

# Getting Started



By the end of this video you will be able to:

- Log on to Kendal College computers
- Access your Office 365
- Download Office onto your devices
- Print from your own device
- Remotely ask our IT team for support
- Access College's Wifi!



# Logging On

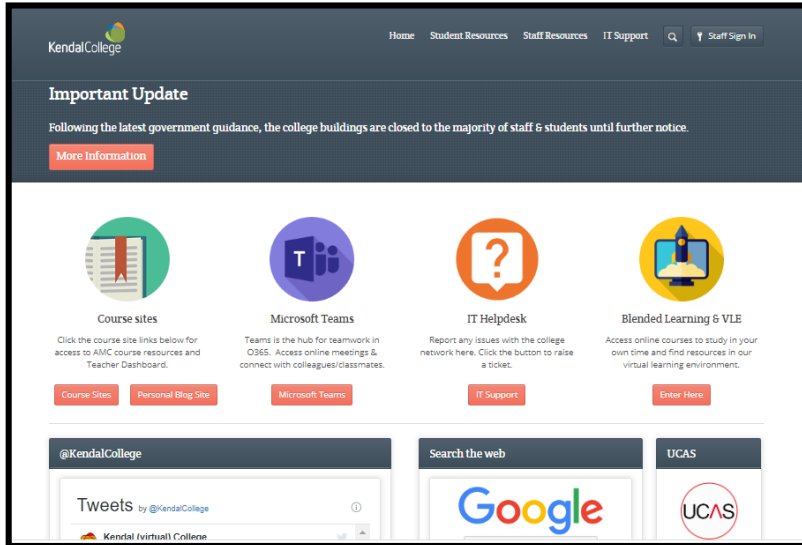


- Computer login:
  - Username: last name initial 20  
(John Smith would be - smithj20)
  - Password: Initially your student number  
(located on your student card).

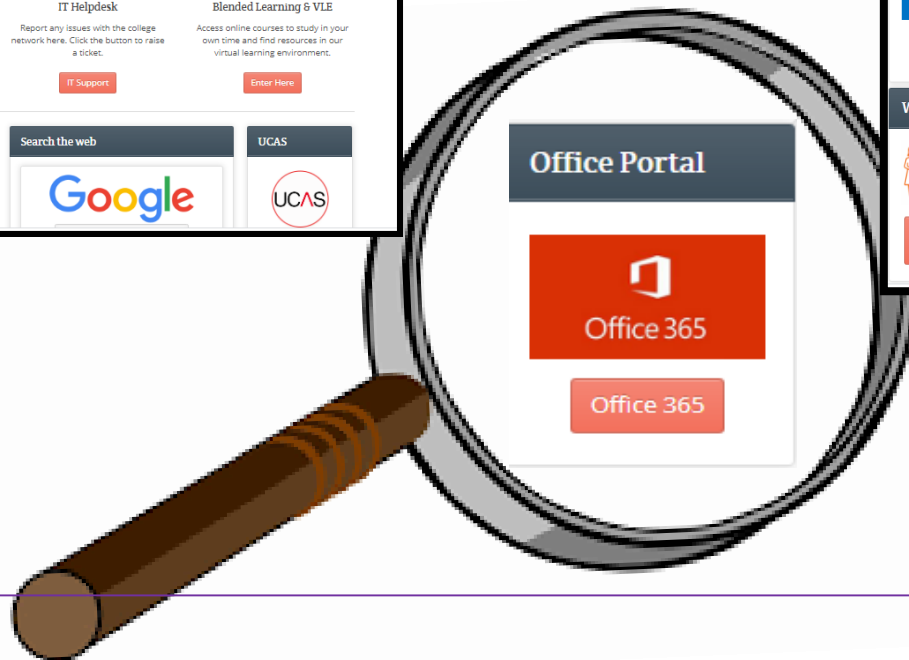
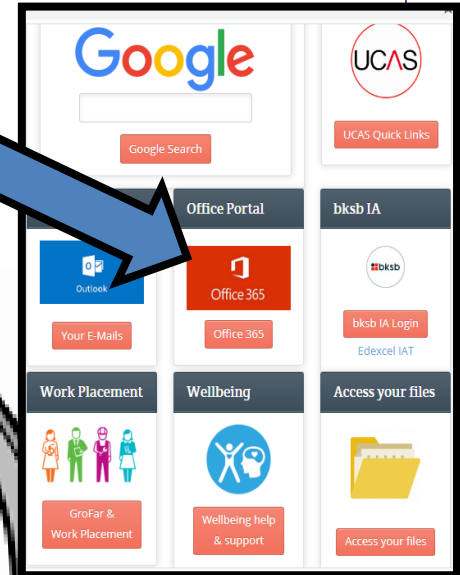
You will then be asked to enter a new password. Enter at least an 8 digit password, containing an UPPER CASE, lower case and special character (1,2,3,!@\*)

# Accessing Office 365 and Emails

- Open your internet browser and search for Kendal College Hub



Scroll down to



# Accessing Office 365 and Emails

- You will need to sign in using your College email address and your newly created password.

Your College Email:

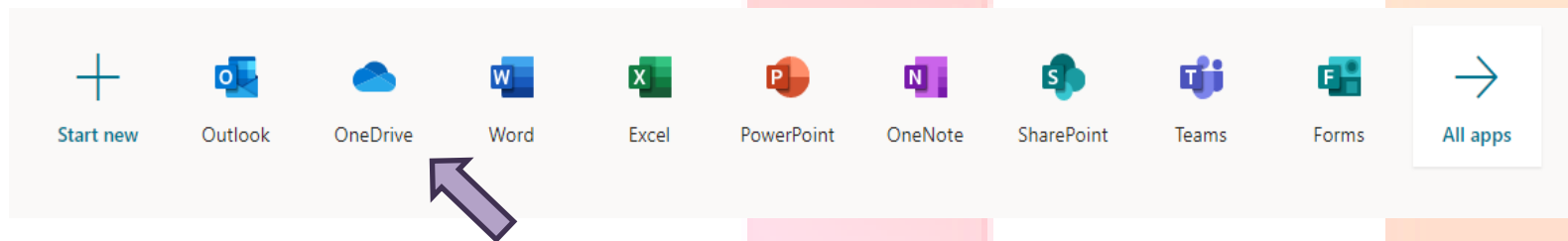
**username@kendal.ac.uk**

(e.g. [smithj20@kendal.ac.uk](mailto:smithj20@kendal.ac.uk))

- Open up Outlook and change the time zone to **Dublin/Edinburgh/Lisbon/London.**

# Accessing Office 365 and Emails

- All of these apps are available to you whilst you are a student at Kendal College

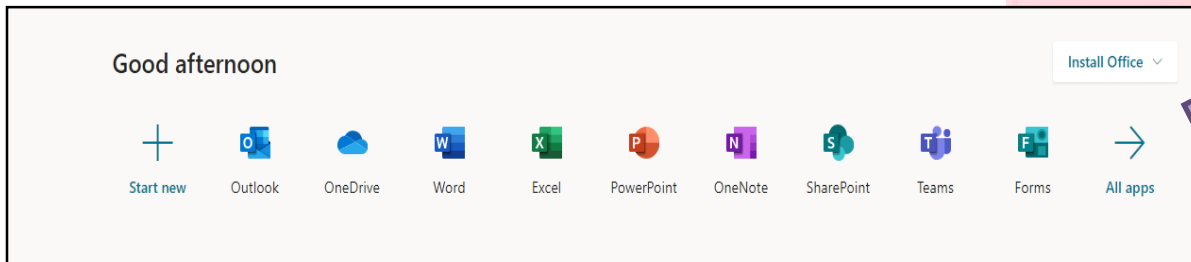


- We recommend saving all of your work to OneDrive as you can access it from anywhere you have the internet. Unlike a USB stick - you cannot lose it!
- Always remember to sign out of Office 365 by clicking on your name (top right) and selecting sign out



# Installing Office

- If you do not have Office on your own devices you can install it for free
  - This will only be available to you whilst you are a student at Kendal College
- On the device you wish to install Office, log on to your Office 365 account with your College credentials



Click here

# Installing Office

Follow the online prompts and if required provide your college email.

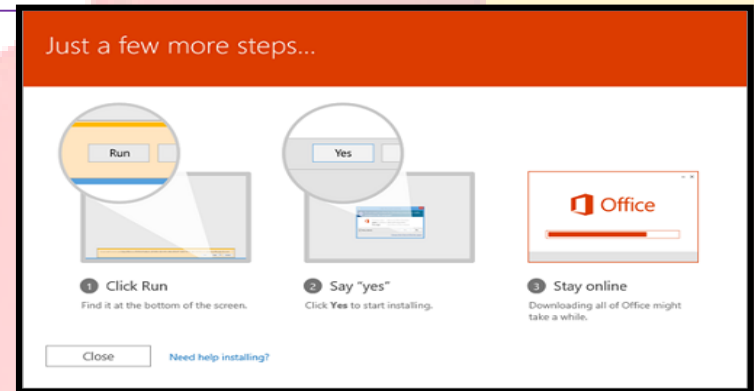
Depending on your browser, select

**Run** (in Edge or Internet Explorer),

**Setup** (in Chrome)

or **Save File** (in Firefox)

If you see the User Account Control prompt that says, **Do you want to allow this app to make changes to your device?** select Yes.

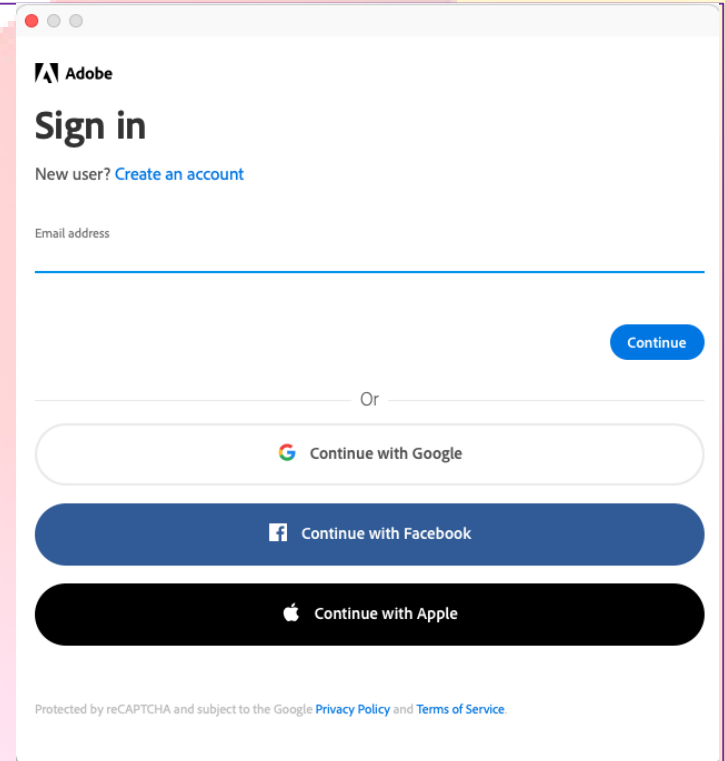


# Adobe ID

To use Photoshop or any other Adobe products you need to login to Adobe which uses the same format As you college username.  
smithj20@Kendal.ac.uk

When you open an Adobe Product  
The following login form will show.  
When you are in college you will

Just need to enter your email address and click Continue and you will be logged into your adobe account. When you are outside of college you will also need to enter your password which is the same as the password you use to login to the college computers

A screenshot of the Adobe Sign in web form. At the top left is the Adobe logo. The main heading is "Sign in". Below it is a link for "New user? Create an account". There is an "Email address" input field with a blue "Continue" button to its right. Below the input field is a horizontal line with the word "Or" in the center. Underneath are three large, rounded buttons for social login: "Continue with Google" (white with Google logo), "Continue with Facebook" (blue with Facebook logo), and "Continue with Apple" (black with Apple logo). At the bottom, there is a small line of text: "Protected by reCAPTCHA and subject to the Google Privacy Policy and Terms of Service".



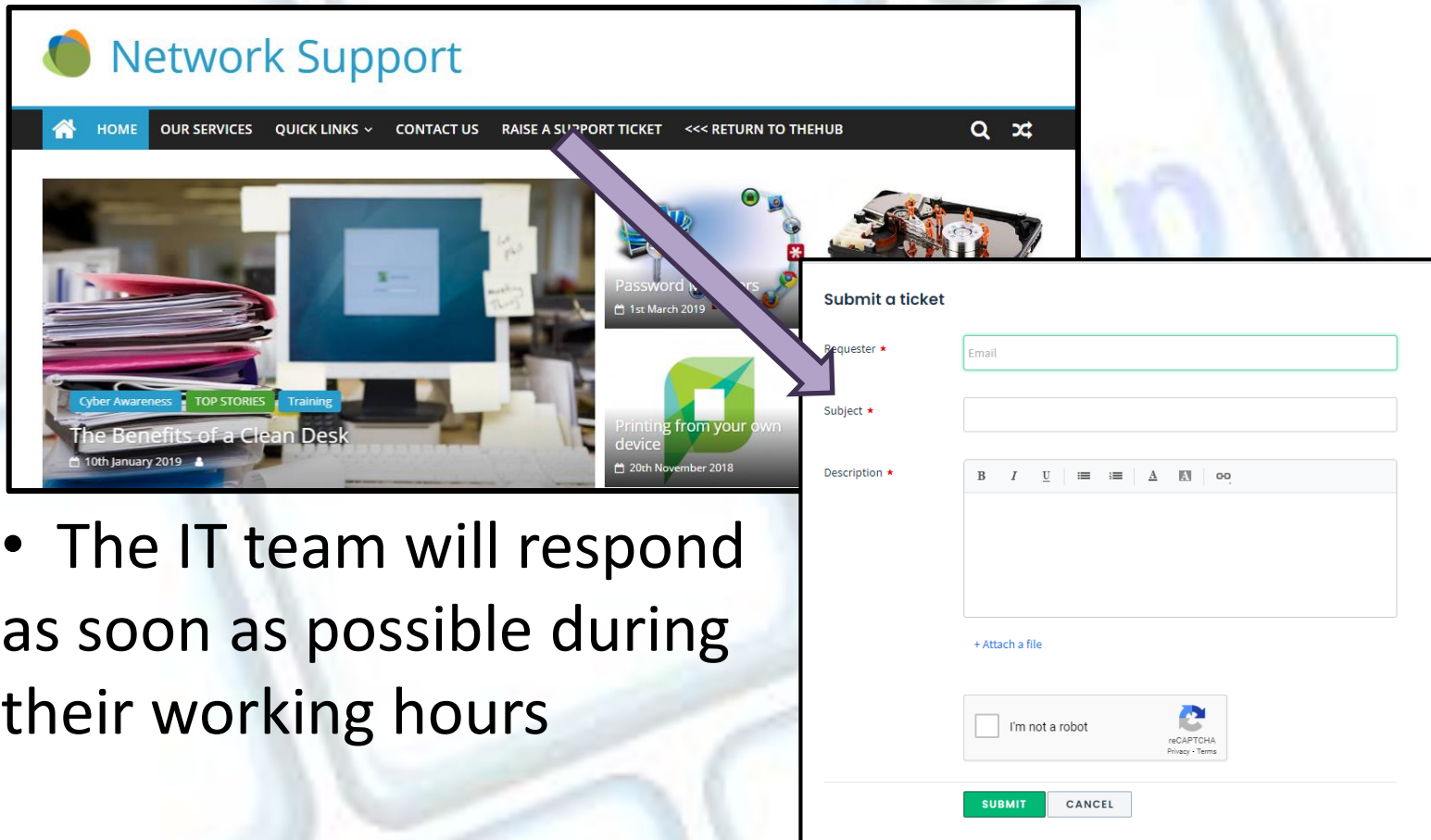
# Printing from your own device

- On your device go on to the Kendal College Hub webpage
  - From here access Webprint ([Webprint.kendal.ac.uk](http://Webprint.kendal.ac.uk))
  - Ensure your work is saved on your device
  - Sign in when prompted with your college credentials



# IT Support -Raising a ticket

- Locate the IT support tab on the Hub and this will take you to the Network Support page



The screenshot displays the 'Network Support' page. At the top, there is a navigation menu with links for HOME, OUR SERVICES, QUICK LINKS, CONTACT US, RAISE A SUPPORT TICKET, and <<< RETURN TO THE HUB. Below the navigation, there are several featured articles, including 'The Benefits of a Clean Desk' and 'Printing from your own device'. A purple arrow points from the 'RAISE A SUPPORT TICKET' link in the navigation menu to the 'Submit a ticket' form on the right side of the page. The form includes fields for 'Requester' (Email), 'Subject', and 'Description'. It also features a '+ Attach a file' link, a reCAPTCHA 'I'm not a robot' checkbox, and 'SUBMIT' and 'CANCEL' buttons at the bottom.

- The IT team will respond as soon as possible during their working hours

# Wi-Fi

- To access the Wi-Fi in College connect to:
  - **KC-BYOD** (Kendal College – Bring Your Own Device)
  - Password – **Kendal20!**
- When prompted, you will need to sign in with your Kendal College username and password

**Please ask for help from the IT team  
or Clair in the Learning Centre if  
needed**

