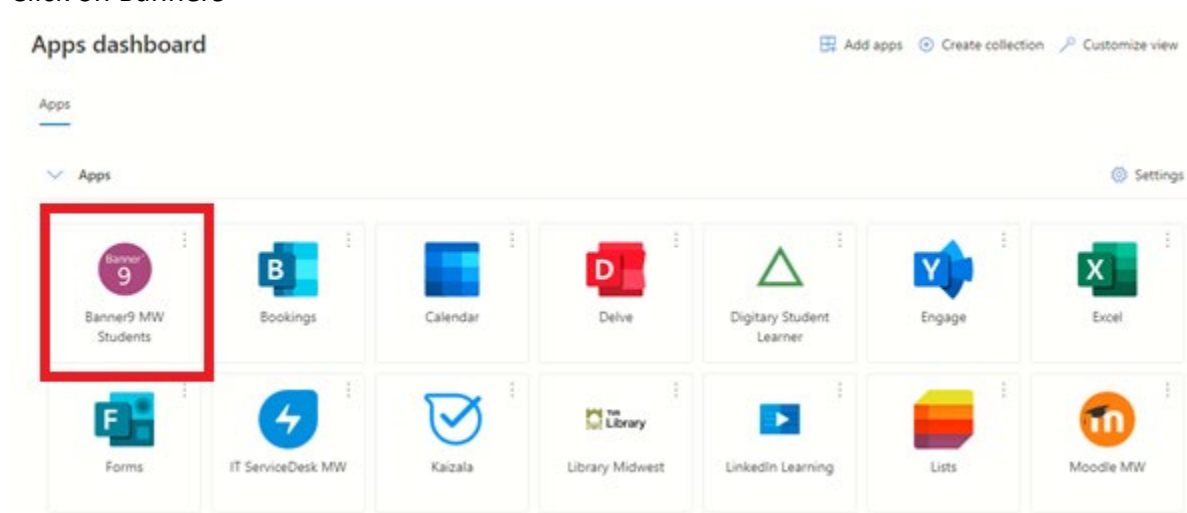
How to register

To register please go to: myapplications.microsoft.com

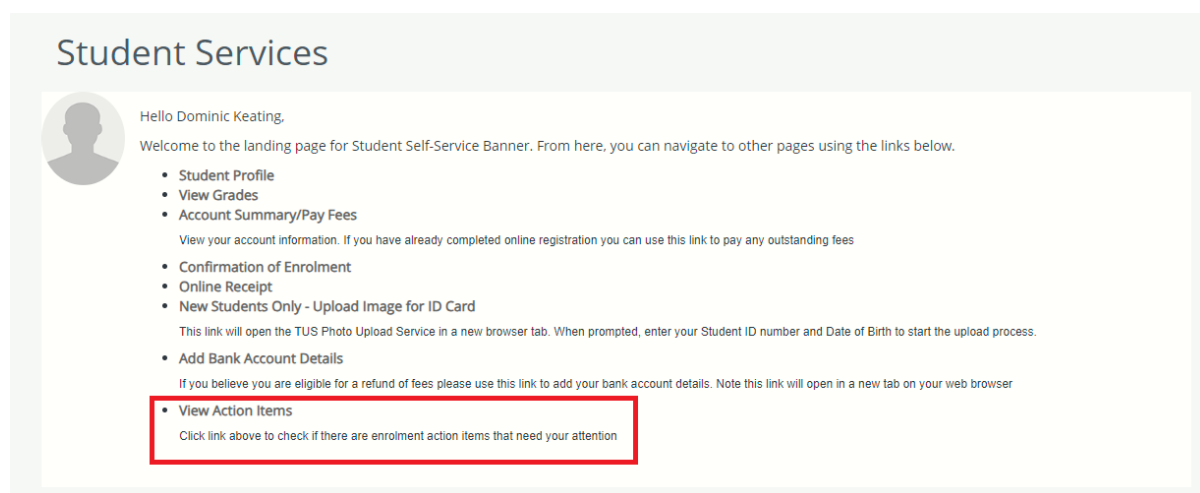
Username: KNumber@student.tus.ie

Password: Current password

Click on Banner9



Once in Banner9 click **View Action Items** and you will be able to complete registration.



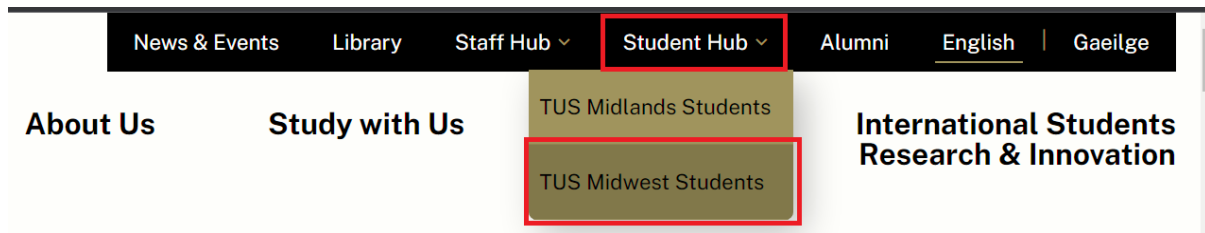
If you have any issues with registration besides logging into Banner9 you will need to contact Admissions

Admissions can be contacted on.

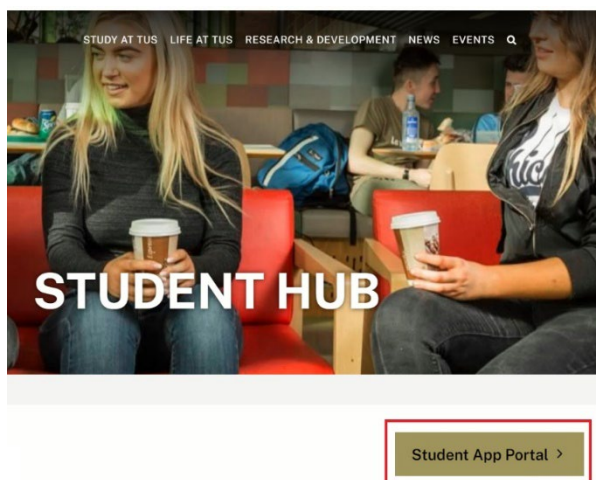
Email: admissions.midwest@tus.ie or by phone at: Phone: [+353 61 293436](tel:+35361293436)

Student Portal

The student hub can be accessed from the TUS website at www.tus.ie.
Click **Student hub** at the top right and select **TUS Midwest Students**



On the student hub page click **Student App Portal**



Sign in with:

Username: KNumber@student.tus.ie

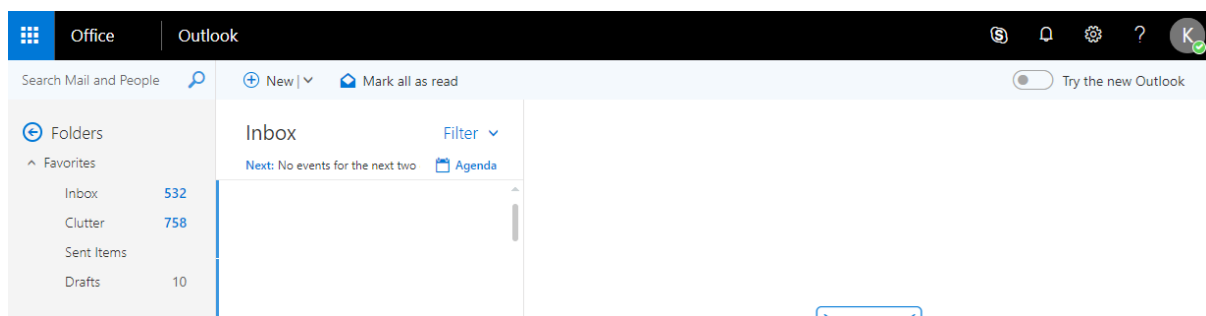
Password: Current password

Outlook Email Account

Username: KNumber@student.tus.ie

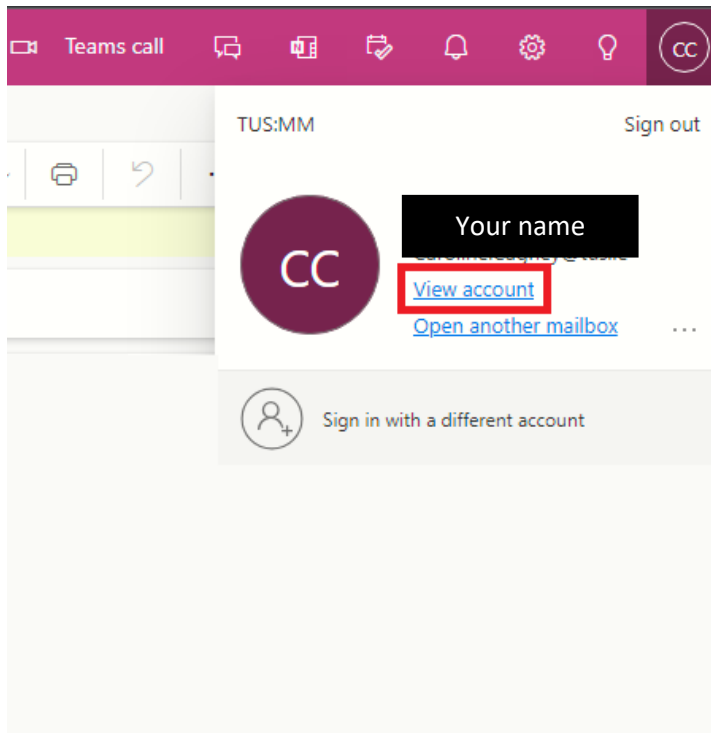
Password: Current password

The main method of communication between students and TUS will be email. Please ensure to regularly check your **student email** for correspondence from your lecturer, and other TUS related activities and news.

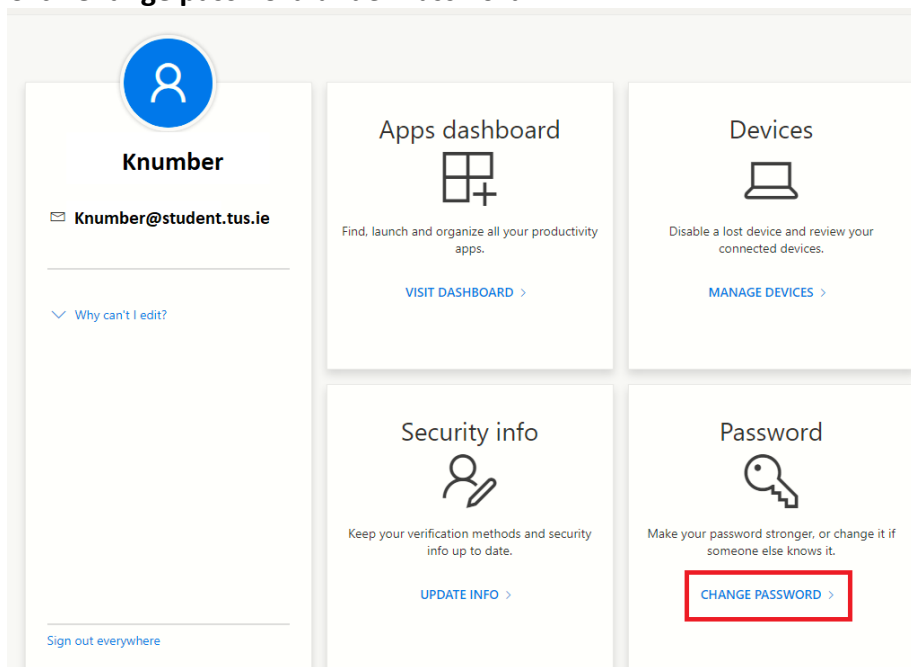


Changing Password

In Outlook navigate to top right and click the circle with either your initials or your picture and click **View Account**



Click **Change password** under Password



On the change Password page enter your old password and then your new password twice and click submit

Please make sure your new password is at least 12 letters + a number + a special character !\$%&*



Change password

User ID

██████████@tus.ie

Old password

Create new password

Confirm new password

Submit

[Cancel](#)

Moodle

To access Moodle, go to **Moodle.midwest.tus.ie** or go to **myapplications.microsoft.com** then select the **Moodle MW**

Username: KNumber@student.tus.ie

Password: Current password

Moodle is an online learning environment. Many of your modules may require you to use it to:

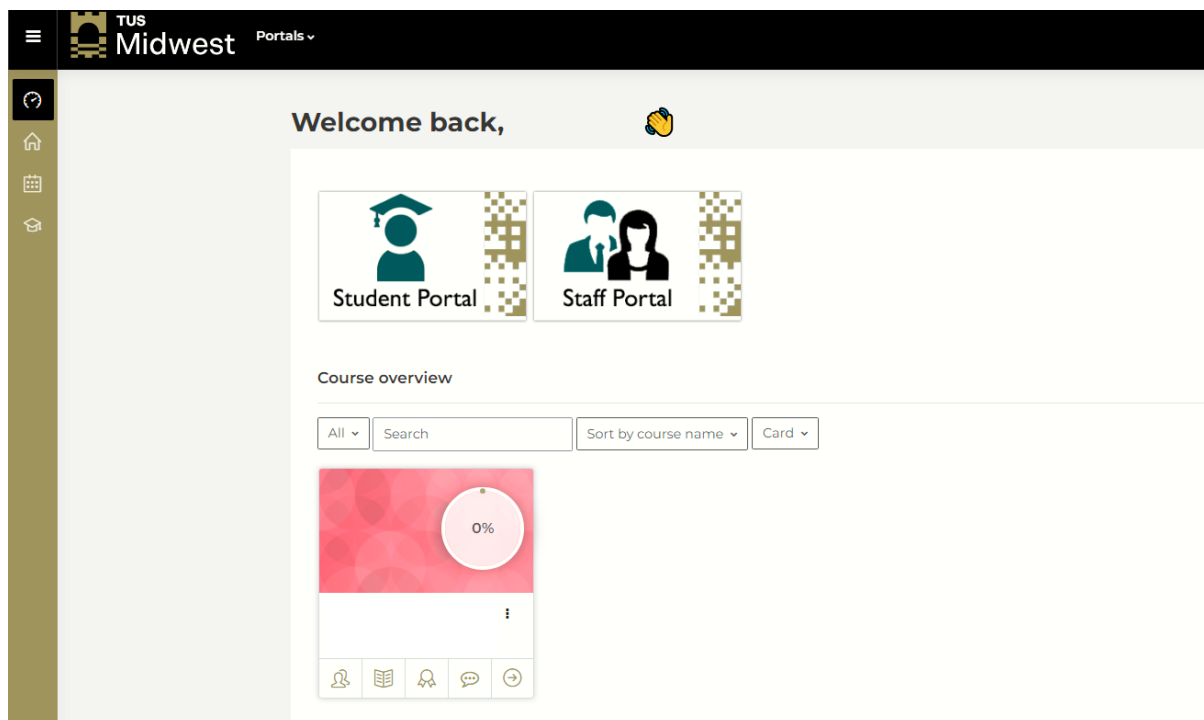
- Submit projects and coursework.
- Do quizzes and basic tests
- Access course notes and exam papers.

If your lecturer is running a course on Moodle, you will have to log in to Moodle to gain access to course material.

Once logged in you can find your course – automatic enrolment is applied via your Banner registration. If you cannot see your module, please contact your lecturer.

You will be able to see all your course content under Course overview.

Make sure the drop-down box says **All NOT In progress**.

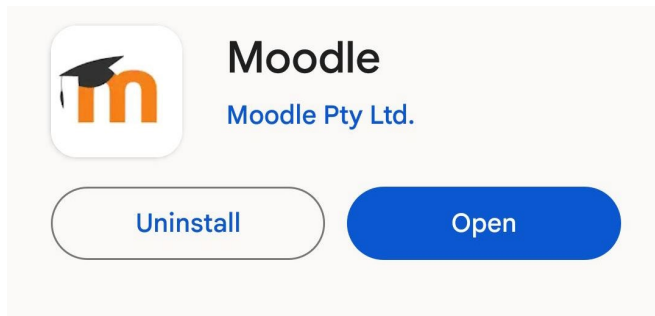


HOW TO SET UP THE MOODLE APP ON YOUR MOBILE PHONE

YOU NEED THE MICROSOFT AUTHENTICATOR ALREADY SET UP BEFORE YOU CAN SET UP THE MOODLE APP

Step One

Download the Moodle app onto your phone



Step Two

Open the Moodle app and select I'm a learner



Welcome to the Moodle App!

I'M A LEARNER

I'M AN EDUCATOR

Step Three

Enter the address: **Moodle.midwest.tus.ie** and select it under **Please select your account.**

Connect to Moodle



Your site
moodle.midwest.tus.ie

Please select your account:



Connect to your site
moodle.midwest.tus.ie



Step Four


Login to your using your college account details.

Students: Knumber@student.tus.ie

Staff/ Post grad: firstname.lastname@tus.ie

and Moodle password


[<](#) [>](#) <https://login.microsoftonline.com/> [Cancel](#)


Sign in

[Can't access your account?](#)

[Next](#)

[<](#) [>](#) <https://login.microsoftonline.com/> [Cancel](#)


← caroline.cagney@tus.ie
Enter password

[Forgot my password](#)

[Sign in](#)

Step Five


You will be shown a 2-digit code and should get a notification from the authenticator app.

Click the notification or go into the authenticator app and either enter the 2-digits shown or select the correct number and click approve.



[Redacted]@tus.ie

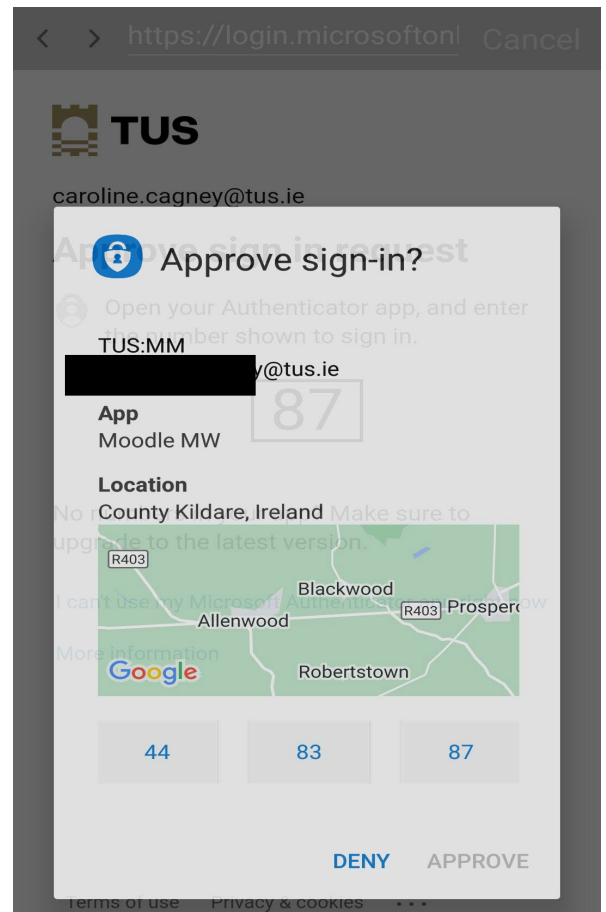
Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

87

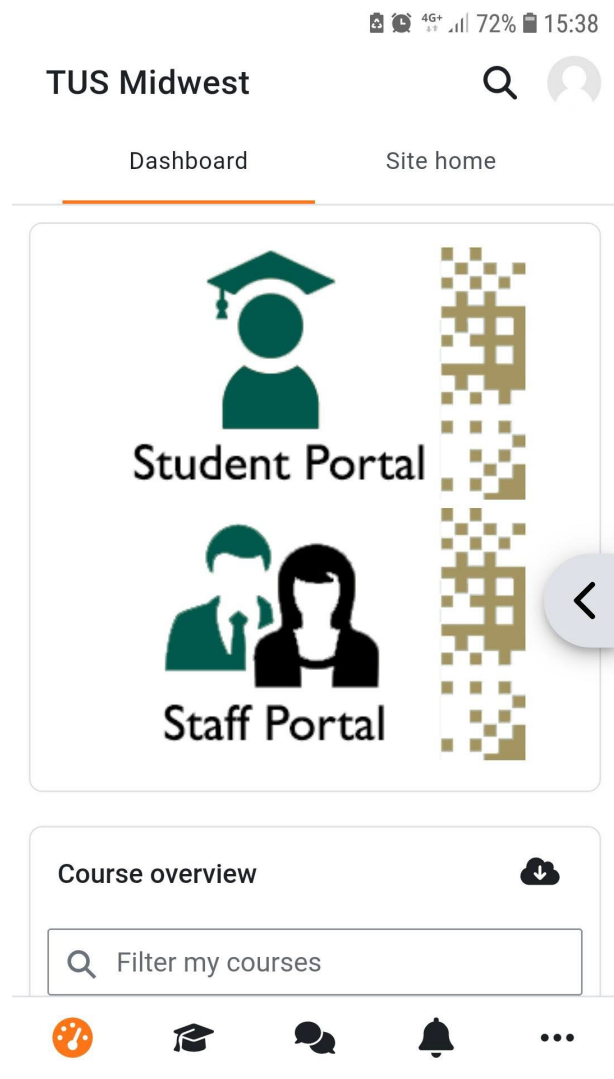
No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)



Step Six

Once you have approved the notification you will be logged into Moodle.

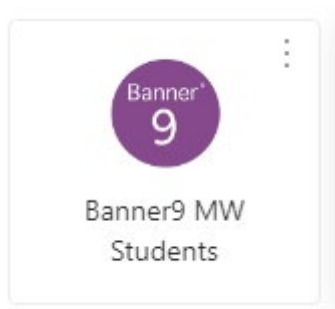


Examination/Assessment Results.

If you are completing a course of study which involves examination or continuous assessment by TUS, your results will be posted on Banner9 (Student Self Service)


To access your Exam results and apply for repeat exam(s) you will need to log into **MyApps.microsoft.com** with your **TUS** email address - Knumber@student.TUS.ie and password.

Once you have logged in click **Banner9 MW students**



Next you will need to click **view grades**.

Student Services



Hello Celine Debruyne,

Welcome to the landing page for Student Self-Service Banner. From here, you can navigate to other pages using the links below.

- [Student Profile](#)
- [View Grades](#)
- [Account Summary](#)

View your account information. If you have already completed online registration you can use this link to pay any outstanding fees

- [Confirmation of Enrolment](#)
- [Online Receipt](#)
- [New Students Only - Upload Image for ID Card](#)

This link will open your MS365 college email in a new tab on your web browser. In MS Outlook click your account profile to upload your student image

- [Add Bank Account Details](#)

If you believe you are eligible for a refund of fees please use this link to add your bank account details. Note this link will open in a new tab on your web browser

- [View Action Items](#)

Click link above to check if there are enrolment action items that need your attention

- [Class of 2022 HEA Graduate Outcome Survey](#)

Click link above to complete the HEA Graduate Outcomes Survey

Select the year you want to see from the drop-down box.

Modular Final Grades

Select a Term:

Academic year 2022-2023 ▼

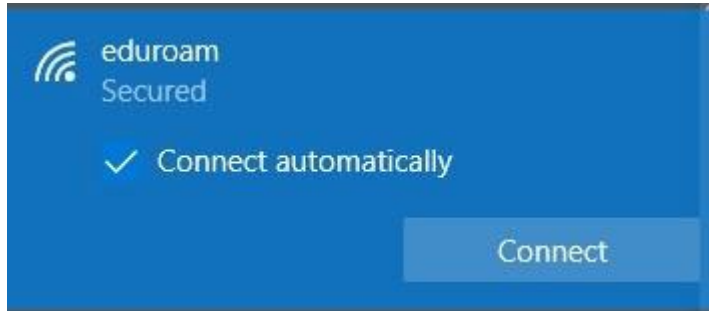
Wi-Fi Network

Staff & Students can use the Eduroam wireless network to gain wireless internet access across all TUS campuses and other participating educational institutes.

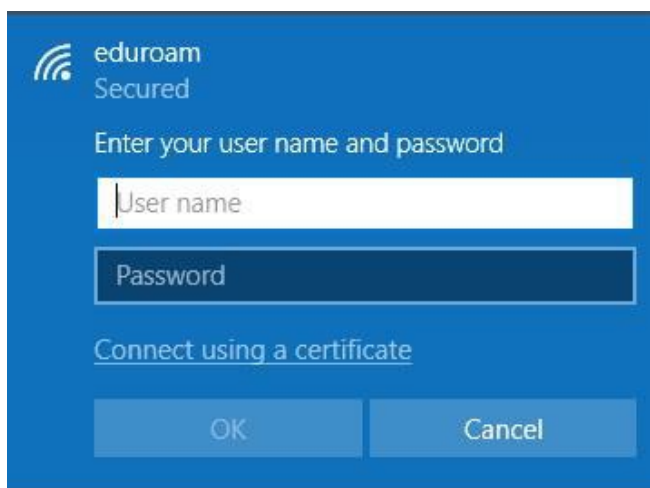
Connecting to Eduroam (Windows)

Setting up Eduroam on a mobile device involves the following steps:

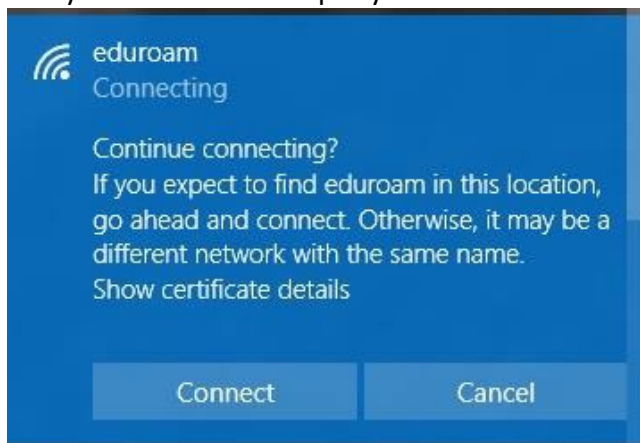
1. From the list of available wireless networks, select Eduroam and click **Connect**.



2. You will be asked for a username and password. Here enter your **TUS email address** (e.g. *K12345678@student.tus.ie* or *john.smith@tus.ie*) as the username, enter your password, and click **OK**.



3. If you see the below query select connect. You should now be connected to Eduroam.



Connecting to Eduroam (Android)

Setting up Eduroam on an Android mobile device involves the following steps:

1. From the list of available wireless networks, select Eduroam and click **Connect**.
2. The following page will be displayed. The following options should be selected:

EAP Method: PEAP

Phase-2 authentication: MSCHAPv2

CA Certificate: Leave this blank, or select 'No Certificate'

Identity: Your TUS e-mail address (e.g. *K12345678@student.tus.ie* or *john.smith@tus.ie*)

Anonymous Identity: Leave this blank.

Password: Your TUS password

3. Once you have selected and entered the details, click on **Connect**

Connecting to Eduroam (iPhone)

Setting up Eduroam on an iPhone involves the following steps:

1. From the list of available networks, select Eduroam and click **Connect**.
2. The following page will be displayed. Fill out the highlighted details with your TUS username and password (e.g. *K12345678@student.tus.ie* or *john.smith@tus.ie*) and click **Join**.
3. The below page will be displayed. Ensure the certificate reads either ***my-radius01.tusdom.tus.ie***, ***my-radius01.tusdom.tus.ie*** or ***tustn-radius01.tusdom.tus.ie*** and click **Trust**.

Connecting to Eduroam (MAC iOS)

Setting up Eduroam on a MAC Desktop or Laptop involves the following steps:

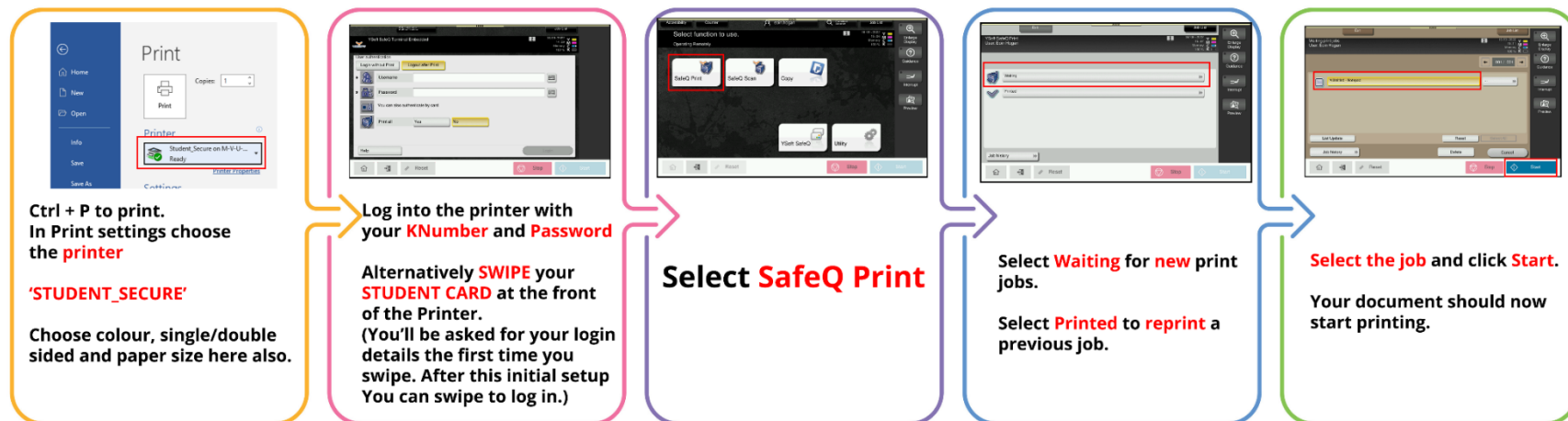
1. From the list of available networks, select Eduroam and click **Connect**.
2. The below page will be displayed. Fill out the highlighted details with your TUS username and password (e.g. *K12345678@student.tus.ie* or *john.smith@tus.ie*) and click **Join**.
3. The below page will be displayed. Ensure the certificate reads either ***my-radius01.tusdom.tus.ie***, ***my-radius01.tusdom.tus.ie*** or ***tustn-radius01.tusdom.tus.ie*** and click **Trust**.
4. You may need to enter your local administrator username and password at this point. You should now be connected to Eduroam.

Printing Services

How to Print from the printers on campus



How To Print!



How to scan



How To Scan!

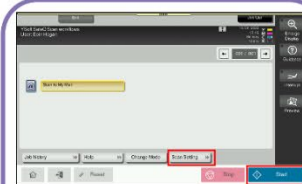


Place your document in the feeder tray face up (top) or on the scanning pane face down (bottom).



Login to the printer.
(see printing guide)

Select SafeQ Scan
and
click OK for Scan to Email



Select **Start** to scan to your Email with default settings. This will immediately scan and email your document to your student email.

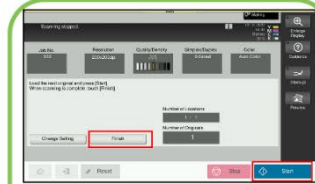
or

select **Scan Settings** to choose **single/double sided scan** and other settings



Scroll left and right to view different settings.

Take note of the settings for **1-Sided scan** and **2-sided**. If using the feeder tray, **2 sided** will scan both sides. If using the flat pane, it will allow you to scan multiple pages. You will need to flip the page manually.



When scanning multiple sheets on the flat scanning pane press start to scan each sheet.

When you're finished scanning press 'Finished' and then Start to send the email.

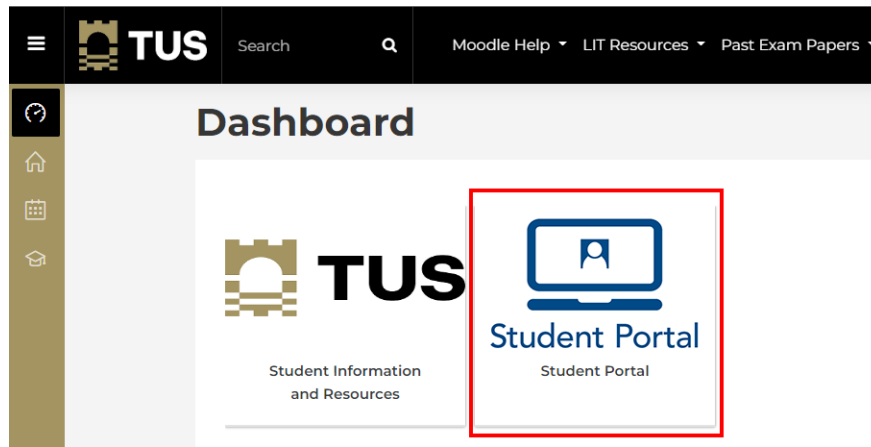
TUS Student Print Balance Top-Up Guide

NOTE: Minimum Top-Up Value: €5

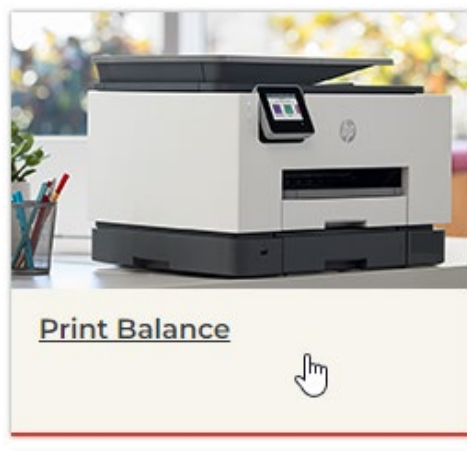
Open your web browser and navigate to <https://moodle.lit.ie>

Sign into Moodle if prompted (Email/Password)

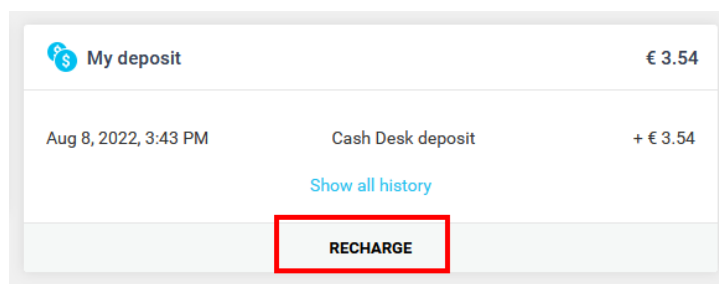
Select **Student Portal**



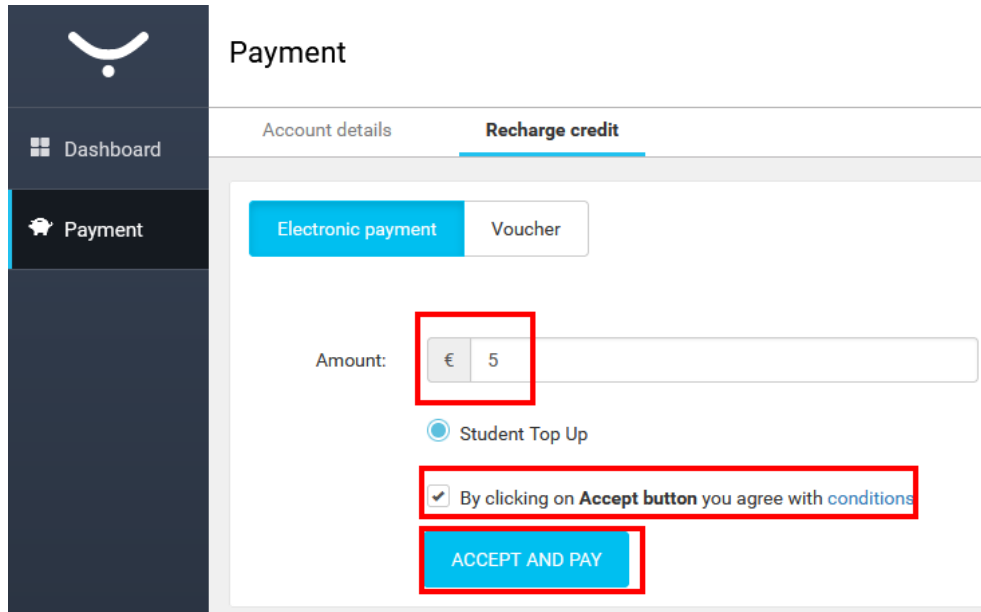
Next, select **Print Balance**



From the **Print Balance** portal, you can view your current balance and top it up. To top up your credit, select **RECHARGE**.



Input the amount you would like to top-up by. **Minimum amount €5.00**
Check the terms and conditions box and click **ACCEPT AND PAY**



Payment

Account details **Recharge credit**

Electronic payment Voucher

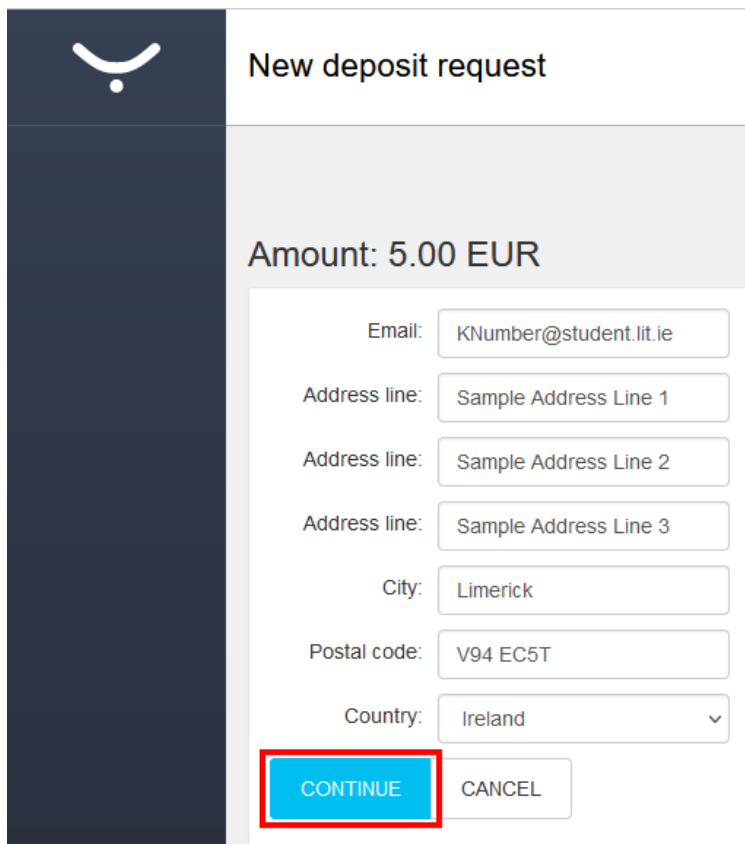
Amount: € 5

☒ Student Top Up

☒ By clicking on **Accept button** you agree with [conditions](#)

ACCEPT AND PAY

Enter the details requested on screen e.g., email address, billing address etc
NOTE: These details are required for Payment Card Industry compliance.
Press **CONTINUE**



New deposit request

Amount: 5.00 EUR

Email: KNumber@student.lit.ie

Address line: Sample Address Line 1

Address line: Sample Address Line 2

Address line: Sample Address Line 3

City: Limerick

Postal code: V94 EC5T

Country: Ireland

CONTINUE CANCEL

Next, you'll be redirected to the merchant payment portal for Global Payments.

Insert your card details and select **PAY NOW**

Payment Details

Card Number

VISA

Card Number

Expiry

MM/YY

Security Code

Security Code

?

Cardholder Name

Cardholder Name

PAY NOW

256-bit SSL encrypted

Securely processed by Global Payments

Once the payment completes, you will see a confirmation message that the payment has been processed successful

Dashboard

Payment

Payment

Account details

Recharge credit

Your payment has been **processed**. Your account has been credited with € 1.00.

Electronic payment

Voucher

Amount: €

☒ Student Top Up

☐ By clicking on **Accept** button you agree with [conditions](#)

ACCEPT AND PAY

Return to the Dashboard page to confirm your credit has increased on the system.

Dashboard

My recent jobs

Waiting

Printed

You do not have any jobs in this folder

My deposit

€ 6.42

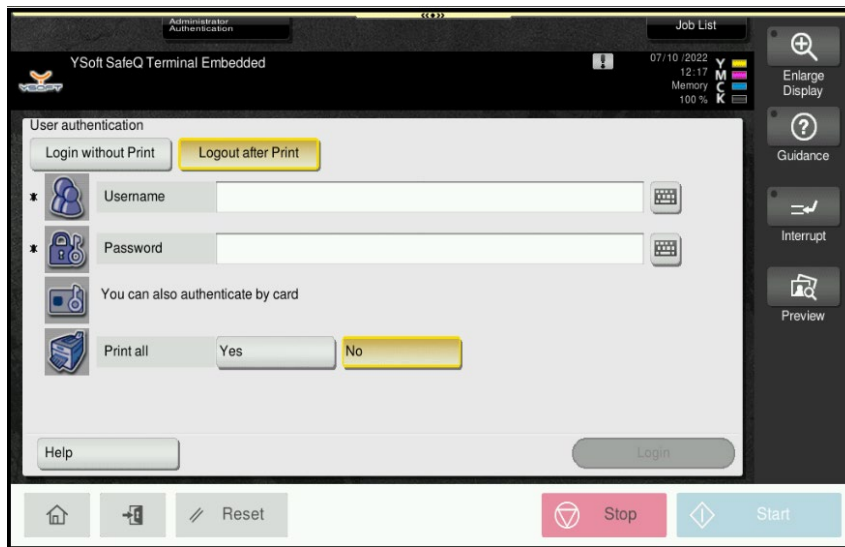
Oct 7, 2022, 11:29 AM	Deposit via payment gateway	+ € 1.00
Oct 7, 2022, 11:13 AM	Deposit via payment gateway	+ € 1.00
Oct 7, 2022, 10:53 AM	Deposit via payment gateway	+ € 1.00
Sep 29, 2022, 3:29 PM	Transaction settlement	- € 0.12
Aug 8, 2022, 3:43 PM	Cash Desk deposit	+ € 3.54

[Show all history](#)

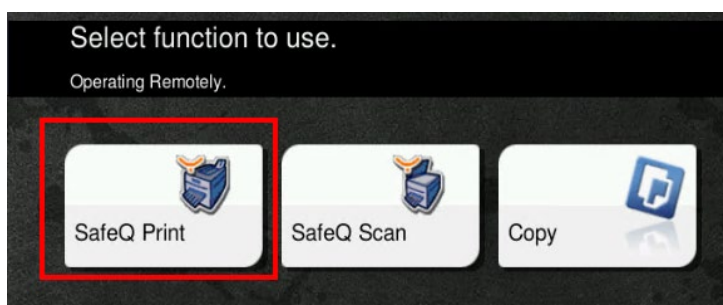
RECHARGE

How to view your Print Balance on a Student Printer

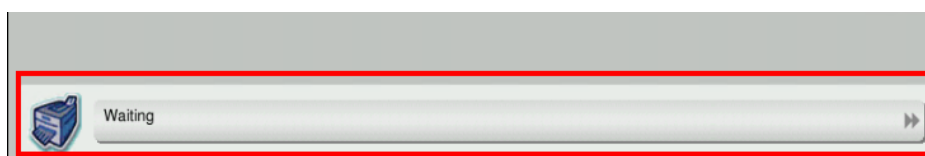
Sign into the printer with your Username and Password, or swipe your student card to login



When logged in, select SafeQ Print



Select Waiting



On the waiting screen, you will see your current credit balance on the top left of the screen, next to your name.



Website – TUS.ie

The TUS Website is a source of general information for prospective and current students providing programme details, latest news, information on student life, available facilities, useful links and much more. Most importantly for current students, the TUS Website provides a gateway to many important TUS resources with links to the Student Portal, Moodle, Library Website, Careers Service, etc.

If you have any other questions, please contact the Helpdesk.

Email: itservicedesk.midwest@tus.ie

Phone: 061-293100

COLLEGE CONTACT INFORMATION

Exams

Email: exams.midwest@tus.ie or by phone at: **061-293200**

Grants & Fees

Email: Studentfees.midwest@tus.ie (full-time students)

or flexiblefees.midwest@tus.ie (part-time/flexible learning)

Phone: 061-293366 (full-time students) or 061-293094 (part-time/flexible learning)

Admissions

Email: admissions.midwest@tus.ie or by phone at: Phone: [+353 61 293436](tel:+35361293436)

Flexible learning

Limerick Office General Queries

Email: flexible.midwest@tus.ie or by phone at: +353 61 293802

Tipperary Office General Queries

Email: flexible.midwest@tus.ie or by phone at: +353 504 28112

Springboard+/HCI Specific Queries

Email: springboard.midwest@tus.ie or by phone at: +353 61 293055

Fees Queries

Email: flexiblefees.midwest@tus.ie or by phone at: +353 61 293094

Helpdesk

Computer Services

Email: itservicedesk.midwest@tus.ie or by phone at: [+353 61 293100](tel:+35361293100)

Student Support Services

Phone: [+353 61 293106](tel:+35361293106)

Email: studentsupportservices.midwest@tus.ie

Office Location: Block 12

Ext: 3106

Disability Contact information

Tel: (061) 293112

Email: disability.midwest@tus.ie

Tel: (061) 293112

Doctors Contacts

To contact a doctor near your campus please use the contact details below.

Moylish Students - Email nurses.midwest@tus.ie or call (061) 293106

LSAD Students - Call Old Windmill Family Practice, on (061) 313919

Thurles Students - Call Dr. Liam Collins on (0504) 21155

Clonmel Students - Call Dr. Rochford on (052) 6121288

Ennis Students - Call Dr. Conor Hanrahan on (065) 6868140

Nurse Appointments

Nurse appointments are no longer a walk-in service, all appointments must be Pre-Booked. Please contact nurses.midwest@tus.ie or 061-293106 to make an appointment.

Contact information for the campuses

TUS Moylish Campus

Main Reception

Phone: +353 61 293000

Email: Reception.Midwest@tus.ie

LSAD Clare Street Campus

Main Reception

Phone: 353 61 293870

Email: lsad@tus.ie

TUS Clonmel Digital Campus

Main Reception

Phone: +353 504 28000

TUS Thurles Campus

Main Reception

Phone: +353 504 28000

Email: Reception.Midwest@tus.ie

TUS Ennis Campus

Main Reception

Phone: +353 61 293559

Athlone

Phone: +353 (0)90 646 8000