



City of Glasgow College
Student Login Process
2020/2021

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1. Introduction

This document provides a guide for students accessing College IT Systems including:-

- email (Outlook Office 365);
- the College VLE (virtual learning platform) “MyCity”; and
- Citrix (this provides access to the College network. When you log-in remotely, you will be able to access your desktop and software within the College that you will need for your course).

2. System Login Overview

Please Note: When you change either your MyCity or Citrix password, this will change the account password on both systems simultaneously, but it won't change your email account password.

- Citrix and MyCity share the same login\password so if you change your password for either, it changes automatically for both.
- Email is a separate login\password, changing your email password won't affect Citrix or MyCity.

3. Logging into College Systems for the 1st Time

3.1 Citrix

When you enrol at the College you will automatically be assigned a login and password which will comprise of:

Login/Username: student reference number (This number can be found on your student ID card and in the footer of emails from the College).

Password: CityDDMMYY (the word City followed by your own date of birth).

For example if your student number is 12345678 and your date of birth 21/11/70, your login details would initially be:

Username: 12345678

Password: City211170

3.1.1 Logging into Citrix for the 1st Time

Open a web browser on your device (usually Google Chrome/Microsoft Edge/Safari/Firefox). In the URL bar at the top of the browser, type:

<https://remote.cityofglasgowcollege.ac.uk>

Login: student number

Initial Password: CityDDMMYY (the word “City” followed by your own date of birth). If you have already set a new or changed your password on MyCity or Citrix, use this instead of CityDDMMYY.

3.1.2 Access to My City

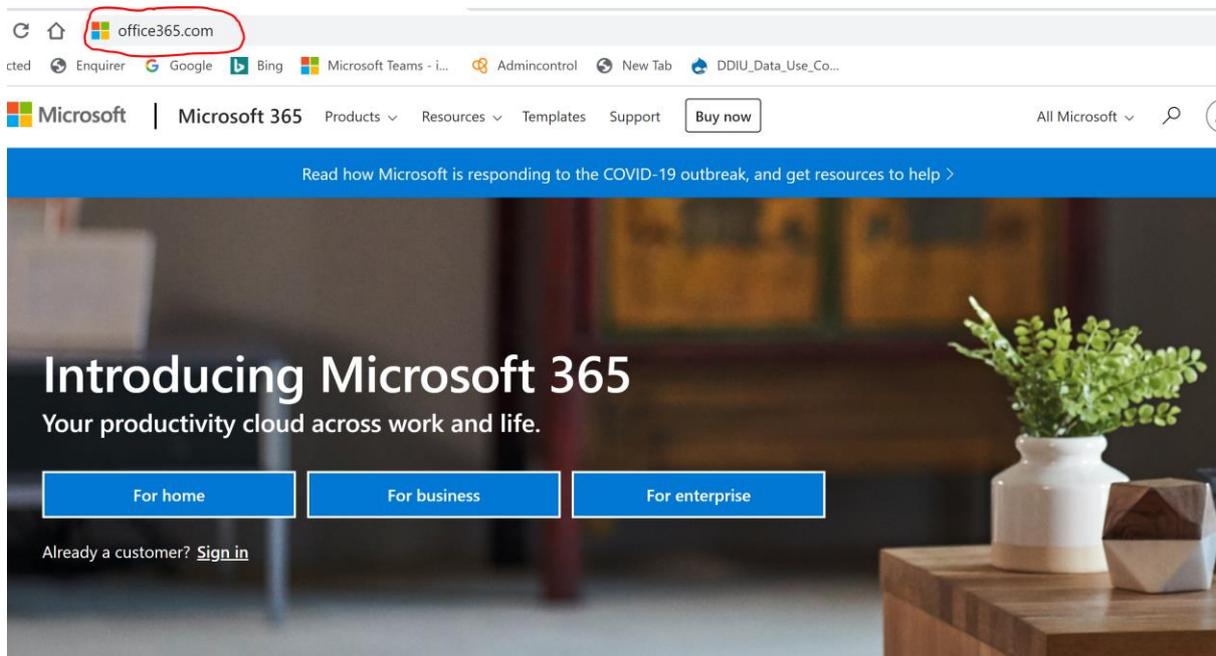
Changing your password in Citrix will automatically change your My City password which provide you with access access to both systems (Citrix and My City). You won't be prompted to changed your My City password as you have already set this by logging into Citrix and both accounts are linked.

3.2 Outlook Office 365 email

You will be provided with a College email account which is hosted within the College's Microsoft Office 365 environment and uses a slightly different login name than both MyCity & Citrix, you have to add @cityofglacol.ac.uk to the end of your student number.

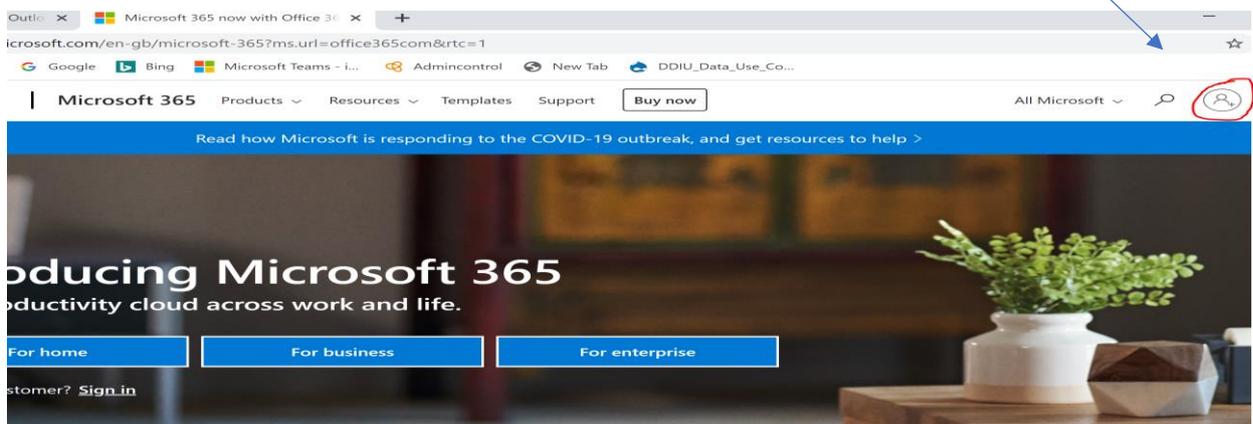
Open a web browser on your device (usually Google Chrome/Microsoft Internet Explorer/Safari/Firefox)

In the URL bar at the top of the browser, type: office365.com

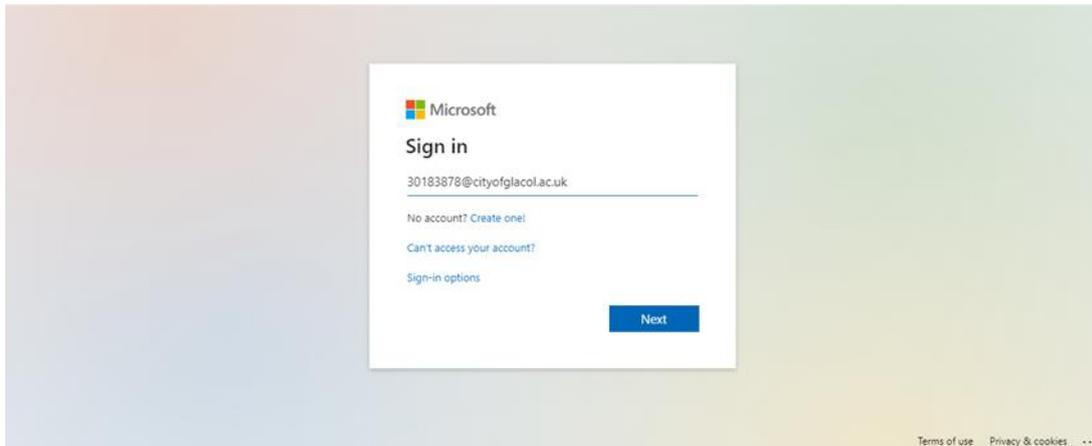


Press return and you will see the Microsoft 365 website

Select the “account login” icon at the top right hand side of the screen



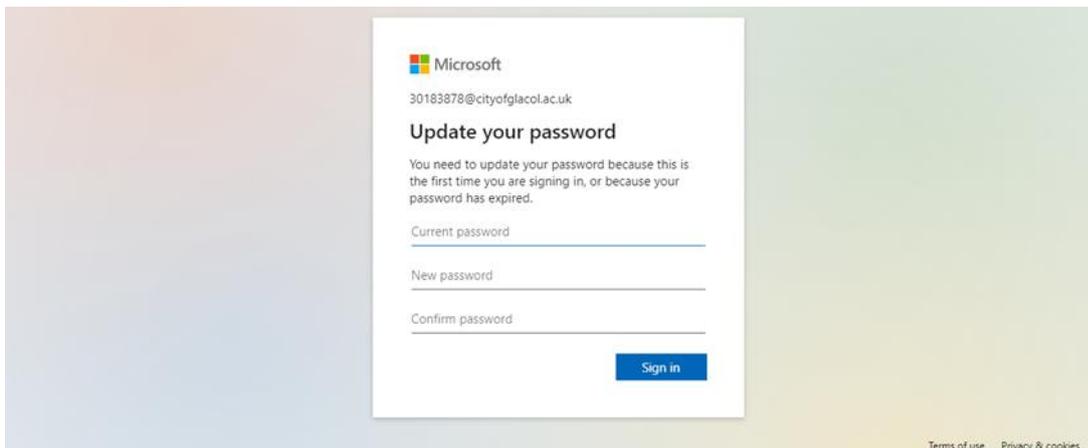
This will open up the sign in page below.



(Sign in) Login: student [number@cityofglacol.ac.uk](mailto:30183878@cityofglacol.ac.uk)

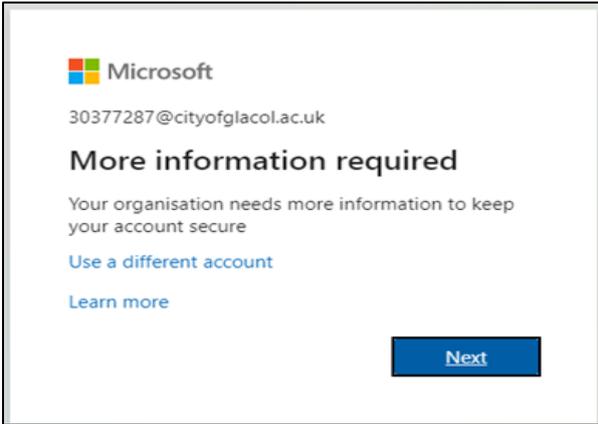
When you first login, you will be forced to change your current password provided by the College which is currently CityDDMMYY.

Enter current password: CityDDMMYY (the word “City” followed by your own date of birth).

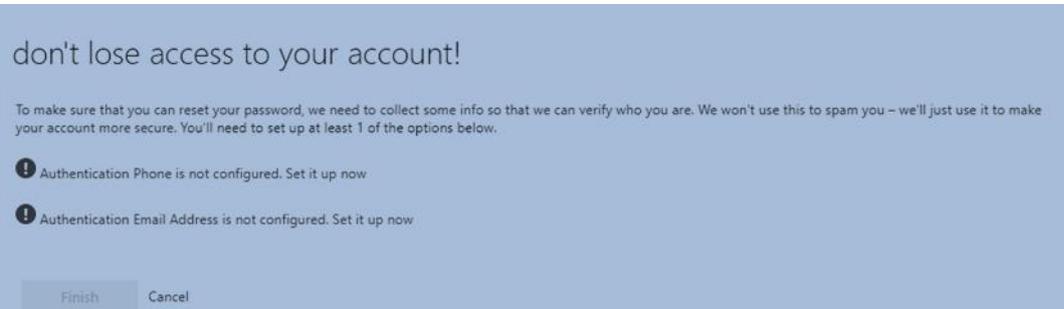


Set a new password for your email account.

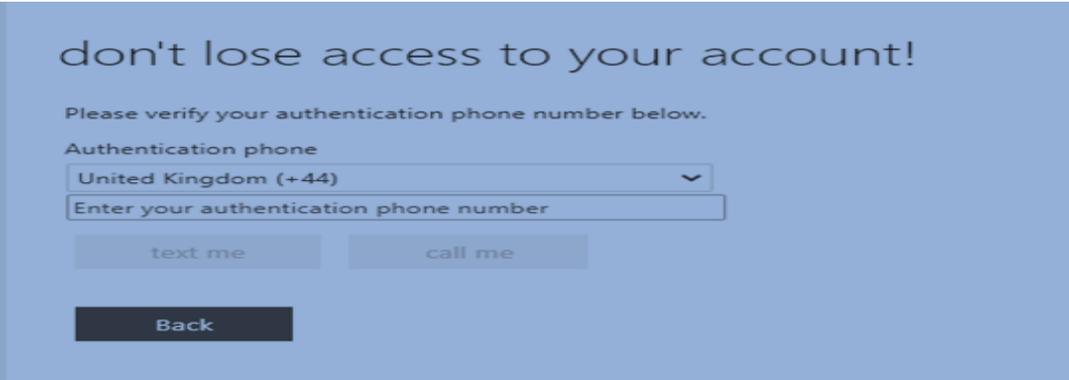
You will be asked to provide an alternative method of contact in case you forget or have to reset your password.



Please choose one option either your phone or email.



Enter your phone number if you are choosing this as your recovery option



Or provide your own personal email address if you are using email as your recovery option.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email Address

email me

Back

Next time you want to log onto your email, you use the same login and the new password you have just setup.

4. Logging into College IT Systems

4.1 Citrix

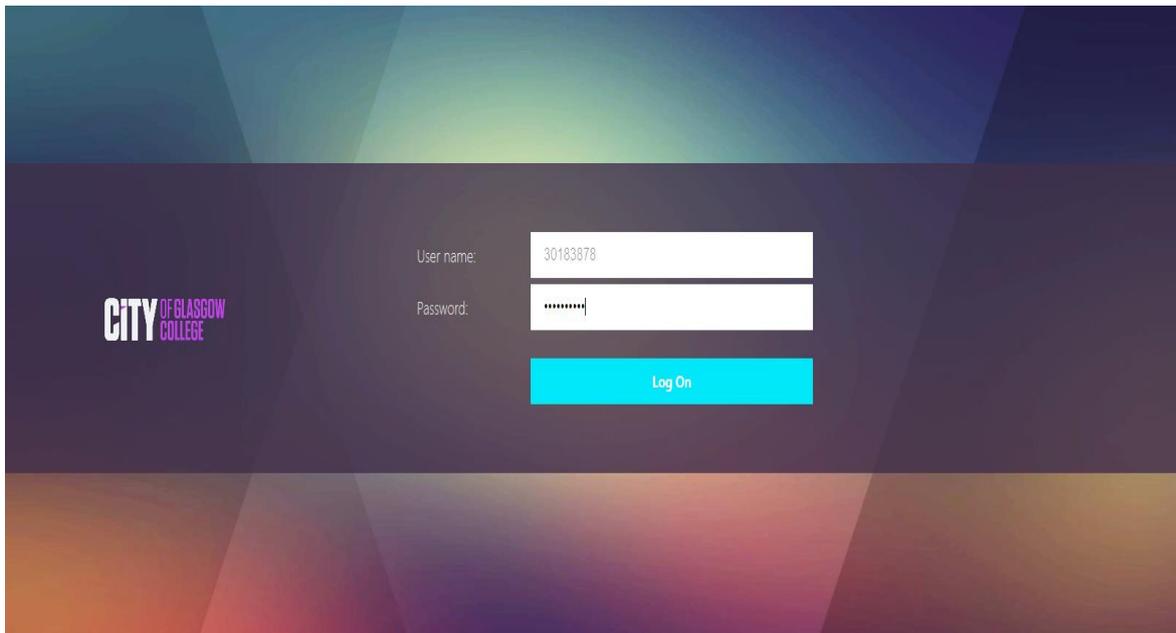
Citrix is the College system that provides you with access to the College-based software required for your learning.

Open a web browser on your device (usually Google Chrome/Microsoft Edge/Safari/Firefox). In the URL bar at the top of the browser, type:

<https://remote.cityofglasgowcollege.ac.uk>

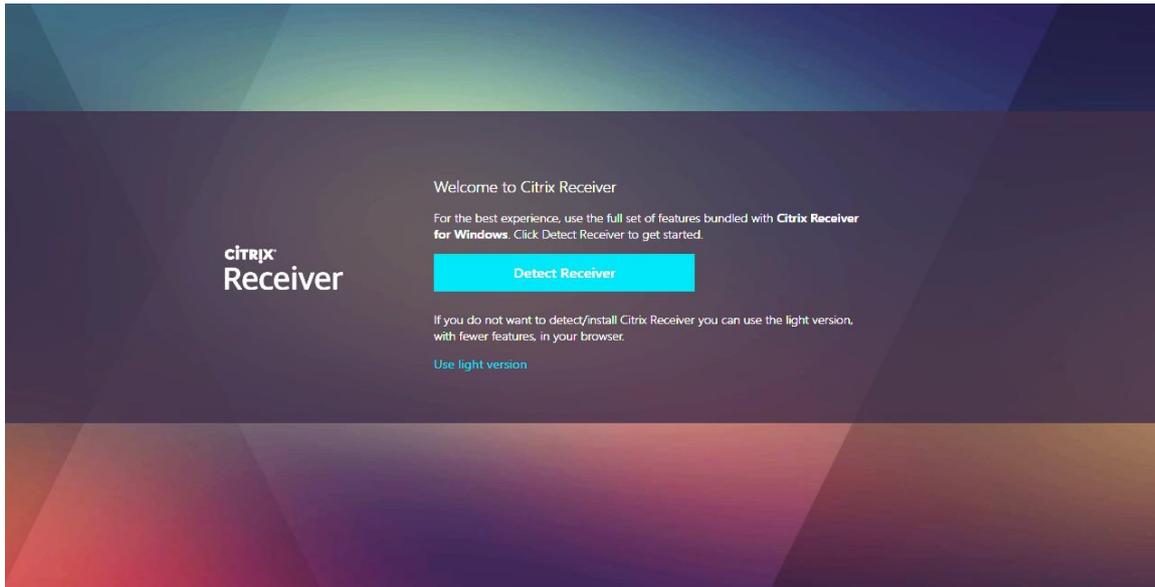
Login: student number

Initial Password: CityDDMMYY (the word “City” followed by your own date of birth). If you have already set a new or changed your password on MyCity or Citrix, use this instead of CityDDMMYY.



The screenshot shows the login interface for the Citrix system. It includes the City of Glasgow College logo on the left. The main area contains a 'User name:' field with the value '30183878' and a 'Password:' field with masked characters. A prominent blue 'Log On' button is positioned below the password field.

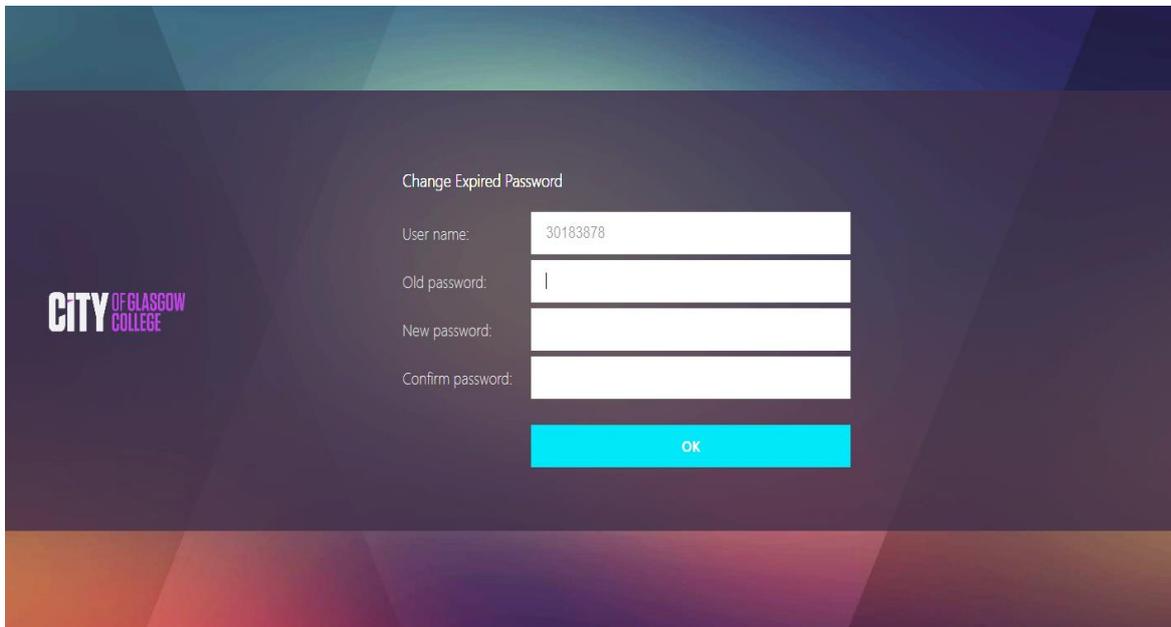
If promoted, please click on “Use Light Version”, and if you have college owned device, then please click on “Detect Receiver” as all the college devices have Citrix receiver (Citrix Client) installed and this receiver will launch the remote session in a new window.



If you haven't logged into either Citrix or MyCity before, you will be asked to change your password from the College default of CityDDMMYY

Please type in your default password of CityDDMMYY (comprised of your student number and date of birth) and set yourself a new password.

This applies to both new and existing students for their initial login.



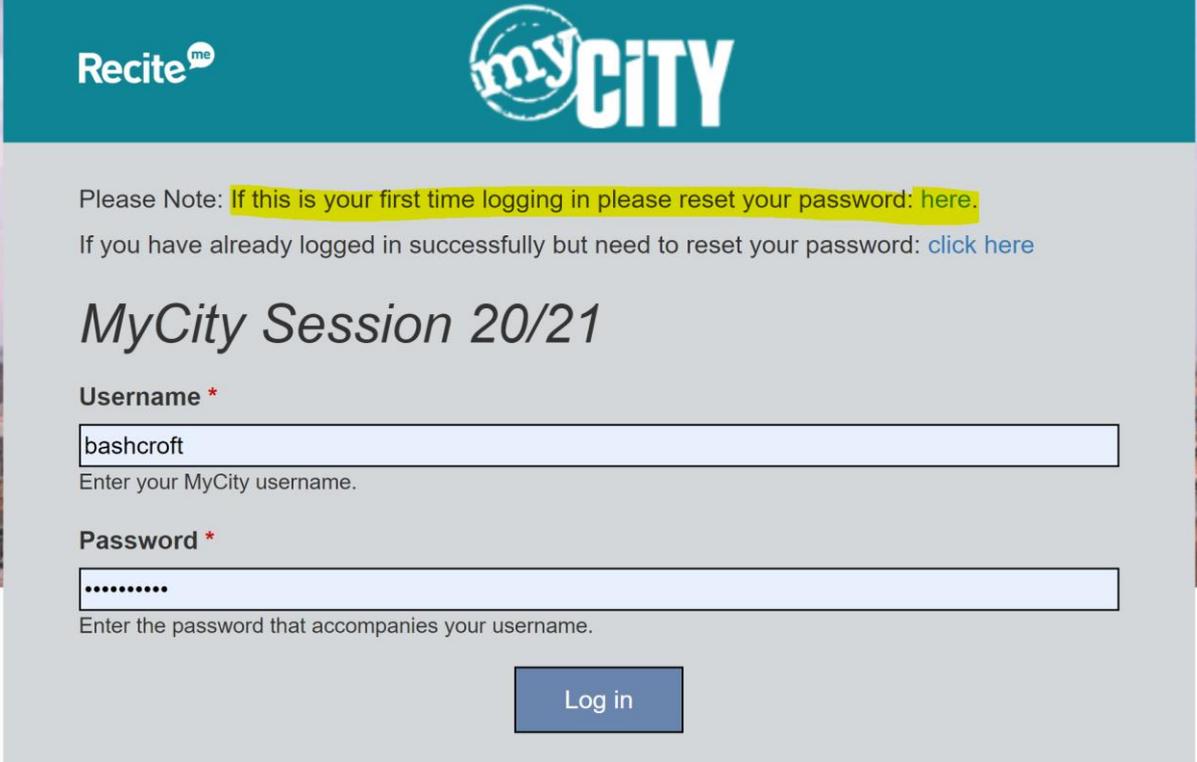
4.2 MyCity

MyCity is the College VLE (Virtual Learning Environment) which is integrated into the College Moodle platform.

Open a web browser on your device (usually Google Chrome/Microsoft Internet Explorer/Safari/Firefox)

In the URL bar at the top of the browser, type: <https://my.cityofglasgowcollege.ac.uk/>

If you haven't logged into any College Systems before and wish to access MyCity, please reset your default password first using the first option on the login screen (highlighted in the screenshot below).



Recite^{me} myCITY

Please Note: **If this is your first time logging in please reset your password: here.**
If you have already logged in successfully but need to reset your password: [click here](#)

MyCity Session 20/21

Username *

Enter your MyCity username.

Password *

Enter the password that accompanies your username.

Log in

Username: student number

Initial Password: CityDDMMYY (the word "City" followed by your own date of birth).
If you have already set a new or changed your password on MyCity or Citrix, use this instead of CityDDMMYY.

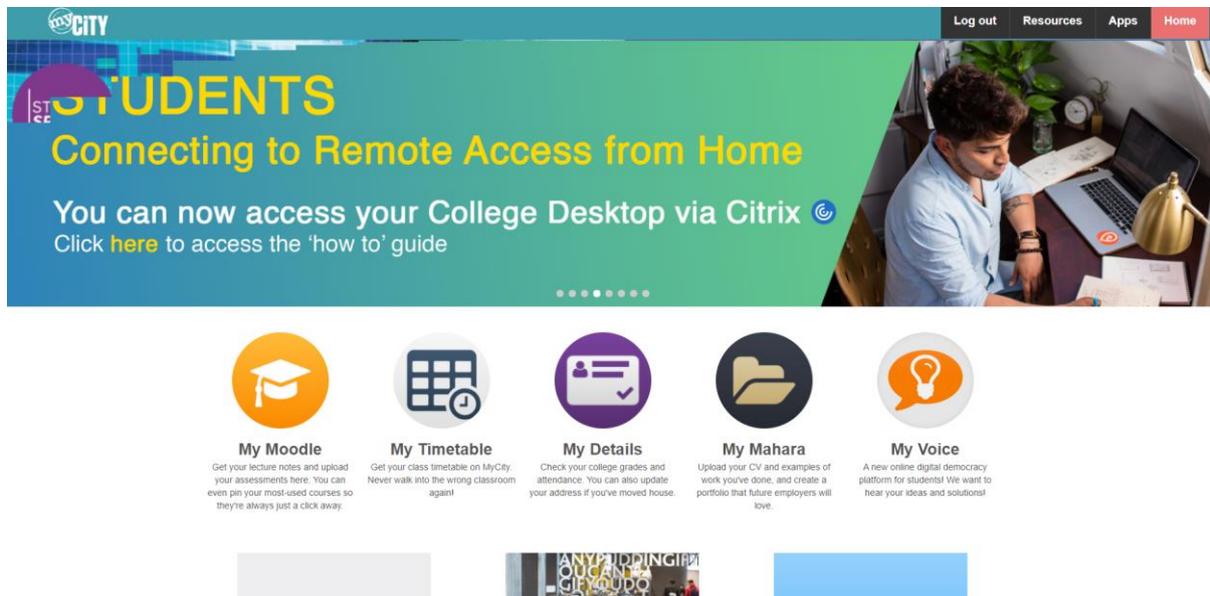
4.2.1. Accessing Your Timetable

Students can view their timetable using MyCity. Please follow the instructions to access MyCity.

Open a web browser on your device (usually Google Chrome/Microsoft Internet Explorer/Safari/Firefox).

In the URL bar at the top of the browser, type: <https://my.cityofglasgowcollege.ac.uk>.

Students are presented with the following default page which is like a portal to different sections. Please select “My Timetable” in order to view your current class timetable.



After Selecting “My Timetable”, Students are presented with the following page where all the current scheduled timetable will be listed for each student. Your timetable will show the current week. Select ‘next’ to view the week you wish to view.

◀ Previous

◀ This Week

Next ▶

MONDAY 14TH SEPTEMBER 2020

Start	Finish	Subject	Room & Location
09:00	10:00	MANAGEMENT ACCOUNTING FOR DECISION MAKING Claire Campaigne F82J35/3045 · EGHNDACCNT/F202A	↗ Floor: , Room: OL-SCHD 📍
10:00	12:00	MANAGEMENT ACCOUNTING FOR DECISION MAKING Claire Campaigne F82J35/3045 · EGHNDACCNT/F202A	↗ Floor: , Room: OL-STL 📍
13:00	16:00	FINANCIAL REPORTING AND ANALYSIS John Murphy HC4335/3026 · EGHNDACCNT/F202A	↗ Floor: , Room: OL-STL 📍

TUESDAY 15TH SEPTEMBER 2020

You have nothing scheduled for today.

4.2.2 Resetting your MyCity password.

If you have previously successfully accessed the College Systems (inc. MyCity) however have forgotten your password or need to change it, this can be done from the second option on the login screen (highlighted in the screenshot below).

Recite^{me} myCITY

Please Note: If this is your first time logging in please reset your password: [here](#).
If you have already logged in successfully but need to reset your password: [click here](#)

MyCity Session 20/21

Username *

Enter your MyCity username.

Password *

Enter the password that accompanies your username.

Can't Log In to MyCity?

You have been redirected to this page as you have not previously logged into the College network. Please use the form below to reset your password.

If you've forgotten your password, MyCity can send a new password to your email address..

To get started, all we need is your student number. You'll find it at the bottom of your student card, below the barcode.

This service is only available to students. Staff will need to phone the IT helpdesk on 0141 271 6600. The MyCity team can't reset staff passwords.

Student Number:

For security reasons, we need to confirm your date of birth before we can reset your password.

Date of Birth:

Enter your student number (e.g. 12345678).

Enter your date of birth.

An email will be sent to your college email account (e.g. 12345678@cityofglacol.ac.uk) and an alternative email account (your personal email address) you provided as part of the student application\enrolment process.

We've sent you an email

To reset your password, just click the link in the email we sent you. For security reasons, the link will expire in 3 hours.

We've sent it to your college email address and your personal email address (the...son@gmail.com). Remember to check your spam folder if you don't see the email.

Log into your College email account, open the email from "MyCity" and click the link to reset the password.

Choose Your New Password

Your new password should be:

- Something hard to guess.
- Between 6 and 12 characters long.
- Something that includes capital letters, numbers or symbols.
- Something you haven't used as a MyCity password before.

Type your chosen password twice below, to make sure you don't make a mistake:

New Password:

Re-type Your New Password:

This will be your new password for both MyCity & Citrix (as they share the same login\password).

4.3 Outlook Office 365 email

This is the same process as detailed on page 3 except you won't be prompted for an alternative password reset address.

4.4 Changing your password

4.4.1 MyCity or Citrix

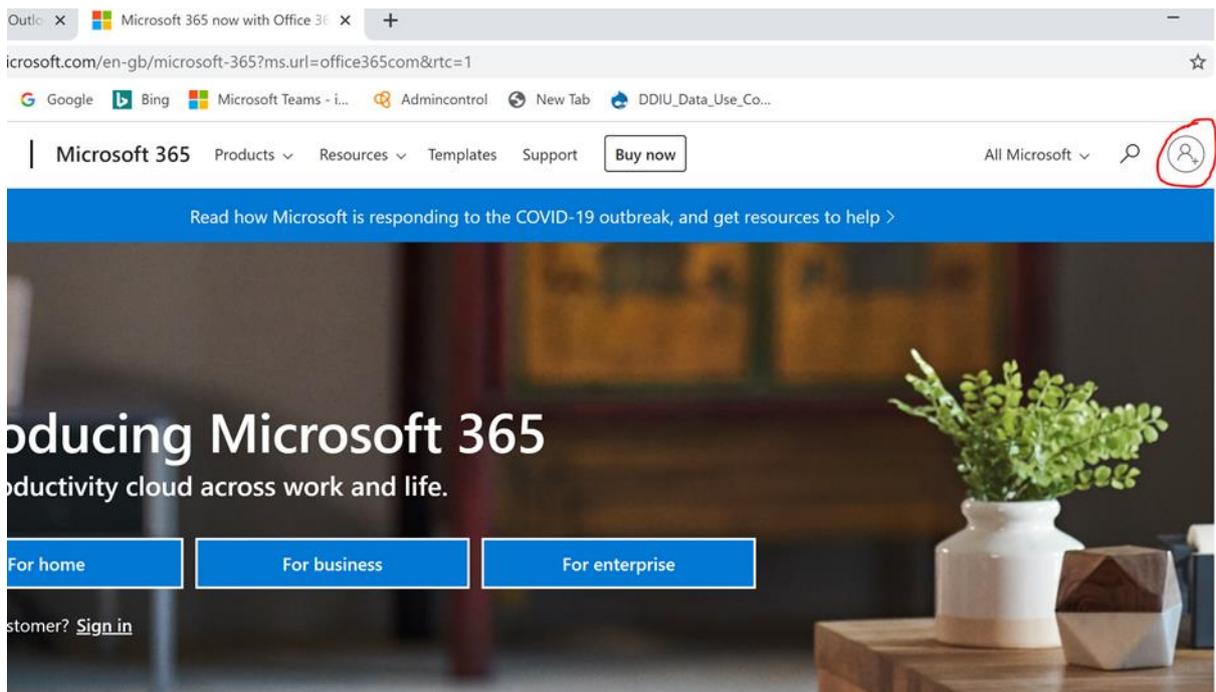
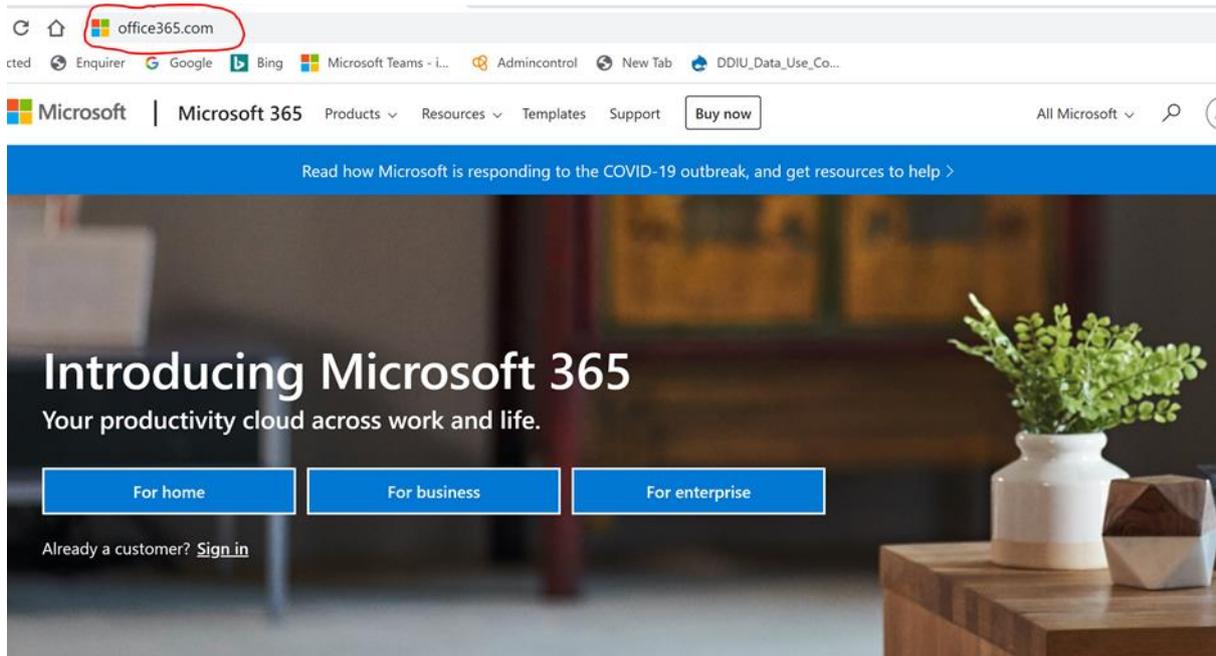
You will be forced to change your default password when you first login into Citrix or My City for the first time (only for one of the systems) using the details above. You should make your password strong enough that no one else would be able to guess it and not make it obvious (such as the name of your pet etc.). We recommend that you select 3 random words (that you will remember) and use them as your password. For example, you may like coffee, travel to college by train and enjoy the gym, so putting these 3 words together would make your password 'coffeetraingym'.

If you change either your Citrix or My City passwords, it will change both of them automatically but won't change your email account password.

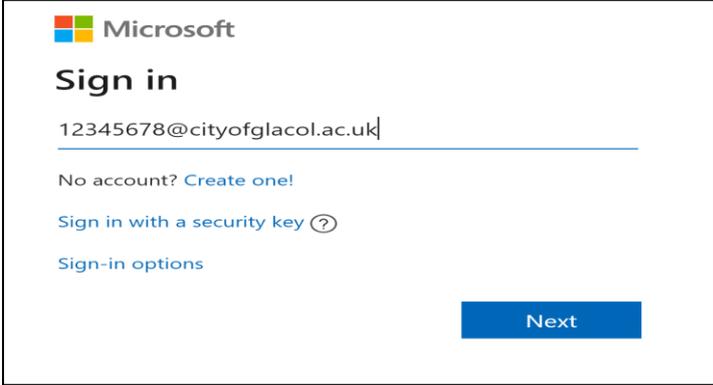
4.4.2 Outlook Office 365 email

Open a web browser on your device (usually Google Chrome/Microsoft Internet Explorer/Safari/Firefox)

In the URL bar at the top of the browser, type: office365.com

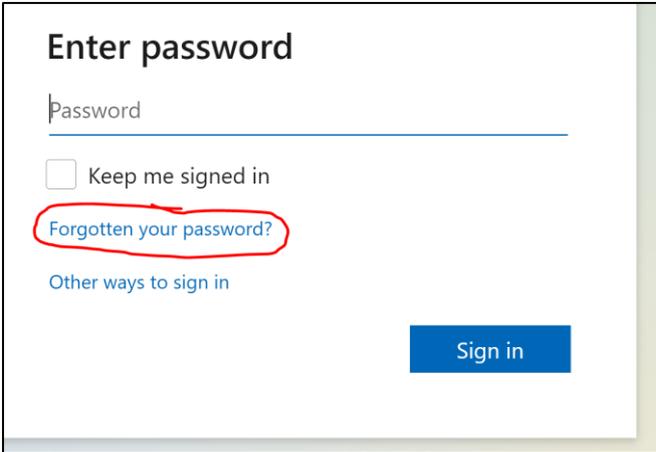


Sign in with your College login



The image shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "12345678@cityofglacol.ac.uk". Below the input field, there are three links: "No account? Create one!", "Sign in with a security key ?" (with a question mark icon), and "Sign-in options". At the bottom right, there is a blue button labeled "Next".

At the “enter password” screen, select “forgotten your password”



The image shows an "Enter password" screen. At the top, the text "Enter password" is displayed. Below it is a password input field with the placeholder text "Password". Underneath the input field, there is a checkbox labeled "Keep me signed in". Below the checkbox, the link "Forgotten your password?" is circled in red. At the bottom left, there is a link "Other ways to sign in". At the bottom right, there is a blue button labeled "Sign in".

This will take you to an option to send a reset password link to either your personal email address or SMS text to your mobile, depending on the option you selected when you first changed your password at the College.

Click the link to reset your password.

5. Wi-Fi Connectivity on Campus

The wireless network **eduroam** is available at our City and Riverside Campus sites, and the Halls of Residence. Eduroam is a secure wireless service which has been developed for the education community. College students and staff as well as visitors, from participating organisations, can use the eduroam wireless network which allows filtered Internet access.

This network is filtered as per the College's Acceptable Use Policy. When you connect to the College network, you are agreeing to the terms of the Acceptable Use Policy and the Janet eduroam UK policy (copies are available on our website [here](#)).

5.1 Android

Tap **Apps → Settings → Wireless and Networks → WiFi Settings**. (Ensure the checkbox next to Wi-Fi is ticked to enable wireless.) Select the wireless network **eduroam** to connect to this network.

Enter the same username and password that you use for connecting to the College network followed by **@cogc.ac.uk** at the end of your username and click **Connect**.

Identity:

Students: MyCity username e.g. [1234567@cogc.ac.uk](#)

Anonymous identity: Do not fill in this field, please leave blank

Password: Your MyCity/ College network password

EAP Method: PEAP

Phase 2 authentication: MSCHAPV2

Please turn off "Validation Authentication" and "Security Certifications".

Once you are successfully authenticated, you will automatically connect to **eduroam** within the College and at other **eduroam** institutions, without having to re-enter your username and password.

1 Select network

- Go to **settings**, then **WiFi**
- Select the Colleges WiFi network **eduroam**.

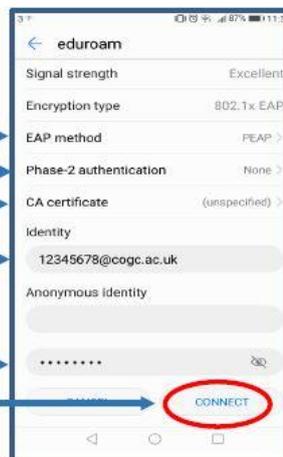


2 Enter details

- Select **PEAP**
- Select **MSCHAPV2**
- Select **Do not validate**
- Username: Your student number@cogc.ac.uk

Password: Your network password

Click connect



3 Connected!

- If a security certificate pops up, click **Trust**.
- Once logged in, you will automatically be connected to **eduroam** within the college.



5.2 IOS (Apple)

Go to the **Settings** App and then **Wi-Fi**.

Ensure Wi-Fi is enabled. From the **Choose a Network list**, tap the wireless network **eduroam**. You will be prompted to enter a username and password. Enter the same username and password that you use for connecting to the College network followed by **@cogc.ac.uk** at the end of your username.

Identity:

Students: MyCity username e.g. 123456@cogc.ac.uk

Password: Your My City/ College network password

Tap **Join** to connect.

If you are prompted with a **QuoVadis** security certificate for **RIV-0M-ISE-01.cogc.ac.uk**, you must **trust** this certificate to proceed.

Once you are successfully authenticated, you will automatically connect to **eduroam** within the College and at other **eduroam** institutions, without having to re-enter your username and password.



3 Security

- If a security certificate pops up, click **Trust**.



4 Connected!

- Once logged in, you will automatically be connected to **eduroam** within the college.



5.3 Windows

Left click the **Wi-Fi** icon shown in the system tray to view the available wireless networks.



Choose the wireless network **eduroam** and click **Connect**.

You will be prompted to enter a username and password. Enter the same username and password that you use for connecting to the College network followed by **@cogc.ac.uk** at the end of your username.

Identity:

Students: MyCity username e.g. [123456@cogc.ac.uk](#)

Password: Your My City/ College network password

If you are prompted with a **QuoVadis** security certificate for **RIV-0M-ISE-01.cogc.ac.uk**, you must accept or trust this certificate to proceed.

Once you are successfully authenticated, you will automatically connect to **eduroam** within the College and at other **eduroam** institutions, without having to re-enter your username and password

5.4 MAC/OSX

Your device must support WPA2 Enterprise in order to be able to connect to eduroam.

Select the wireless network **eduroam**.

Enter the same username and password that you use for connecting to the College network followed by **@cogc.ac.uk** at the end of your username.

Username:

Students: MyCity username e.g. [123456@cogc.ac.uk](#)

Password: Your My City/ College network password

If you are prompted with a QuoVadis security certificate, you must accept or trust this certificate to proceed.

6. IT Support

If you need help contact our IT Service Desk:

Email: ITServiceDesk@cityofglasgowcollege.ac.uk

Telephone: 0141 375 6600