



ICHAS

Irish College of Humanities & Applied Sciences

STUDENT INFORMATION SERVICES (IS)

INTRODUCTION

This manual will provide students with details and instructions on how they can engage with the college's range of Information Services. This manual can be used to access information on the following IT based services:

1. Moodle (LMS) Learning Management System
2. Library Services
3. Adobe Connect (Live and Recorded Lectures)
4. College WiFi Services

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Hardware

Below are the specification for **Desktop** or **Laptop Computers** recommended for login to ICHAS Information Systems and Adobe Connect Live Lectures. Although some hand held mobile devices support the use of Adobe Connect and other IS, the college will not endorse their use for our Blended Learning environment and will not be able to provide technical support for their use.

Windows based Laptops and Desktops

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows 7, Windows 8, Windows 8.1 or Windows 10
- Windows 8.1 (32-bit/64-bit), Windows 8 (32-bit/64-bit), Windows 7 (32-bit/64-bit), Windows 10 (32-bit/64-bit)
- 1GB of RAM (2GB recommended) for Windows 7, Windows 8, Windows 10
- Google Chrome, Microsoft Internet Explorer 9 or later; Mozilla Firefox;
- Adobe® Flash® Player 11.2+

Mac OS based Macbooks and Desktops

- 1.83GHz Intel Core™ Duo or faster processor
- 1GB of RAM (2GB recommended)
- Mac OS X 10.8, 10.9, 10.10
- Google Chrome, Mozilla Firefox; Apple Safari;
- Adobe Flash Player 11.2+

Linux based Laptops and Desktops

- Ubuntu 14.04; Red Hat Enterprise Linux 6; OpenSuSE 13.1
- No Add-in support for Linux. Users on Linux can attend meetings in the browser.
- Google Chrome
- Adobe Flash Player 11.2+

Mobile

- A variety of devices can run Adobe Connect but are not supported for Blended Learning by ICHAS. You should first test any devices you intend using with our services.

Additional Requirements

Headsets

ICHAS requires that, regardless of the computer you are using, you use a combination headphones and microphone Headset when engaging with Live Adobe Connect Lectures. These headsets reduce background noise, interference, feedback, and greatly enhance the user experience of live broadcasts with two way communications.

Web Cam

Although not essential, a web cam will afford you the opportunity to further enhance your engagement with live lectures when opportune.

Broadband

1Mbs+ Fibre/DSL/Cable Broadband (Wired connection preferred to WiFi). (Please ensure you test the speed of your connection for the times that live lectures will be broadcast to make sure you can get a minimum download speed of 512Kbs+)

Mobile Broadband connections of similar speeds to the above may be used but are not recommended as they have proved less than reliable in the past. Their use will require a little trial and error to see if they are suitable for your situation.

Adobe Connect software includes support for the following languages: Brazilian Portuguese, Chinese Simplified, Dutch, English, French, German, Italian, Japanese, Korean, Russian, Spanish, and Turkish.

SUPPORT

ICHAS IT Support staff will be on hand during the Induction period to answer any technical queries you may have and to advise on equipment choice and purchase if required.

You will receive a guide to using Adobe Connect and a number of "Trial Lectures" will be broadcast over two weeks pre-semester to allow you the opportunity to test your equipment and settings. It is strongly advised that you avail of this service to avoid any problems during real live broadcasts.

MOODLE STUDENT MANUAL

WHAT IS MOODLE?



Our Student Portal has been designed using Moodle. Moodle is referred to as a Learning Management System (LMS), a tool which can support learning in a number of ways, as it facilitates access to notes, discussions, debates, multimedia content and other educational resources. Moodle is the system upon which the ICHAS Portal runs, similar to the way your computer might run on a Windows system, or your phone might use an Apple iOS or Android system. You may hear the terms 'Student Portal', 'ICHAS Portal' and 'Moodle' used interchangeably.

Moodle is extremely customisable and easy to use, which is one of the reasons it is so popular. It is used not just at ICHAS but at thousands of educational institutes and corporate environments throughout the world. For more information on Moodle itself, take a look at the official Moodle knowledge base at www.moodle.org.

To access the ICHAS portal, just go to www.ichas.ie and click on the **Student Portal** link and type in your username and password.

ICHAS has introduced a blended learning strategy for some modules across a variety of programmes. Our Moodle Learning Management System is an integral part of our Blended Learning Environment and students should take time to familiarise themselves with all its facilities

WHAT IS BLENDED LEARNING?

Blended Learning refers to a learning environment that combines the traditional classroom experience with the delivery of a selection of off-campus content and instruction via digital and online media. Online presented content allows learners to engage with the theory content of selected modules via broadcasted interactive live lectures, from the comfort of their own home. Other digital content includes recorded lectures, pre-recorded presentations and podcasts, courseware and module notes. Learners have access to their tutors and course content through our online student portal which is easily accessible 24/7 regardless of location. This innovative and highly effective approach to programme delivery allows learners with work and family commitments to study at times that suit their needs.

All our programmes require that learners have access to a suitable computer to access digital resources. Blended modules in particular make greater use of on-line resources and students will be advised of specific IT requirements for the various programmes. It is, however, important to note that no technical knowledge is required to engage with Blended Learning material, just basic computer user skills. Our experienced IT staff will be available to offer support and advice on topics related to your computer and IT requirements.

LOGGING ONTO THE ICHAS STUDENT PORTAL

To access the ICHAS portal, just go to www.ichas.ie and click on the **Student Portal** link and type in your username and password.



1. Enter the username and password you received at Induction.

Username	<input type="text" value="lhalpin"/>
Password	<input type="password"/>
	<input type="button" value="Login"/>
Forgotten your username or password?	

Alternatively:

You can access the login page directly: <http://students.ichas.ie/login/index.php>

After logging in for the first time, you may be asked to change your password. Please choose something you will easily remember.

NB: Please DO NOT rely on password storage options within your web browser – always use a password you can remember independently.

1. THE PORTAL HOMEPAGE

The homepage is the first thing you will see after logging in and it looks like this:

The screenshot shows the ICHAS Portal homepage. At the top, there is a navigation bar with 'Home' and 'Site pages'. Below this, there are several sections:

- Settings:** A sidebar menu with 'My profile settings'.
- My courses:** A list of courses including 'Blended Learning Student Orientation', 'Ethics & Professional Issues 8340', 'General Information', 'Human Development (Limerick)', 'Research and Inquiry for Psychotherapy', 'The Mental Health Continuum', 'Theoretical Perspective in Counselling and Psychotherapy', and 'Theoretical Perspectives in Therapeutic Engagement in Practice'. A callout box labeled '2. Your modules' points to this section.
- 1. Student Resources & Programme Information:** A central area with a grid of icons for 'Student Services', 'BA Programmes', 'Masters Programmes', 'Lifelong Learning', 'Examinations & Assessments', 'Fees & Student Finance', 'Careers & Professional Development', and 'Student E-Mail'. A callout box labeled '1. Student Resources & Programme Information' points to the top of this grid.
- 3. News Items:** A sidebar menu with 'Latest news' and 'Online users'. A callout box labeled '3. News Items' points to the 'Latest news' section.
- Messages:** A sidebar menu with 'No messages waiting Messages'.

At the top center, there is a message: 'Please ensure you have an internet browser on your computer to use this site'. Below this, a notice reads: 'NB Please remember to access your ICHAS email address regularly for all correspondence from the college, including assignment results. If you need help accessing your ICHAS email, please contact Raymond Hill via email to raymond.hill@ichas.ie'. The main heading is 'Welcome to the ICHAS Portal'.

2. RESOURCE INFORMATION

This is the main Portal area. Access to all relevant College information is available through this main page. Below is a Summary of the important areas within this site :

- Student Services** – Information relating to Administration Team, Student Forms, Student Handbook, Services for Disabled Students, Garda Vetting etc.
- BA Programmes** – Information relating to all BA and BA (Hons) Programmes.
- MA Programmes** – Information relating to all MA Programmes.
- Lifelong Learning** – Information relating to all Certificate and Bespoke Programmes.
- Exams and Assessments** – Information relating to Exams and Assessments e.g.Regulations, Forms, Support, Guidelines etc
- Library** – Access to Online Library
- Fees and Student Finance** – Information relating to Tuition Fees, Examination Fees, Registration Fees, funding, application forms, invoices and receipts
- Career and Professional Development** – Information relating to careers and further development opportunities in the areas of counselling and psychotherapy
- Student E-Mail** – Not available until 1st August

3. LIST OF MODULES



At the left of the page are some of the modules you are enrolled on. Click on the module name to visit the module homepage where you will find resources like notes, assignment outlines and assignment upload utilities.

If you can't find one of your modules in this list, then click on "My Courses" at the top of the screen

Figure 1 Click on "My Courses" at the top of the homepage to view all of your modules

4. YOUR PROFILE



You will also see a link called "Update Profile" at the top of the page. You can change your email address or personal picture within this section if you wish.

IMPORTANT: Any updates which you do on the Moodle system will **not be captured on our record system.** If you wish to change your surname, your address or your email, please contact your programme coordinator on **061 216288** so that the request can be processed via the Office of Academic Administration and Student Services.

NAVIGATING THE ICHAS PORTAL: MODULE HOME PAGES

As mentioned above, click on the link to a module on the left hand side of your Homepage, or by clicking on My Courses to go to a module homepage.

1. WHAT ARE MODULES?

Modules: Modules are the components which make up your programme. You usually have 6-8 modules per academic year, with 4 modules per semester. The example below outlines how Year 1 of the BA in Counselling Skills and Psychotherapy Studies might be structured, with 4 modules in each semester.

BA Counselling Skills and Psychotherapy Studies Year 1 - Semester 1 (4 Modules)

- Ethics & Professional Issues
- Counselling & Psychotherapeutic Skills & Practices 1
- Theoretical Perspectives in Counselling & Psychotherapy
- Human Development

BA Counselling Skills and Psychotherapy Studies Year 1 - Semester 2 (4 Modules)

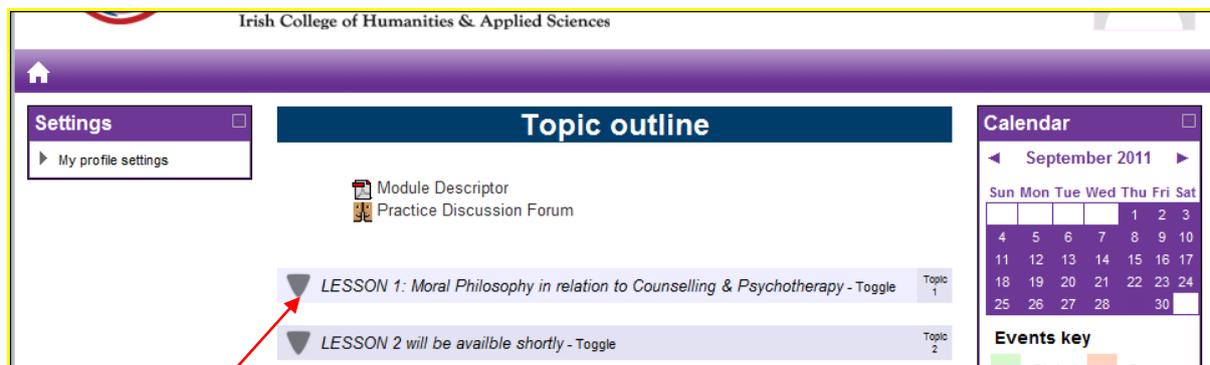
- Research and Inquiry for Counselling & Psychotherapy
- Theoretical Perspectives in Therapeutic Engagement in Practice
- The Mental Health Continuum
- Introduction to Personal Development

You will have a module homepage for every module you are enrolled on, so be sure to visit them often. Your lecturer will inform you how they will be using the Portal at the beginning of each module.

Blended Learning Modules: Blended learning modules are delivered in part through their module homepages, so it is a requirement of these modules that you log in very often and engage with the online learning and assessment activities available on the ICHAS Portal.

2. NAVIGATING MODULE HOMEPAGES

Module home pages are usually subdivided into LESSONS, TOPICS or DATES.



Click on the grey arrow to expand each lesson/topic/date and access the resources. The lesson will expand as in the image below. Each item in this example represents a resource such as links to website, pdf documents, narrated lectures etc.

There are various different types of resources or activities you might see, depending on what your lecturer decides to use to deliver content to you. Some of the most common types, and their associated icons, are presented in the image below.

Moodle Icons



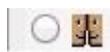
Chat Icon: Indicates a chat room where students can discuss topics in real time.



OR  **File Icon:** A single file to open or download. May be a PDF, Word document, image or other file type. PDF files may also display this icon:



Folder Icon: Opens a folder which contains a collection of resources on a particular topic.



Discussion Forum Icon: Click to open discussion forums



Glossary Icon: Link to a glossary of terms that might be maintained by students or lecturers



Quiz Icon: Opens a quiz for testing/reviewing knowledge



URL icon: This icon indicates a link to content elsewhere online, e.g. another website for relevant information, a video on YouTube, etc



Assignment Upload Utility: When you see this icon, it means you can click to go to an assignment upload page

3. ACCESSING MODULE RESOURCES

Within the module homepage, click on the resources that you would like to open e.g. file, discussion topic, folder etc.

Most resources such as videos, pdf files and word documents will open in a new window. To go back to your module screen just click the back arrow on the internet browser. When a document such as a PDF opens in a new window, once you close the window you will be back at your module screen.

Please note that as stated on your application form, the ICHAS portal is optimised for use on a Windows-based operating system. As such, users who attempt to open resources on a smartphone or touchscreen tablet computer using Android, Windows Phone or Apple iOS may encounter some difficulties.

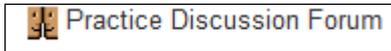
SAVING RESOURCES

If you wish to save files to your computer or laptop, you can do so by saving the file when it is opened. Select the location where you wish to save your file such as "My documents", click on save. You can then view the document when you are offline or logged out of Moodle.

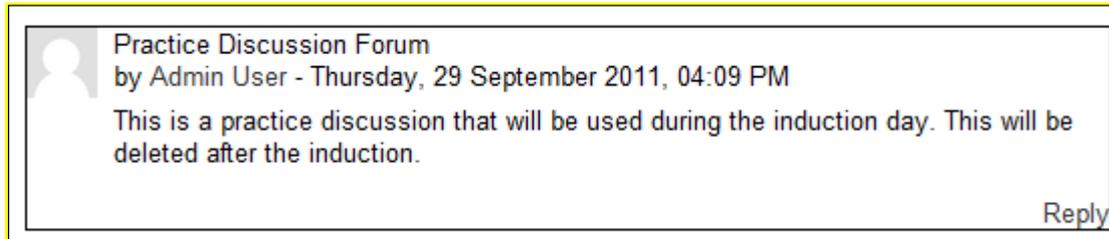
USING DISCUSSION FORUMS

Unlike a resource, an activity is interactive - think of it as “things you do.” It allows you to interact with your lecturer and with other students. This example shows you how to post a message to a discussion forum, a common activity for Blended Learning modules in particular.

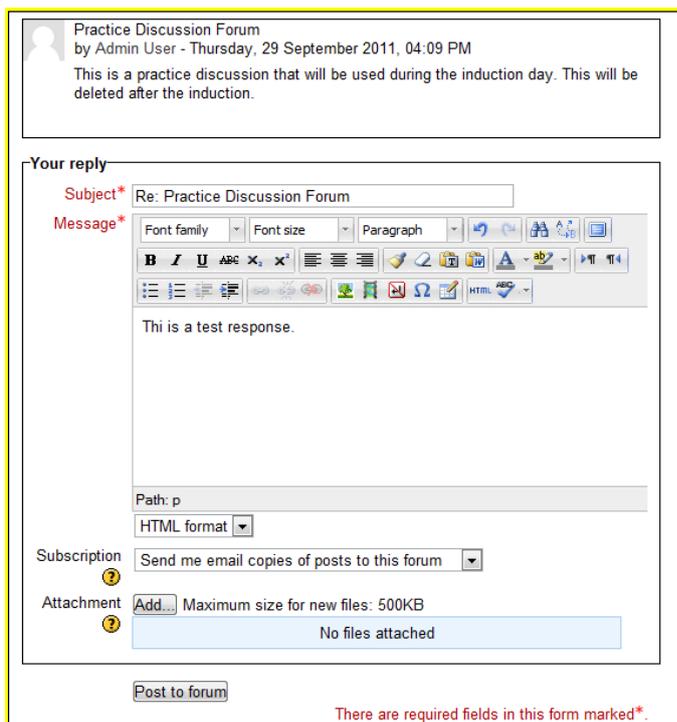
1. Click the name of the discussion topic. The icon for forums will appear next to its description. Below is sample of a discussion forum as it appears on the course content.



2. To read the topic, click on the discussion topic as above.



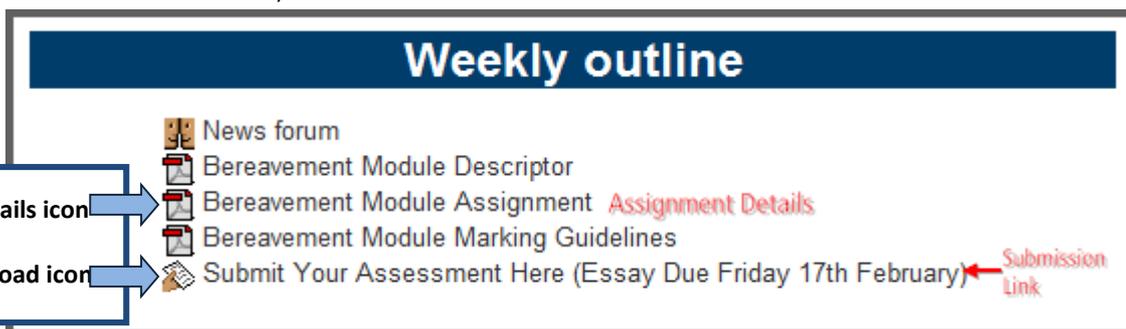
3. Press reply, then type your answer, select the spell check icon and then click on post to forum.



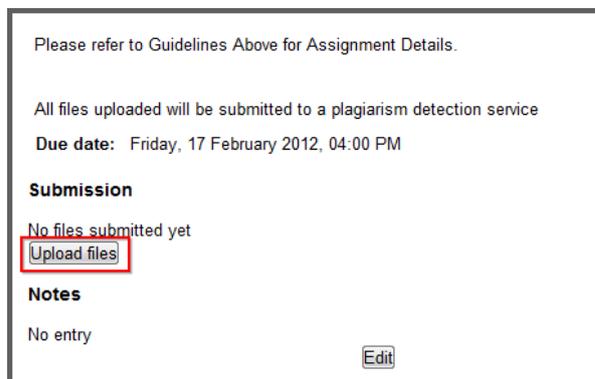
IMPORTANT: You may prefer, and indeed we strongly advise, that you write your responses in a word processing package such as MS Word and save it offline first before copying and pasting it to the discussion forum. This will allow you to keep a record and resubmit in the event that your internet goes down during submission.

Uploading Assignments for Correction

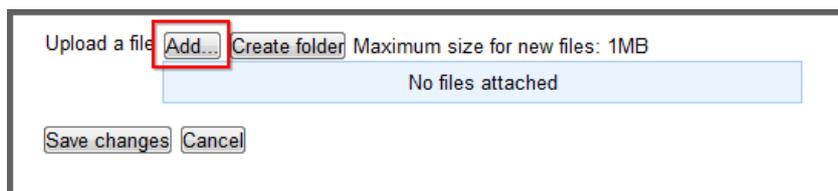
2. Log into the Student Portal at <http://students.ichas.ie> using the username (student number) and password provided to you.
3. Click on the **My Courses** link on the left of the page to access the Courses area.
4. Click on the module that you wish to submit the assignment. In the examples to follow, the Bereavement module has been selected, as in the figure below.
5. On the next screen, you will see the assignments associated with your module (these are at the top of the module content area).



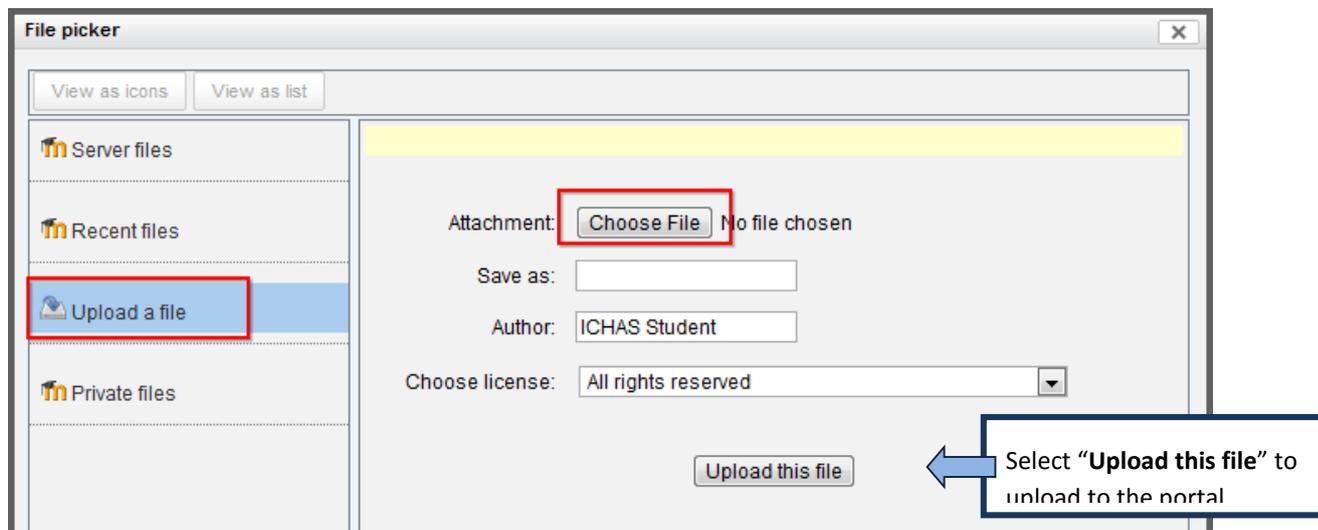
6. Assignment Details are contained in the files labelled Assignment Details in the above screen-shot.
7. To submit your assignment, click on the relevant assignment submission link. You can recognise the link by the assignment upload icon, as above. In the above example the link is titled "Submit Your Assessment Here (Essay Due Friday 17th February)", with the assignment upload icon to the left. When you click on the submission link, you will see due date information and an upload file button as in the screenshot below. To upload your file click on the **Upload files** button.



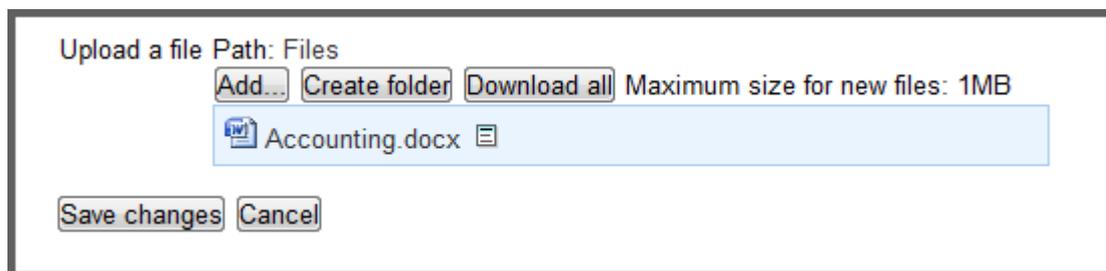
8. The following screen will be displayed. Click the **Add** button.



9. The file picker tool will open, as below. Select **Upload a file** from the left hand side, as below. Click **Choose a File** and select your assignment file from your PC/Laptop or USB Key. You must know where you have the file saved to be able to locate and upload it. Your name will automatically appear in the Author field. Select **Upload this file** to complete the upload.



10. When you have uploaded your assignment, its name will appear as in the example below, where the assignment name is "Accounting.docx". Click on "Save Changes" to proceed.



11. When you are satisfied that your assignment is complete, you **MUST** click on **Send for Marking** to complete submission, as in the picture below.

IMPORTANT: Clicking on **Send for Marking** completes the upload process. Once you click on **Send for Marking**, the assignment cannot be edited or replaced.

Only click on **Send for Marking** if you are sure you are completely finished your assignment and wish to submit it to the assessor for marking.

The Social Cultural and Political Issues Assignment is due
Friday 16th March 2012 at 4.00pm

All files uploaded will be submitted to a plagiarism detection service

Available from: Friday, 2 March 2012, 09:00 AM
Due date: Friday, 16 March 2012, 05:00 PM

Submission draft

Test.docx
Edit these files

Notes

No entry
Edit

Final submission for assignment marking
Send for marking

After you have uploaded an assignment, you must then click on the "Send for Marking" button to complete submission.

REPLACING AN UPLOADED ASSIGNMENT

IMPORTANT NOTE: If you want to remove an already-uploaded file and upload a new one in its place, you may only do so in the following circumstances:

- i. before the submission deadline
- ii. before completing **Step 11** (see above)

12. To replace an uploaded file, click on the **Edit these files** button.

Please refer to [Guidelines Above](#) for Assignment Details.

All files uploaded will be submitted to a plagiarism detection service

Due date: Friday, 17 February 2012, 04:00 PM

Submission

Accounting.docx

Edit these files

Notes

No entry

Edit

13. Select the icon after the file name. Select delete and then follow **Steps 7 - 11** above to upload the new/replacement file.

Upload a file Path: Files

Add... Create folder Download all Maximum size for new files: 1MB

Accounting.docx

Save changes Cancel

Download
Rename...
Move...
Delete...

IMPORTANT NOTE

You cannot submit assignment via the portal after the assignment due date / time.
You must send late assignments via post to:

ICHAS Exams Dept
Walton House
Lonsdale Road
National Technology Park
Castletroy
Limerick

WHAT DO I DO IF I FORGET MY PASSWORD?

1. If you forget your password, follow the steps above in 'How do I Access the Online Portal?'
2. Type your username into the login area and press '[Forgotten your username or password?](#)'

I HAVE LOGGED INTO THE ONLINE PORTAL BUT MY MODULE DOES NOT APPEAR ON THE COURSE LIST TO THE LEFT HAND SIDE. WHAT SHOULD I DO?

1. All students are automatically enrolled on to the appropriate modules for that semester.
2. If you cannot see your modules here, or if you are enrolled on the wrong modules, then please contact your relevant Programme Coordinator as follows:

Anne Conlon (Level 6/7/8– Undergraduate Degree Programmes)
Roisin Taaffe (Level 9 – Post Graduate & Masters Programmes)

WHAT ARE COOKIES AND WHY DO I HAVE TO ENABLE THEM?

Cookies are small text files that websites use to store information about their users. The Online System (Moodle) uses cookies to store and pass on your username as you move from page to page. If you are having problems accessing the portal then you may need to configure your browser settings so that your computer will accept cookies.

How do I enable Cookies?

Enable cookies following the instructions corresponding to the browser that you are using:

Mozilla Firefox

1. Go to the **Tools** menu.
2. Select **Options**.
3. Select the **Privacy** icon in the left panel.
4. Check the box corresponding to **Accept Cookies from sites**.
5. Click **OK**.

Google Chrome

1. Click the spanner icon  on the browser toolbar.
2. Select **Options (Preferences** on Mac and Linux; **Settings** on a Chromebook).
3. Click the **Under the Bonnet** tab.
4. Click **Content settings** in the "Privacy" section.
5. Click the **Cookies** tab in the Content Settings dialogue that appears:
6. Make exceptions for cookies from specific websites or domains

To control how cookies should be handled for a few specific sites or domains, click **Manage exceptions**. To add a rule in the Cookie and Site Data Exceptions dialogue that appears, follow these steps:

1. Click the "Add a new exception pattern" field and enter the domain name for which you want to create an exception i.e. <http://students.ichas.ie>

2. To create exceptions for an entire domain, insert [*.] before the domain name (e.g. [*.]google.com).
3. Use the menu to choose whether the site can set cookies. If you select **Session only**, its cookies are deleted every time you close your browser. You can also edit or remove exceptions, using this dialogue.

Microsoft Internet Explorer 6.0+

1. Select the **Tools** menu.
2. Click on the **Privacy** tab.
3. Click the **Default** button (or manually slide the bar down to **Medium**) under **Settings**.
4. Click **OK**.

WHAT IS A FIREWALL AND WHY MIGHT IT PREVENT ME FROM ACCESSING THE ONLINE PORTAL?

A firewall protects a computer, or computer network, from access by unauthorized parties. If you are having problems accessing the portal from home or work then it is possible that your firewall's configuration is causing a problem. Please consult your antivirus documentation if at home, or your network administrator in your place of work. If the problem persists, then please email support@ichas.ie.

I have entered the correct username and password, have cookies enabled, and have confirmed that a firewall is not blocking access, but I am still having problems

Please email support@ichas.ie



FAQ - ACCESSING MODULE CONTENT AND USING DISCUSSION FORUMS

I CAN ONLY SEE ONE WEEK OR TOPIC OF MY MODULE.

There are a number of reasons for this:

Reason 1

1. You have probably clicked on the show only this week/topic icon 
2. To display all of the other weeks/topics, click on the show all weeks/topics icon  in the top-right hand corner of the week/topic that is visible.

Reason 2

Your lecturer may be releasing content on a weekly basis i.e. on week 2 you may only see content for week 1 and 2.

HOW DO I MANAGE EMAILS FROM MOODLE FORUMS?

The system forwards you email copies of messages posted to any discussion forums that you are subscribed to, or of any instant messages sent to you while you are offline.

WHAT DOES SUBSCRIBING TO A FORUM MEAN?

When a person is subscribed to a forum it means that they will be sent email copies of every post in that forum (posts are sent about 30 minutes after the post was first written).

People can usually choose whether or not they want to be subscribed to each forum.

However, if you choose to force subscription on a particular forum then all course users will be subscribed automatically, even those that enrol at a later time.

This is especially useful in the News forum and in forums towards the beginning of the course (before everyone has worked out that they can subscribe to these emails themselves).

If you choose the option "Yes, initially" then all current and future course users will be subscribed initially but they can unsubscribe themselves at any time. If you choose "Yes, forever" then they will not be able to unsubscribe themselves.

Note how the "Yes, initially" option behaves when you update an existing forum: Changing from "Yes, initially" to "No" will not unsubscribe existing users, it will only affect future course users. Similarly changing later to "Yes, initially" will not subscribe existing course users but only those enrolling later.

You become subscribed to a forum in one of 3 ways:

1. By explicitly doing so;
2. By making a posting to the forum yourself; or
3. If the forum is set so that all members of the course are subscribed (this is an option available to the lecturer).

Except for the last case you can unsubscribe at any time, and your ability to read messages is unaffected: 'subscription' only means opting to receive email from the forum.

You can control the amount and type of email forwarded to you from the portal through adjusting the settings in your Profile. To access your profile, click on the link to your name in the top right-hand corner of the site homepage.

I AM HAVING PROBLEMS VIEWING, OPENING OR PRINTING PDF FILES

First make sure you have the latest version of the Adobe Acrobat Reader. You can download and install the latest version of the Reader from:

<http://www.adobe.com/products/acrobat/readstep2.html>.

If you continue to experience problems, please email support@ichas.ie

I DON'T OWN A COPY OF MICROSOFT OFFICE

Windows users

If you do not have a copy of Microsoft Office on your computer you can download and install a free viewer for the appropriate file. These will allow you to view, but not to edit, the files:

- Microsoft Word viewer
- Microsoft Excel viewer
- Microsoft PowerPoint viewer

Alternatively, you may want to download the (free) OpenOffice suite.

Mac users

There are no Microsoft viewers available for Mac users without Office.

- Mac OS X users may wish to use OpenOffice.org.
- AppleWorks provides compatibility with Word, Excel and PowerPoint.
- icWord/icExcel Commercial utilities to view/print Word/Excel documents

I AM HAVING PROBLEMS VIEWING, OPENING OR PRINTING WORD, EXCEL OR POWERPOINT FILES

First of all make sure that you have Microsoft Office, a Microsoft office viewer, or Microsoft office compatible equivalent, installed.

THE SCREEN GOES BLANK WHEN I CLICK ON A RESOURCE

This may happen if you are using the Internet Explorer browser. This solution alters your browser settings so that Internet Explorer doesn't open the Office documents within the browser, and instead, downloads the document and opens it via the appropriate Office application:

1. Double-click **My Computer**.
2. In the **Tools** menu, click **Folder Options**.
3. On the **File Types** tab, in the Registered file types box, click to select the file type that you want to change. For example, click to select PPT Microsoft PowerPoint Presentation.
4. Click **Advanced**.
5. In the **Edit File Type** dialog box, click to clear the **Browse** in same window check box, and then click **OK**.
6. Click **Close** to close the Folder Options dialog box.

If you continue to experience problems, please email support@ICHAS.ie

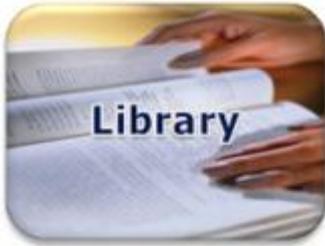
PROBLEMS OPENING POWERPOINT FILES FROM YOUR MODULE

When you click on the PowerPoint slides in your module to open them, the file seem to start to download and try to open, but when PowerPoint opens the slides are blank. Please follow the below to fix this issue:

1. Download and install this update for Microsoft Office. (You can also download this update from Microsoft [here](#))
2. Once downloaded run the File and step through the install.
3. When the install in complete try opening the PowerPoint files from your portal page again and this will display the slide now.

STUDENT LIBRARY SERVICES

INTRODUCTION



Common resources available to all ICHAS students can be found in the **Library** section of your Moodle Homepage. Here you will be able to access a number of significant resource repositories containing a range of books and journal publications. As well as these directly accessible libraries you will also find links to a variety of resources on the web, that you may find useful. When you enter the Library section you will see the following screen:

Library List

[Click here to access **Psycnet**](#)

[Click here to access **DawsonEra**](#)

[Click here to access **SciVerse ScienceDirect**](#)

Other research sources	
4Therapy	4therapy.com is concerned about the stigma attached to seeking professional help for psychological issues and the difficult path most people face when trying to select a therapist. Our mission is to provide the most trustworthy and reliable way to confidentially identify and select a psychotherapist ideally suited to your needs.
A Vision for Change	A Vision for Change details a comprehensive model of mental health service provision for Ireland. It describes a framework for building and fostering positive mental health across the entire community and for providing accessible, community-based, specialist services for people with mental illness.
ACA	The American Counseling Association is a not-for-profit, professional and educational organization that is dedicated to the growth and enhancement of the counseling profession. Founded in 1952, ACA is the world's largest association exclusively representing professional counselors in various practice settings. ACA is the premiere source for textbooks for classroom use and professional resources for your specialty area. ACA offers a wide variety of publications, DVDs, and other educational materials to support the counseling profession.
APA	The American Psychiatric Association is a national medical specialty society whose physician members specialize in diagnosis, treatment, prevention and research of mental illnesses including substance use disorders.
American Psychological Association	The American Psychological Association is the largest scientific and professional organization representing psychology in the United States. APA is the world's largest association of psychologists, with more than 137,000 researchers, educators, clinicians, consultants and students as its members. Our mission is to advance the creation, communication and application of psychological knowledge to benefit society and improve people's lives.
CBT	Cognitive Behaviour Therapy Self-Help ResourcesCognitive Behaviour Therapy (CBT) has been proven to help mental health problems. This website GET.gg offers CBT self-help information, resources and including therapy worksheets on the FREE DOWNLOADS PAGES: worksheets & handouts
Counselling Resource	A source and library of resources in counselling and psychotherapy includes in-depth book reviews, an annotated bibliography of books and articles, a guide to other resources on the web, and summaries of the latest news headlines in psychology and mental health. Information on clinical trials and mental health medications research is available separately.
Central Statistics Office	Government body responsible for compiling Irish official statistics. Provides data and information on methodology.
Drugs.ie	Drugs.ie is an independent website managed by The Ana Liffey Drug Project. Our mission is to help individuals, families and communities prevent and/or address problems arising from drug and alcohol use.

IMPORTANT NOTE

All of our Library services can only be accessed through the Student Portal and by clicking on the related links. There is no point in bookmarking the individual library resources as they **can only be accessed by first logging in to Moodle** with your own username and password and following the links on the Library Pages.

PSYCNET

PsycARTICLES—select this database to find full-text journal articles in subject areas such as applied psychology, health, theory, research, social/personality, and more. Here you can find full-text articles from journals published by the American Psychological Association, the APA Educational Publishing Foundation, the Canadian Psychological Association, and Hogrefe Publishing Group. The majority of the journals in this database are covered from the first volume published. With current journal coverage and historical content dating back more than a century, this esteemed collection provides access to the full spectrum of research in the field and is an indispensable resource for researchers, practitioners, students, and educators.

As well as **unlimited access** key benefits of PsycARTICLES are

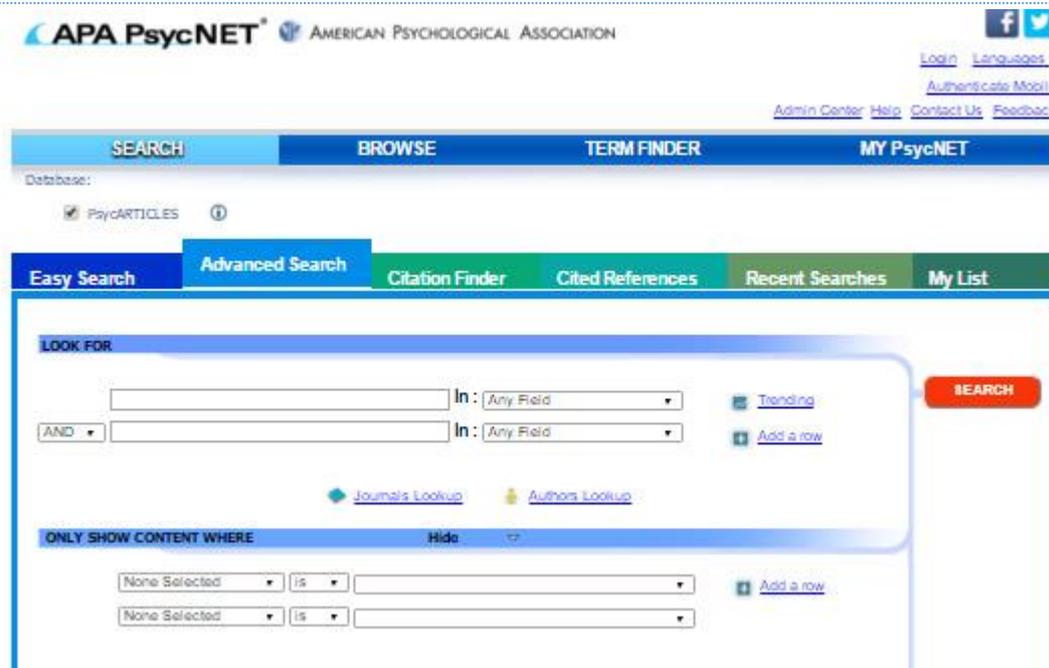
Explore a convenient, single collection of APA journals, which offers complete article coverage back to Volume 1, Issue 1 for most journals

Weekly updates and Online First indexing guarantee rapid access to the latest high-quality research

Articles are written by esteemed researchers from across psychology and the behavioral and social sciences, presenting the latest scholarship to shape and inform research

Over a century of psychology coverage with articles from as early as 1894, chronicling the history and development of psychology research over time

[Download a printable information sheet \(PDF, 63KB\)](#) about PsycARTICLES to learn more.



The screenshot displays the APA PsycNET search interface. At the top, the logo for APA PsycNET and the American Psychological Association is visible. Navigation tabs include SEARCH, BROWSE, TERM FINDER, and MY PsycNET. The 'Database:' section shows 'PsycARTICLES' selected. Below this, there are tabs for 'Easy Search', 'Advanced Search', 'Citation Finder', 'Cited References', 'Recent Searches', and 'My List'. The 'LOOK FOR' section contains two search input fields, each with an 'In:' dropdown menu set to 'Any Field'. A 'SEARCH' button is located to the right of these fields. Below the search fields, there are links for 'Journals Lookup' and 'Authors Lookup'. The 'ONLY SHOW CONTENT WHERE' section features two rows of dropdown menus for selecting content location and date ranges, with an 'Add a row' button.

PsycARTICLES has a very powerful search facility and a number of tools to help you quote and cite passages of text for your own work. In the Help section of Psycnet you will find a range of step by step guides and training videos that will help you make the most of this repository.

DAWSONERA

The platform provides access, on site at ICHAS and remotely, 24/7, to a tailored library of ebooks that you are able to be read online or downloaded to your own PC.

Please note that this system works off credits so the following applies:
When you download the book, you will be able to use it for 24 hours and this download is considered 1 credit. Please do not download the same book twice as this will reduce the amount of credits that are left.

The screenshot displays the Dawsonera website interface. At the top, there is a navigation bar with links for 'Publisher', 'Admin', 'Contact', and 'Sign out'. Below this is a search bar with the text 'Title, Author, Keyword' and a 'SEARCH' button. The main content area shows 'Search Results' with 27 results. A sidebar on the left offers filters for 'Library availability' (Owned by my library, Show unowned content), 'Recently added ebooks' (Added in the last 30 days), 'Format' (PDF, EPUB), and 'Year of publication' (1898 - 2015). The search results list two books: 'Risk Management' by Paul Hopkin, published by Kogan Page Ltd, and 'Effective Customer Care' by Holly Hazlett-Stevens, published by Springer Verlag. A 'My Bookshelf' section on the right provides a tip on adding favorites and lists 'Recently Viewed' books, including 'Mindfulness-Based Cognitive Therapy' and 'Psychological approaches to generalized anxiety disorder'.

You will have full access to any books owned by ICHAS in the Library. You will be able to view a list of these books by clicking on the [ebook Catalogue](#) button at the top of the Dawsonera homepage. Books owned by ICHAS can be recognised by the green open padlock icon.

The books owned by ICHAS, and available to all students, are either core course texts or highly relevant supplementary reading, and are all valuable resources. We are continuously building the collection and new books are added regularly.

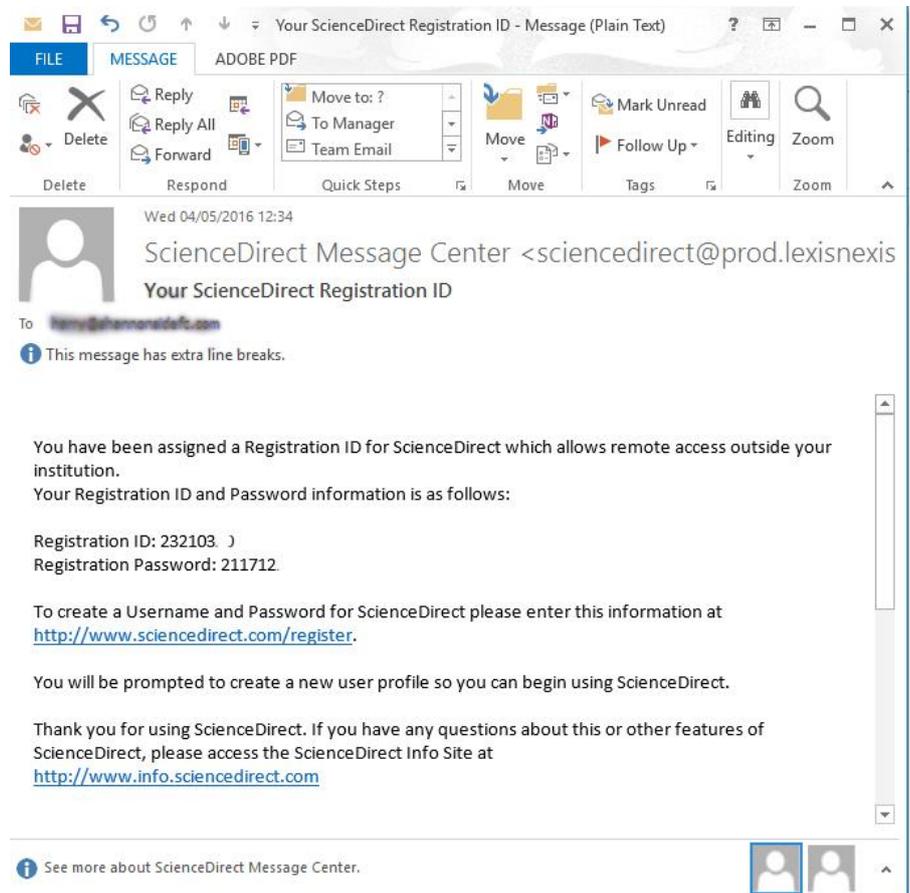
The image shows the 'Library availability' filter options from the Dawsonera website. It includes a green padlock icon with an open lock symbol next to the text 'Owned by my library', and a purple padlock icon with a closed lock symbol next to the text 'Show unowned content'.

The Help section of the Dawsonera website contains essential guides and videos on how to get the best from this resource. We strongly recommend that you read the basic guide before using the library.

SCIENCE DIRECT

This online service has quite a collection of good quality journals in various research areas. ScienceDirect is Elsevier's leading information solution for researchers, teachers, students, health care professionals and information professionals. It combines authoritative, full-text scientific, technical and health publications with smart, intuitive functionality so that you can stay informed in your field, and can work more effectively and efficiently.

*ScienceDirect requires that you **register** and create a user account. We will assign you a registration ID and Password that will allow you to register a new ICHAS user account with ScienceDirect. You will receive an email, similar to the example opposite, with your ID and Password. Click on the link to create your account.*



The link will take you to a where you can enter your Registration ID and Password to start the process of creating your User Account.

A screenshot of the ScienceDirect website's "Registration ID Redemption" page. The page has a green header with "ScienceDirect" and "Journals Books" links. The main heading is "Registration ID Redemption". Below the heading, there is a paragraph explaining that registration IDs allow users to associate their ScienceDirect Username with a new organization. A note states: "Note: Adding an association with a new organization will not override or remove associations with existing organizations." The form contains two input fields for "Registration ID:" and "Registration Password:". Below these is a reCAPTCHA widget with the text "I'm not a robot" and a "Continue" button.

At the next stage you will be presented with a screen similar to the one below. Please make sure you click on the **Register Now** link only.

ScienceDirect Journals Books

ScienceDirect - The world's leading full-text scientific database

Registration ID Association

Sign in using your ScienceDirect credentials
This registration ID allows you to associate with **Irish College of Humanities and Applied Sciences, 2015-2018 Science Direct**. To continue with the redemption process using your existing ScienceDirect Username, please sign in below.

Username:

Password:

Remember me

|

[Forgotten username or password?](#)

[OpenAthens login](#)

Login via your institution

[Other institution login](#)

Remote access activation

[Click here to activate](#)

If you do not yet have a ScienceDirect Username, you may **Register Now**.

Click Here to create your new Science Direct account

Follow the instructions on this page to complete your account creation.

ScienceDirect Journals Books

Activate User Account

Registration is quick and free. It allows you to personalize these [Elsevier products](#) if you have access. For example, you can stay up-to-date with Search Alerts or keep track of your research with Saved Searches.

This registration form uses Google's new reCAPTCHA test to prevent use by robotic programs. The new reCAPTCHA is designed to be simple and accessible. A significant number of users will pass the reCAPTCHA challenge without having to solve a CAPTCHA. Instead, with just a single click they'll confirm they are not a robot. For the visually impaired, reCAPTCHA provides an audio CAPTCHA option. To register without completing the reCAPTCHA test, please contact Elsevier Customer Support.

(* = required field)

Create a unique sign in to use in Elsevier products

[Privacy policy](#)

Your details

First name: *

Family name: *

E-mail and password

Enter a password between 5 and 20 characters. Your e-mail address will be your username.

E-mail address: *

Password: *

Confirm password: *

Show alert & other settings

I wish to receive information from Elsevier B.V. and its affiliates concerning their products and services.

* I have read and understood the [Registered User Agreement](#).

I'm not a robot  reCAPTCHA
[Privacy](#) [Terms](#)

If you are having problems registering, please [contact us](#).

Please remember to take note of your **password** as you will need it to access the ScienceDirect full text content. ScienceDirect has a comprehensive Help facility that will guide you through searching and saving articles.

ADOBE CONNECT (LIVE LECTURES)

INTRODUCTION

Adobe Connect is an integral component of the ICHAS Blended Learning Environment and affords students the facility to engage with live module lectures as they happen. Not all lectures are suitable for broadcast and you will be advised of broadcasts at the start of each semester. This should offer students a greater deal of flexibility when planning their studies.

Before using Adobe Connect please refer to the Student IT Requirements at the start of this manual. It is also essential that you perform the Adobe Diagnostic Test by clicking on the following link:

http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm

This diagnostic test will ensure your computer and network connections are properly configured to provide you with the best possible Adobe Connect meeting experience. The diagnostic test checks for the following:

1. Clear connection to Adobe Connect
2. Bandwidth availability
3. Latest Adobe Connect Add-in

If all tests pass successfully, you are ready to log in to ICHAS Live and recorded lectures. However, if you continue to experience problems, please contact our IT Support Services

Additional Information

If this is your first Adobe Connect meeting, you might want to take a few minutes to learn more.

- Visit ConnectUsers.com for a wealth of documentation and user community information.

JOINING A LIVE LECTURE – ADOBE CONNECT

If you successfully completed the Adobe Connection Test you are ready to login to your Live Lecture.

There are two methods you can use to access your live lecture. Whichever method you chose please ensure you login at least **15 mins before the lecture start time.**

Method 1

Shortly before your Blended Module Lecture is due to commence you will receive an email through the Moodle LMS containing a link to the Adobe Connect Lecture Room for your module. **Just click on the link to enter the room.**

Method 2

Login to your Moodle account through the Student Portal www.ichas.ie

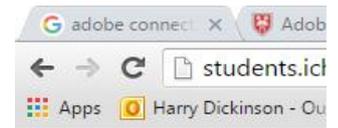


1. Choose the relevant module from the “My Courses” panel in Moodle
2. Under the heading “Live Lectures” you will find a link to your lecture

Example:

 [The Mental Health Continuum 26/03/2016](#)
Click on link to enter the lecture. Please remember to wear your headset.

3. Regardless of the method used, when you click on a link you will be brought to a login page for the lecture You do not need to input a username and password. You only need to select the Enter as a Guest option and then input your full name so that your lecturer and classmates know who you are. Then click the Enter Room button, and the session will begin.



Home

Settings

▶ My profile settings

My courses

- ▶ Application of Psychological and Psychometric Assessment (8170, 8212, 8168)
- ▶ Application of Psychological and Psychometric Assessment (8340)
- ▶ Application of Psychological and Psychometric Assessment (8390)
- ▶ BA Programmes
- ▶ Cognitive and Behavioural Approaches in Therapeutic Interventions (8504)
- ▶ Conceptual Frameworks for Youth Work (8361)
- ▶ Conceptual Frameworks for Youth Work (8388)

SETUP TO ENGAGE WITH THE LECTURE – ADOBE CONNECT

When you login you will be presented with a screen similar to the one illustrated below. The window is arranged in a typical fashion: a Menu Bar at the top providing access to some of the main functions, a Side Panel displaying the Camera View, Participants and a Chat Pod. The Main pane will display Powerpoint Presentations and other documents your lecturer wants to share.

The screenshot shows the Adobe Connect meeting interface. The main window displays a slide titled "Introduction to Adobe Connect Student Guide" with the ICHAS logo at the bottom. The interface includes a top menu bar with icons for "Meeting", "Turn Speaker On or Off", "Turn Microphone On or Off", and "Raise your hand". A side panel on the right contains a "Video (1)" window showing a live lecture webcam view, an "Attendees (3)" list with names like "ICHAS 1", "Harry Dickinson", and "ICHAS 1 2", and a "Chat (Everyone)" window. Annotations with arrows point to various elements: "The Meeting button gives you access to Preferences and the Audio Setup" points to the Meeting icon; "Turn Speaker On or Off" and "Turn Microphone On or Off" point to their respective icons; "Raise your hand" points to the hand icon; "Live Lecture Webcam view" points to the video window; "Click on a name to private chat with someone" points to "Harry Dickinson" in the attendees list; and "Type here to chat with everyone" points to the chat input field. The Windows taskbar at the bottom shows the time as 13:41 on 27/04/2016.

BEFORE YOU START

This setup can be done any time prior to your participation in an Adobe Connect meeting, but we do recommend that you login and test your settings. It is strongly advised that you avail of one of our “Test Sessions” so that you can go through **ALL** the steps below, before your join an actual real Live Lecture session. This will allow ample time for troubleshooting any technical problems.

NOTE: As previously stated in the Student IT Specifications, to use the audio features of Adobe Connect, you need to have a suitable Microphone Headset. Your induction pack will contain details of recommended Headsets and where to obtain them.



Once you have all the needed components installed and **BEFORE** entering your meeting session, make sure:

- headset is plugged in
- preferably using wired internet access instead of WiFi
- log in only once

SETTING UP YOUR AUDIO

Before participating in a class, you will be required to set up your Audio. You can do this using the **Audio Setup Wizard** that automatically guides you through the setup and tuning of audio device settings. If the audio does not work properly, the wizard offers help with troubleshooting tips.

1. First, you will need to choose the way your computer connects to the audio in your Adobe Connect meeting. For instance, if you plan to use a headset with a microphone, plug the device into your computer. Click on **Meeting** and then on **Audio Setup Wizard** to check audio settings.

2. The wizard guides you through a few steps that test your speakers, let you select a microphone and optimize your audio. If you have never used Adobe Connect before, you may see a **Flash Player settings** box asking for permission to use your camera and microphone. Selecting **Remember** will skip this prompt in the future. If you don't plan to speak in the course, the host may not enable your audio.

Therefore, even if your microphone works, you may not get a chance to use it. Use the **Help** button at any point if the audio does not work as expected.



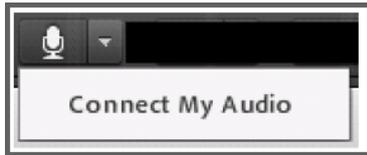
SPEAKER ICON BUTTON



If your speakers provide sound from the meeting, your speaker icon will become green, as shown in the image below.

The speaker drop-down menu also has an option to **Adjust Speaker Volume** within the meeting. Use this option if you prefer louder or softer audio, although you may need to adjust the master volume settings on your computer as well.

MICROPHONE ICON BUTTON



Your lecturer may allow you to use the microphone during the class, allowing you to speak in the classroom. When this happens, a black box will appear in the top right corner of your screen, alerting you that you have had Voice Rights granted. To enable your microphone so you can speak in the meeting, click on the **white microphone icon**. Once the icon becomes **green**, it means that your microphone is live and you are broadcasting sound in the meeting.

Unless you need to speak, YOUR **MICROPHONE SHOULD ALWAYS BE MUTED** as it is likely powerful enough to broadcast all ambient noise in your surroundings, which may disrupt the lecture.

To mute your microphone, click the **green icon** so that the image changes to show a line through the microphone.

RAISE HAND/STATUS ICON BUTTON

The **Raise Hand** icon allows you to raise your hand electronically in the meeting, alerting the lecturer that you have a question. To activate this option, simply click the **Raise Hand** icon.

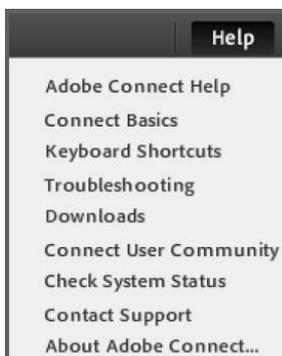
To use the other status icons in Adobe Connect, click the drop-down arrow next to the **Raise Hand** icon and select an icon from the following options: Agree, Disagree, Step Away, Speak Louder, Speak Softer, Speed Up, Slow Down, Laughter and Applause.

The appropriate icon will then appear next to your name in the attendees pod list, which allows other room attendees to see your status.

If you select an option above the line such as **Agree** or **Step Away**, your status remains until you choose **Clear Status**. If you choose an option below the line such as **Speed Up** or **Applause**, your status automatically clears itself after a few seconds.



HELP BUTTON



The Help button is located to the far right of the menu bar, which contains links to a number of resources, including troubleshooting tips, Connect basics and keyboard shortcuts.

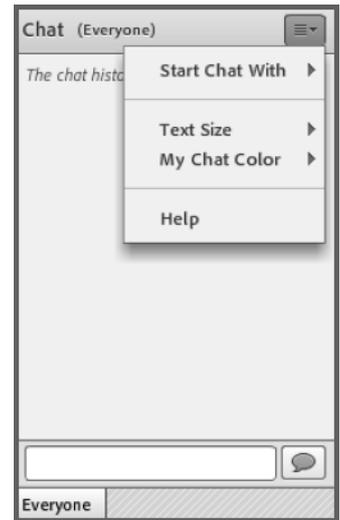
A link to Check System Status is also available. A page appears with a report on the Adobe Connect system. If you think the system does not work, you can verify if any known issues exist.

CHAT POD

The chat feature allows multiple windows in a single pod, tiled across the bottom of the pod. Initially, you will only see a chat labelled **Everyone**, and as you add additional chats, they will appear to the right of your **Everyone** chat. You may open a separate chat window for each user or have one chat addressing a role (i.e., hosts or presenters).

By using the **Pod Options** button in the top right corner of the chat pod, you can elect to show time stamps in the chat, change your chat color or increase the text size in the chat. For easy reading, choose a size 12 or 13 font for chatting.

To type a message in the chat pod, simply enter text in the long rectangular field; to publish your text to the room, click the **enter** or **return** key, or select the button with the chat bubble. When you receive a new message in a chat window, the window blinks yellow but does not give an audio alert.



Use the **Pod Options** button in the top right corner of the chat pod to see other chat options. To begin a private chat with any hosts, presenters or other attendees in the meeting, click the **Start Chat With** option and then select the group or person with whom you would like to chat privately. To change your text size or chat colour, click the option **Text Size** or **My Chat Color** and then select one of the available options. Clicking **Help** will direct you to the Adobe Connect resource page on chat in meetings.

Troubleshooting and Frequently Asked Questions

Problem

Possible Solution

I cannot join the meeting.

Enter the meeting as a guest user by entering in your first and last name in the guest field.
Click the help link on the meeting login page. This takes you to the test meeting connection page, where you can verify that your computer meets all necessary requirements. If you do not pass the test, the page will give you further instructions.
Make sure your browser's pop-up blocker is not blocking your meeting window.
You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. Then enable the setting "use HTTP 1.1 through proxy connections." Then, clear your cookies, close all browser windows and attempt to re-enter the meeting.

I cannot hear any audio.

Verify that your computer speakers are turned on and your computer's volume is set at an audible level.
Check to ensure you have not muted the meeting audio (check that the speaker icon is still green).

I cannot speak in the meeting.

Verify that you have been granted speaking rights (check if the microphone icon appears in you menu bar at the top).
Select the audio setup wizard to determine microphone functionality.

I have been granted rights to speak, but no one can hear me.

If you have trouble sharing your voice, try the following:
Make sure your computer microphone is not muted.
Run through the audio setup wizard. Select Meeting > Audio Setup Wizard. The wizard guides you through five steps to tune your computer for optimal VoIP.
You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right-click in the meeting window and choose Settings to view your Flash Player settings. In the dialog box, choose Allow.

The host is sharing his or her screen, but it is fuzzy.

If you have trouble seeing a host's screen, try the following:
If you have trouble seeing a host's screen, try the following:
Click the Full Screen button on the top of the share pod.
View the full resolution. Go to the pod options menu in the top right-hand corner of the pod, and select Change View > Zoom In.

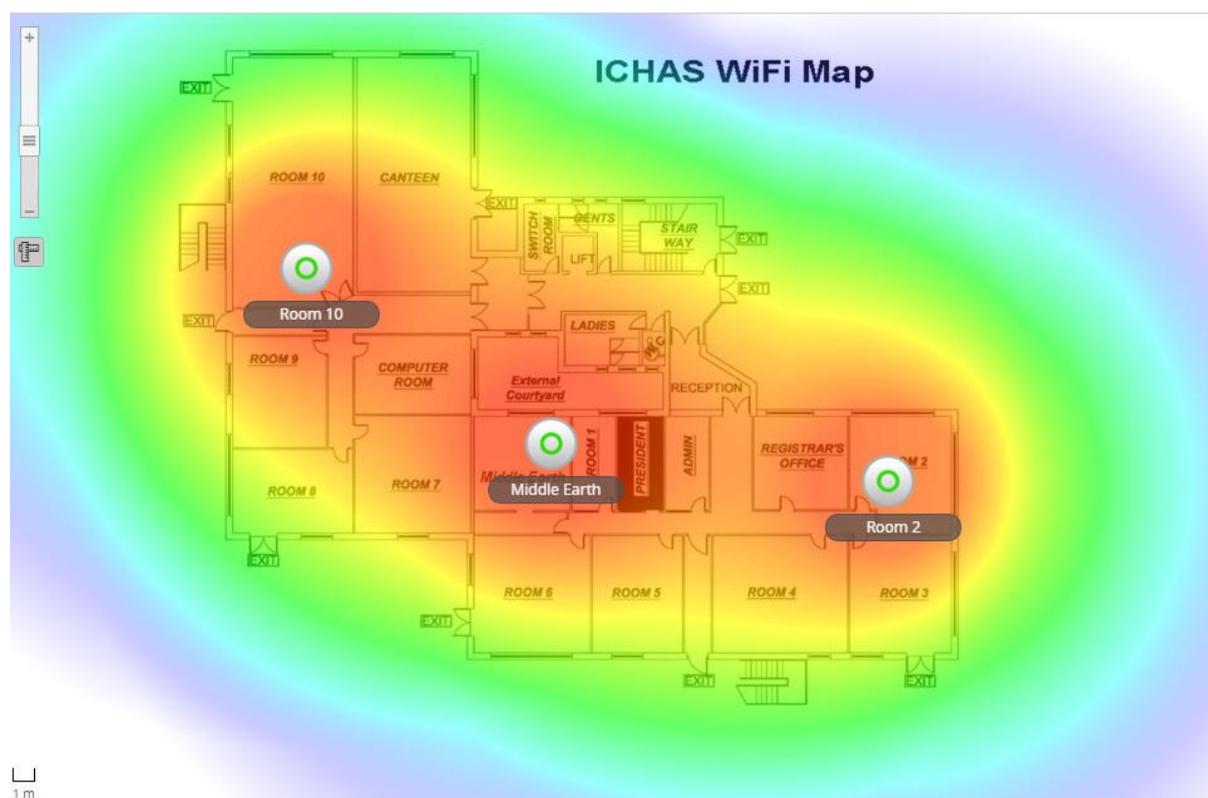
The audio is echoing.

Verify that you have muted your microphone.
Check that you do not have two sessions open at the same time.

INTERNET ACCESS

ICHAS provides free WiFi access for all students, full and part-time, studying at either our Limerick or Dublin campus. Login and password details will be in your induction pack.

WiFi Coverage map for ICHAS College Limerick



NOTE

This is a fully managed enterprise WiFi network. Please note that that each individual device is limited to a 3Mbps Download Speed and 1Mbps upload speed. These caps are in place to ensure fair usage is maintained. Devices found to be downloading excessively large amounts of data, movies etc. may have their access further limited.