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1. What are Student Network Services?

Student Network Services are previously separate student resources that have been integrated for access via a single login. They include:

SOLE (Student Online Environment): SOLE holds personal information for every student. From SOLE you will be able to view your module selections, timetables and grades, along with other useful information relevant to your study at UoW.

Library (Resources Online): Provides online access to the library catalogue, subject pages, electronic databases and journals and full control over your library record. You can use this facility to renew your loans, change your library contact details and place reservations for books which are currently unavailable.

NetMail (Student Email): NetMail replaces Pegasus Mail. Using NetMail you can manage your Inbox, Contacts and Calendar, and configure options such as email forwarding to an external account.

NetStorage (File Access): NetStorage gives you off-campus access to the files and folders you have saved on your University network drive.

WebCT: WebCT is the University's Virtual Learning Environment, enabling you to access course and module information and communicate with your tutors and other students through the internet. WebCT can be viewed from anywhere where internet access is available, allowing students and lecturers flexibility to stay in contact, regardless of location.

Change Password: This is a self service facility that allows you to change your Network Services password without going through ILS.

Change Challenge Response Answers: This facility allows you to change your challenge response answers.

This guide describes the various on and off campus login procedures for accessing the new Student Network Services.

2. Important Notice for New Students

When you registered with the University you will have been issued a Student Number, Username (Login ID) and a randomly generated password.

If you were not issued with a Username and password during your registration process please report initially to Registry in the Woodbury building as you require your Username and password to login to your Student Network Services.

If you have already been issued your Username and password the login procedure for new students is identical to that for returning students and is described in detail in the following sections of this guide.

3. Initial On Campus (PC) Login Procedure

When you switch on your computer you will be presented with the “Login to UOW Network” prompt as shown in Figure 1.

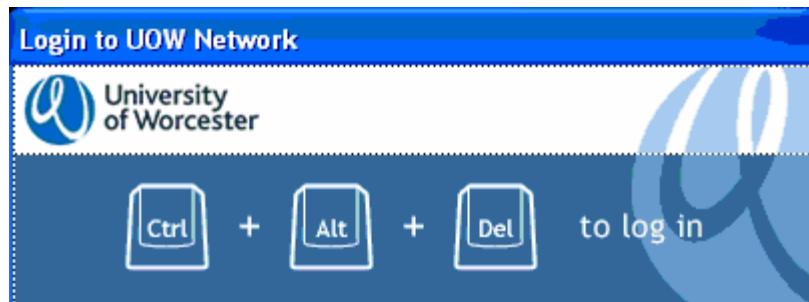


Figure 1 – Login to UOW Network

Press the Control, Alt and Delete (Ctrl+Alt+Del) keys simultaneously to bring up the Novell login screen as shown in Figure 2.

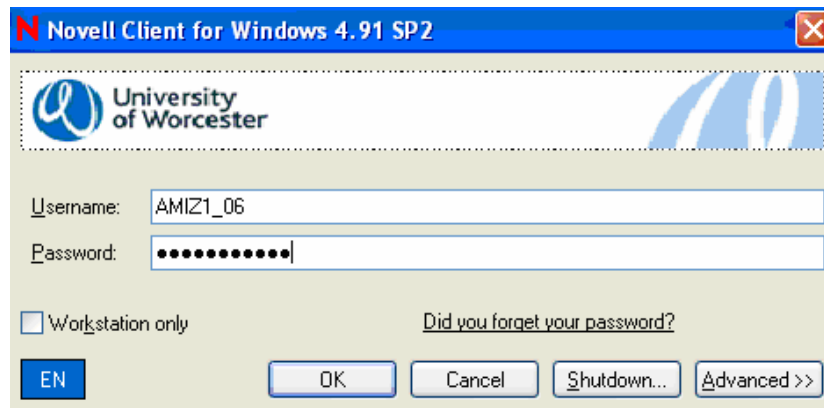


Figure 2 – Novell Login Screen

Enter your Username and Password in the relevant text fields and click “OK”. **NOTE:** Your Username includes an underscore (_) not a hyphen (-) and your entry year e.g. abc1_06. Also, for security reasons you will not see your password as you type. Existing students who have forgotten their password can have it reset at the IT/Media desk in the Peirson building (Library). At the next screen click “Yes” if you are prompted to change an expired password as shown in Figure 3.

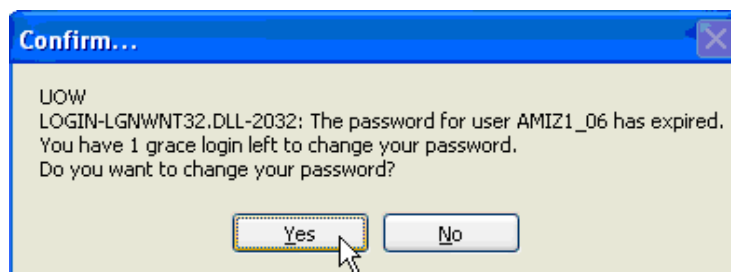


Figure 3 – Expired Password Prompt

Choose a new password (**which must be a minimum of 8 characters and include at least 1 number**), and enter and retype it in the Change Password screen as illustrated in Figure 4.

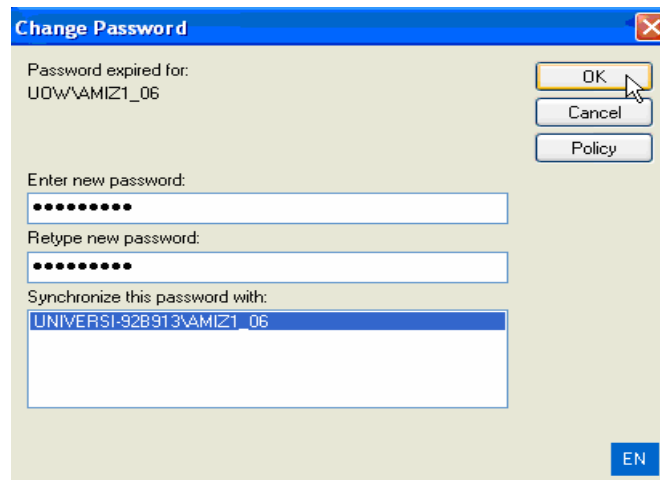


Figure 4 – Change Password Screen

All students will then be presented with the challenge/response entry prompt as shown in Figure 5 below. Click “OK”.

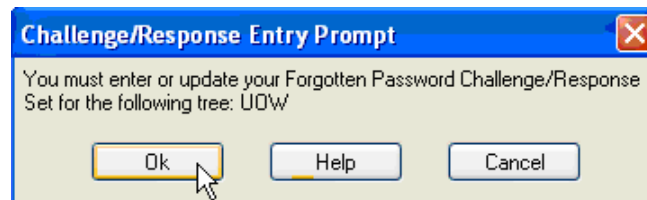


Figure 5 – Challenge/Response Entry Prompt

Enter a memorable answer to each of the challenge questions and click “Next” as shown in Figure 6 – there are 5 questions to work through in total. Click “Finish” when you have completed all five.

NOTE: Responses are case and space sensitive, and will be used to verify your identity, allowing you to change your password in future should you forget it. You will only see the challenge/response screens the first time you log in to the new student network.

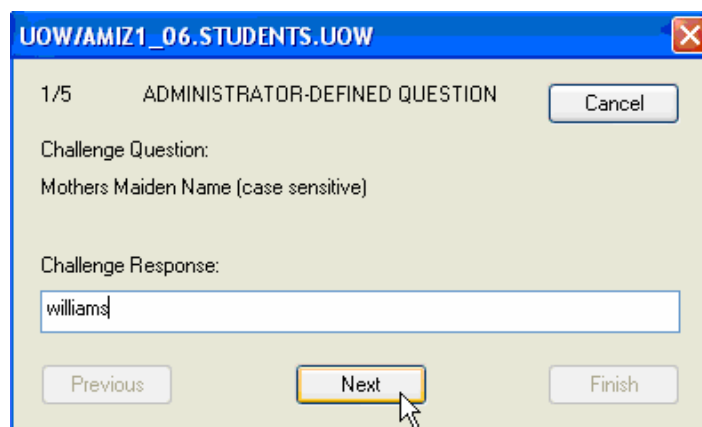


Figure 6 – Challenge/Response Question

When you complete the challenge/response screens you will receive confirmation that your data have been updated and you will be logged in to your student account. To access your Student Network Services simply double-click the Internet Explorer icon on your desktop to open your SOLE page. Then click the “Single Sign On” link as shown in Figure 7.



Figure 7 – SOLE Page Single Sign On Link

As you have just changed your password you will now get a Novell Security Services prompt for your Username and new password – see Figure 8. **NOTE: this will happen only once.** Enter your Username and new password to be directed to your Student Network Services Homepage.

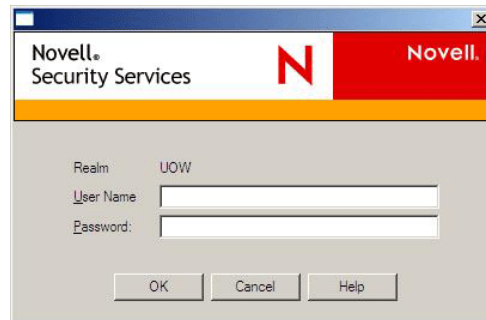


Figure 8 – Confirm Username and New Password

Figure 9 illustrates your Student Network Services Homepage, which corresponds to the services described in Section 1 of this guide.

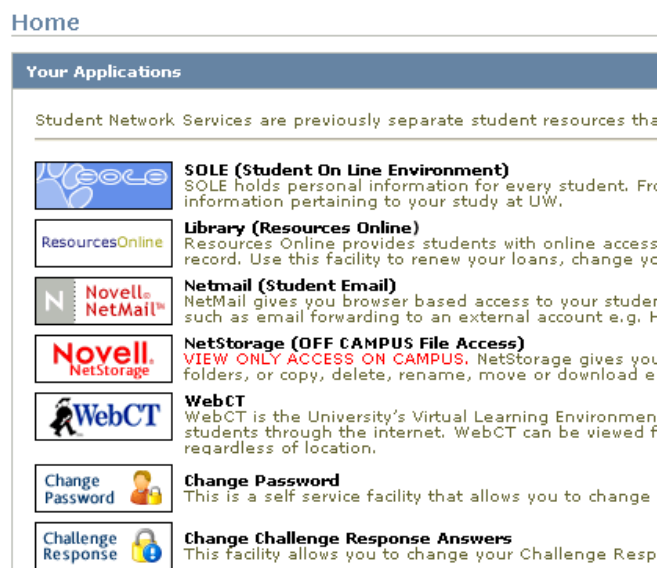


Figure 9 – Student Network Services Homepage

4. Off Campus (Browser) Login Procedure

***** Supported browsers are IE6 and Firefox 1.5 and above *****

To login to your Network Services off campus, open your web browser and type <http://login.worc.ac.uk> into the address bar as shown in Figure 10 and press Enter.



Figure 10 – Off-Campus Login Address

This will direct you to the online login page illustrated in Figure 11.

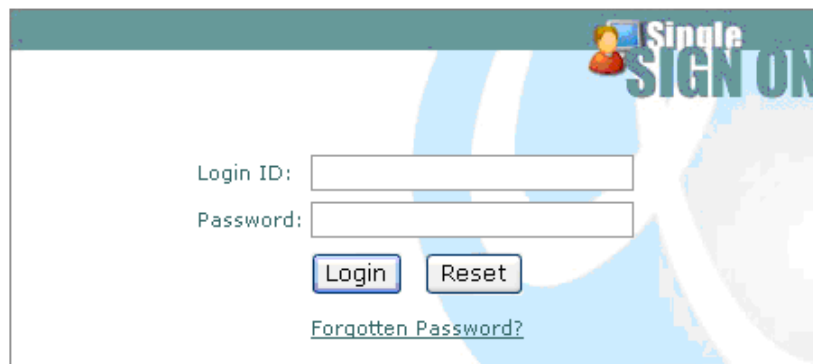


Figure 11 – Web Login Screen

Enter your Username and Password in the relevant text fields as normal, and click "Login" to login to your Student Network Services Homepage as shown in Figure 9.

5. Browser Login (Additional Steps)

NOTE: this scenario only applies to students who have not yet logged in on campus and are logging in for the first time off campus.

These students will be presented with the online version of the change password screen described in section 2 of this guide and illustrated in Figure 12 below.

Change Password

Your password has expired. You must set a new password now.

Please change your password. Keep your new password secure. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Must be at least 4 characters long.
- Must be no more than 12 characters long.
- Must include at least 1 number.
- Must not include a common word or commonly used sequence of characters.

After you type your new password, click the Change Password button.

Auto Generated Passwords

These auto-generated passwords meet your password rule requirements. Click on one of the passwords if you would like to use it as your own. Be sure to memorize or copy your password before you continue.

uw3lnv	9ychy4	mnz4j3
ym4a5m	pn35jd	1nmutak
Bmash	xxqc5kh	2zlj46

New Password

Confirm Password

Figure 12 – Online Change Password

If you receive this prompt to change your password enter your new password in the “New Password” text field, confirm your password in the “Confirm Password” text field, and click the “Change Password” button to proceed to the online version of the challenge/response questions, illustrated in Figure 13.

Answer Challenge Questions

These questions are assigned to your password policy. For all Admin-Defined Questions, provide a response. For all User-Defined Questions, create your own question and provide a response.

Admin-Defined Questions

Challenge Question: Place of Birth (space and case sensitive)
Challenge Response:

Challenge Question: Memorable Phrase / Word (space and case sensitive)
Challenge Response:

Challenge Question: Name of First School (space and case sensitive)
Challenge Response:

Challenge Question: Mothers Maiden Name (case sensitive)
Challenge Response:

Challenge Question: Month of Birth (Month Name, case sensitive)
Challenge Response:

Figure 13 – Online Challenge/Response

Answer each of the questions in the space provided and click “Submit” **PLEASE NOTE: the responses you enter here are CASE and space sensitive.** You will then be automatically logged out of the service and must log back in with your Username and new password to access your Student Network Services Homepage.

6. Further Information

- a. The off campus login procedure can be used to access Student Network Services via any computer with Internet access and a supported web browser, e.g. from kiosk PCs on campus.
- b. Once you have completed the challenge/response section you can use the "Forgotten Password" function on the Novell login and Web login screens to reset your password.
- c. **NOTE: PEGASUS MAIL** can no longer be used to send or receive email. However, your old Pegasus Mail can still be viewed via the **Archived Mail** icon on your desktop.