City of Glasgow College

Student Login Process

2021/2022

V2.1
Last updated: 03 September 2021

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1.0 Introduction

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

- Citrix (this provides access to the College network. When you login remotely, you will be able to access your desktop and software within the College that you will need for your course)
- The College VLE (Virtual Learning Environment) which is comprised of My City (current VLE) and Canvas (new VLE currently being implemented which will supersede My City).
- College email (Outlook Office 365)

Please note:

- After you have enrolled, it takes **one working day (24 Hours)** for your account to become active on all our systems
- You will know that you have been enrolled when you are given a student ID
- Please wait at least **one working day** after your enrolment before you follow these instructions
- After that you will be able to log in and access the college services, but your lecturer will inform you when you can access your class materials
- If you can access MyCity but cannot see your class materials in Moodle, please contact your lecturer as IT staff cannot provide access to class materials

2.0 Returning Students

If you were a student in the last academic year session 20/21, then your username and password for College IT Systems will be the same. It is good practice to update your password once you have logged in successfully again.

There has been changes to the College IT Systems this year with new services added (including Multi Factor Authentication for all students), which is covered in Section 3.3.1. You need to set up MFA before you can access your college emails.

3.0 New Students

3.1 Logging into Citrix for the First Time

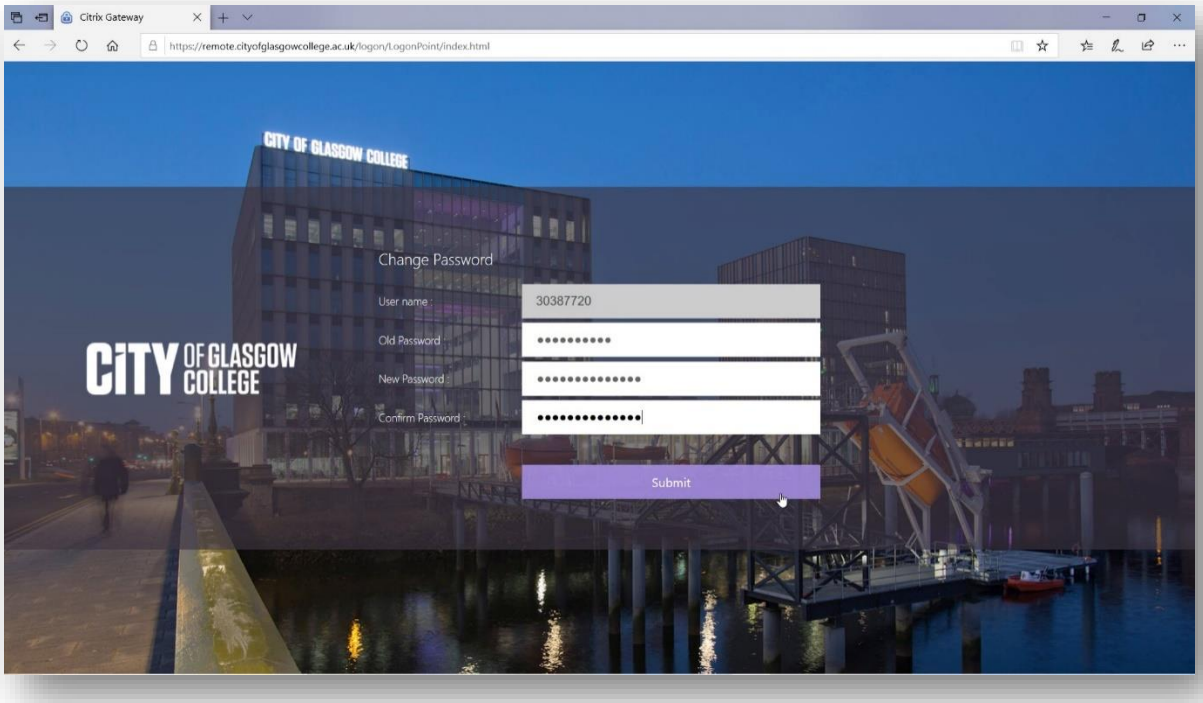
When you enrol at the College you will automatically be assigned a system login and password which will comprise of:

- Login/Username: this is your student reference number (found on your student ID card and in the footer of emails from the College)
- Default initial password: CityDDMMYY (the word City followed by your own date of birth)
- Log into Citrix by clicking on the following link, or by copying and pasting the link into your web browser: https://remote.cityofglasgowcollege.ac.uk
    - If you have a have a college-owned device, please click on **Detect Receiver** to use the installed Citrix Client that will launch the remote session in a new window
    - Otherwise, please click on **Use Light Version**, and the remote session will operate in the browser
- Enter your Username and default initial password

For example, if your student number is 12345678 and your date of birth is 21/11/01, your login details would be:

- Username: 12345678
- Default initial password: City211101

- You will now be asked to change your default password
    - 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, your date of birth, 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, traveling to college by train and working out in the gym, so putting these 3 words together would make your password **coffeetraingym**

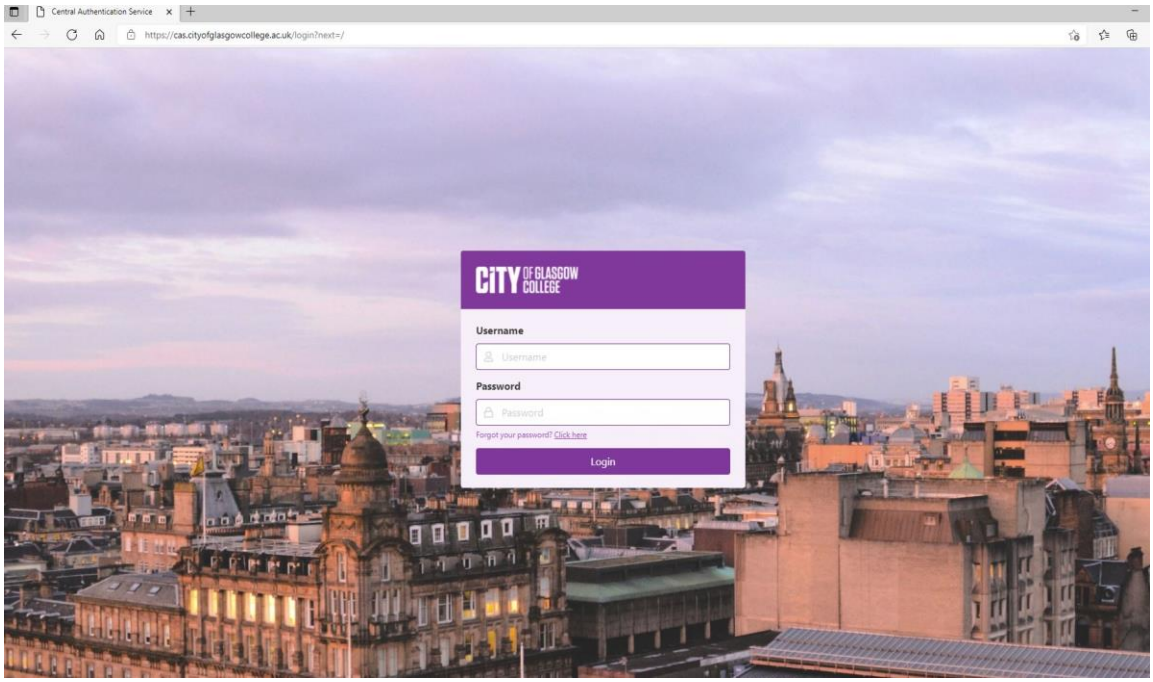


- After this you will be able to log into VLE (to access My City & Canvas) and access other College services

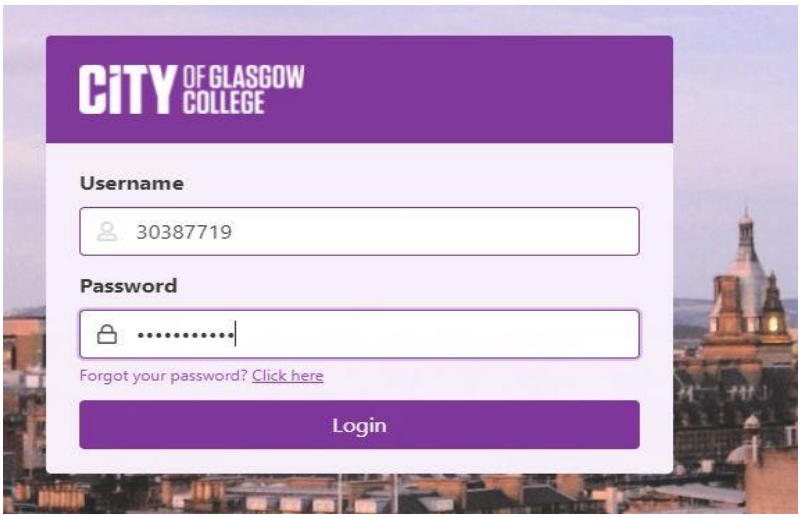
3.2 Logging into the College VLE for the first time

If you haven't logged into the college IT Systems before trying to access the VLE (My City & Canvas), please change your default password. (See Section 3.1).

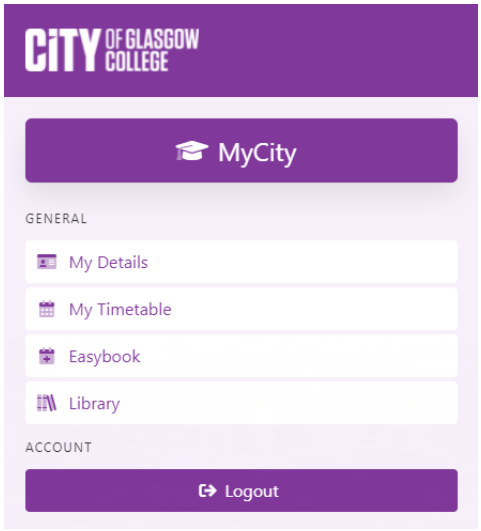
1. Log into the College VLE by clicking on the following link, or copying and pasting it into your browser: https://cas.cityofglasgowcollege.ac.uk/



- Enter your username and password.



- Once logged in, you will see the following box which has two options with some general links. Please click on “MyCity” to access the VLE.



This is what the “My City” homepage looks like, this is where you can see all the content of your course work. If you can log into the My City successfully but don’t see any coursework, your lecturer may not have uploaded any coursework yet, so please contact them in the first instance to check.

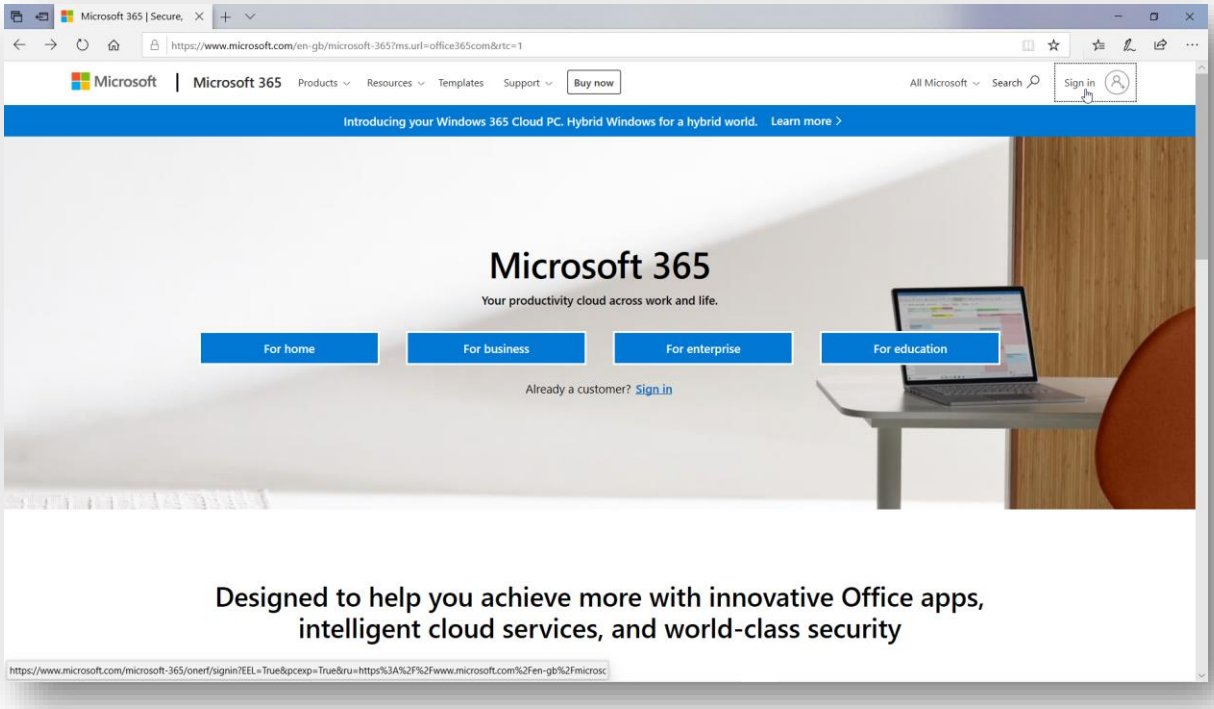
3.3 Logging into your College Email for the First Time

Your college email address will be your student ID followed by **@cityofglacol.ac.uk**

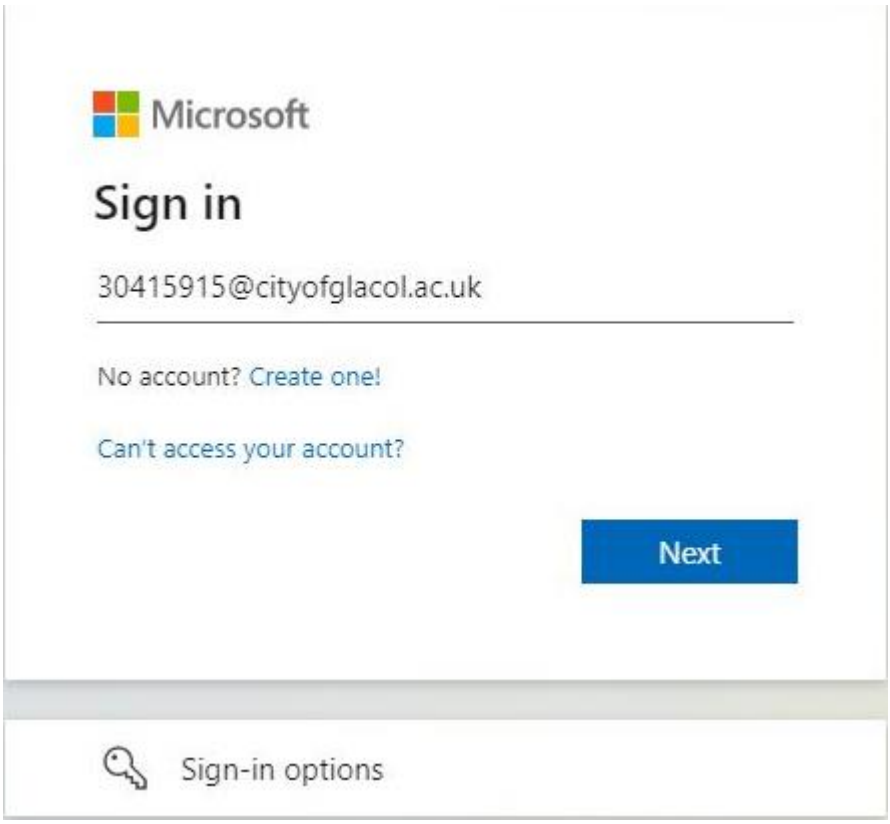
For example: 12345678@cityofglacol.ac.uk

Your college email is hosted within the College's Microsoft Office 365 environment. With this account, you also have access to a free full version of Office 365 and Microsoft Teams that you can use online and download to your computer or smartphone.

1. Log into your college email by clicking on the following link, or copying and pasting it into your browser: https://office365.com/
2. Click on **Sign in**



- Enter your college email (e.g. 12345678@cityofglacol.ac.uk) with your password (you must have already changed your default password through Citrix).



You will now be asked to set up MFA (Multi-Factor Authentication) for your College email account (Section 3.3.1).

3.3.1 Multi-Factor Authentication (MFA)

MFA is a new security option that the College has introduced this year to help keep student IT accounts safe by requiring you to “authorise” a log into your College email from another device. This means that if someone guessed your username & password they still couldn’t access your account.

You are required to set up MFA when you first access your College email account and decide which you would like to be your secondary “authentication” method will be:

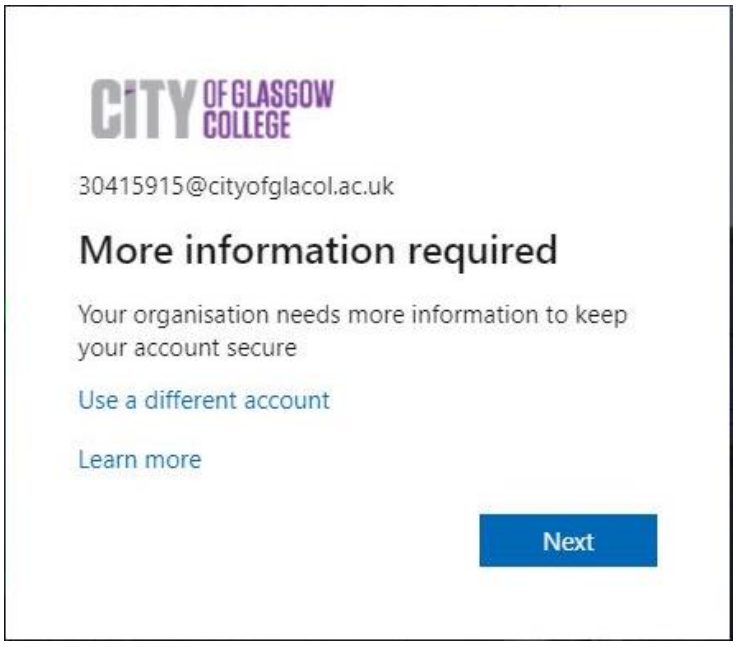
- Using your mobile phone and Microsoft Authenticator App (need to download from the App Store)
- Using your personal mobile to receive a SMS text containing a code
- Providing an alternative phone number for a text code to be called to

If you need any assistance from the IT Team to set up MFA, contact details are in Section 7.0.

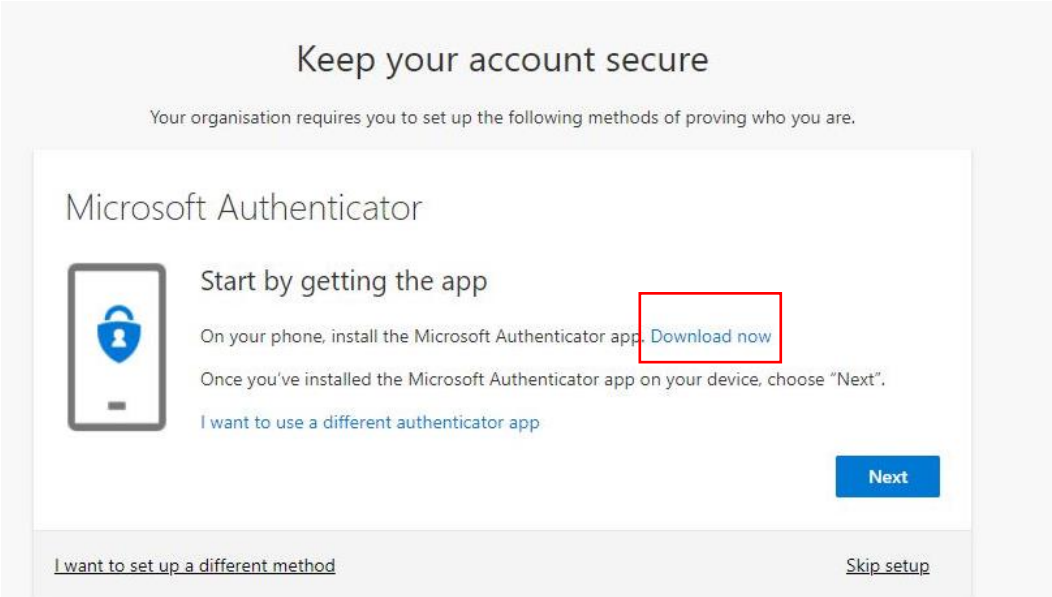
3.3.1.1 Using Microsoft Authenticator App

To configure your MFA option using Microsoft Authenticator app, refer to the steps below:

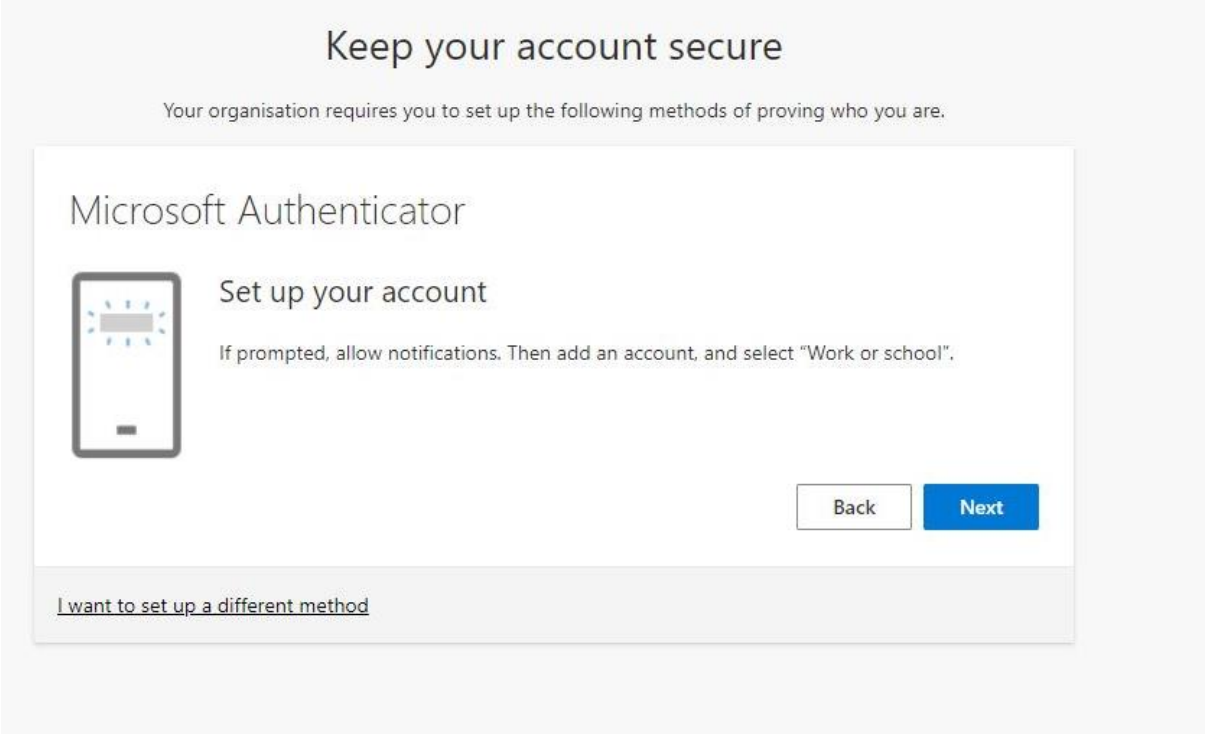
This is the screen you will see when logging into your email. Click “Next”



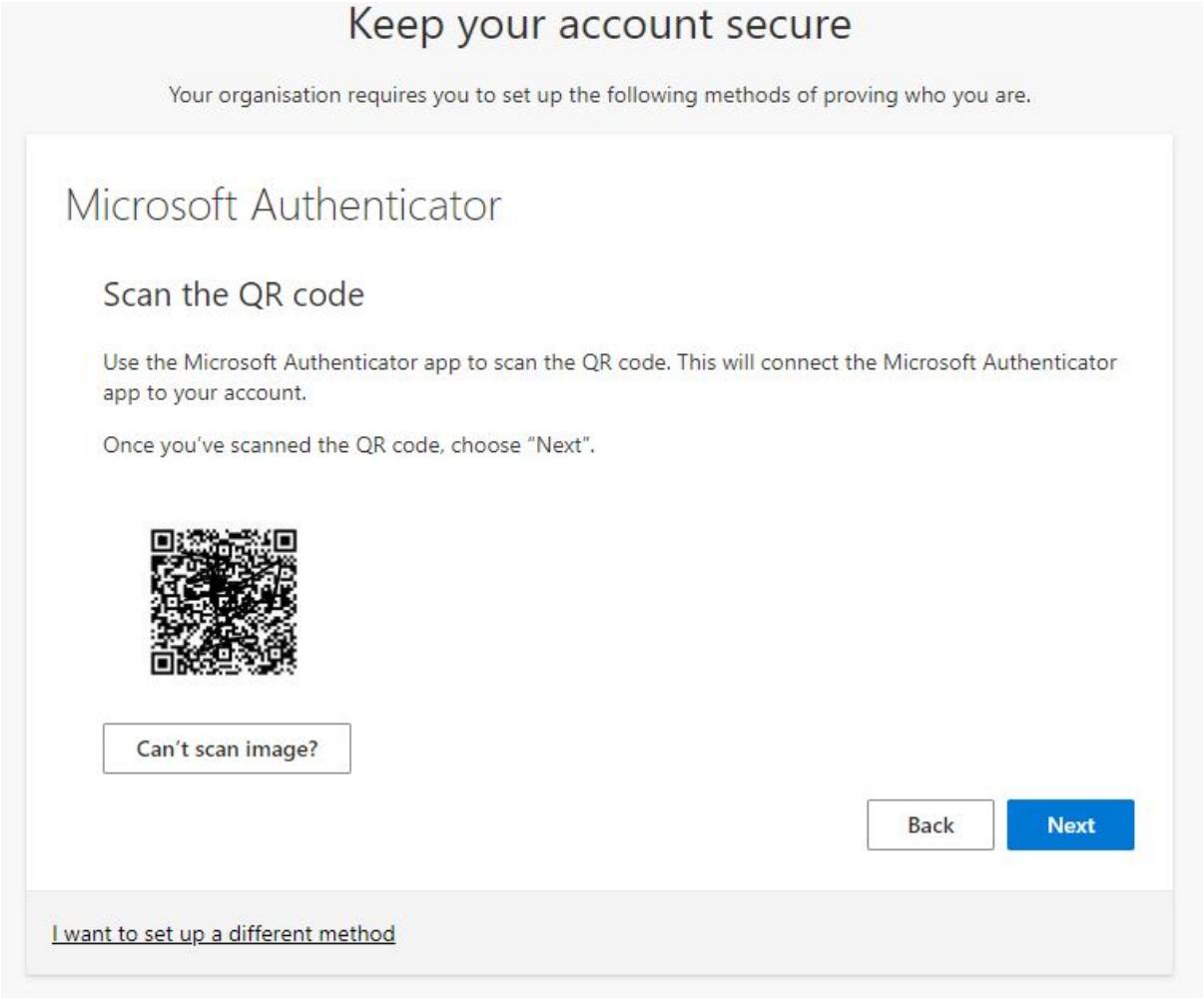
- Download the Microsoft Authenticator App onto your phone



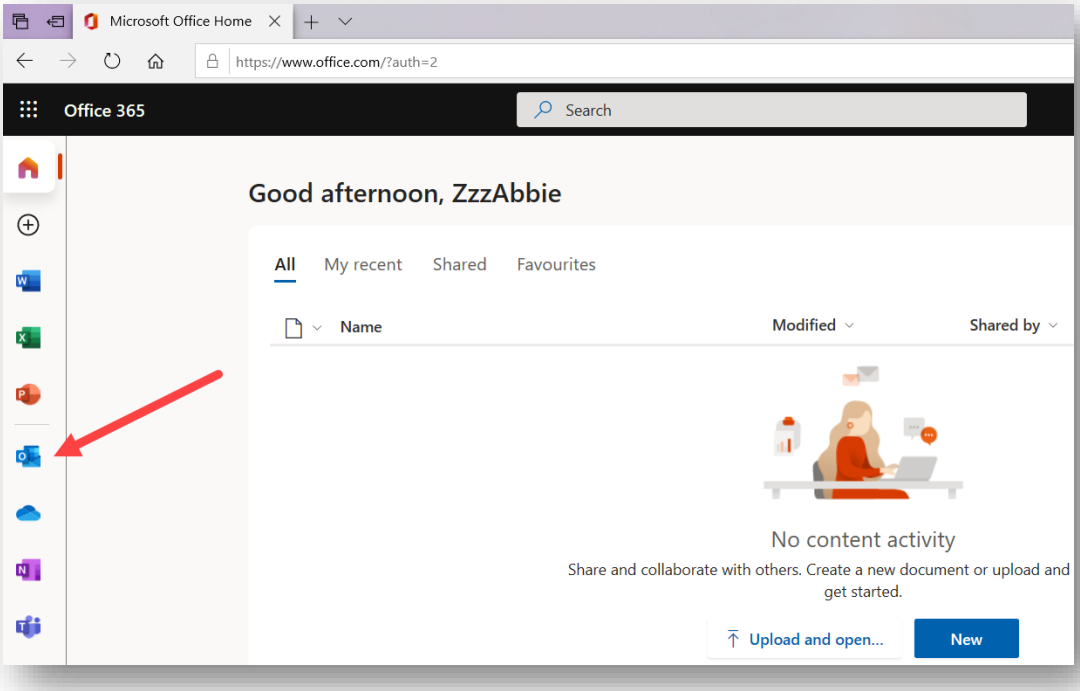
- Click “Next”

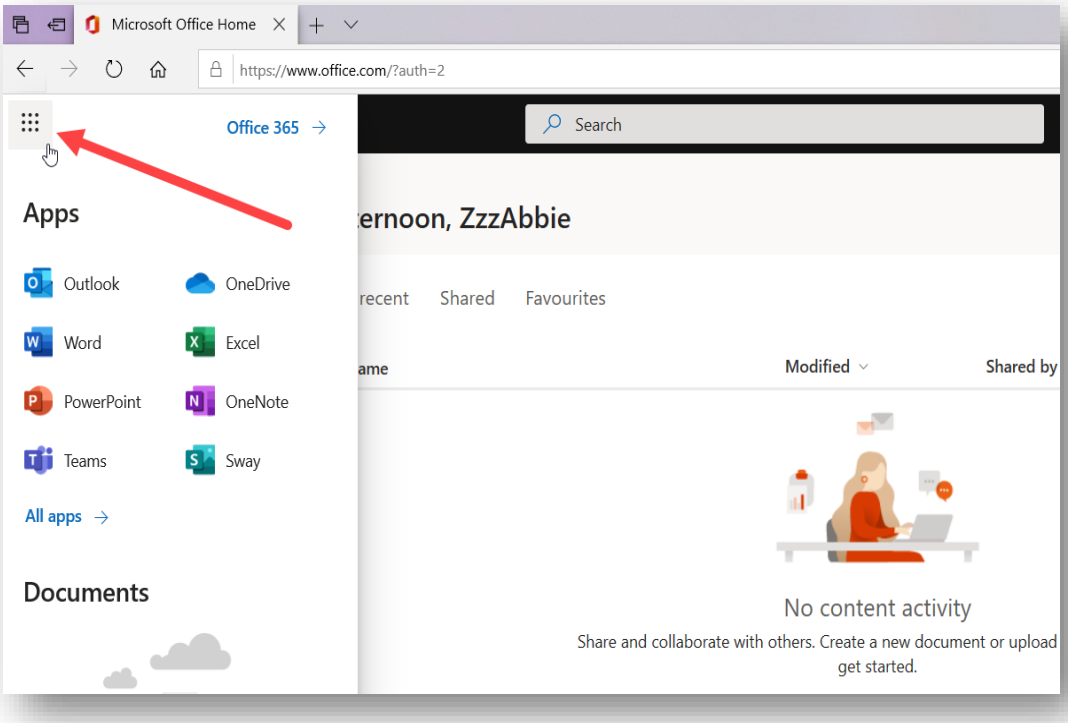


- Click “Next”, open up the MS Authenticator App on your mobile and scan the QR code (as shown below)



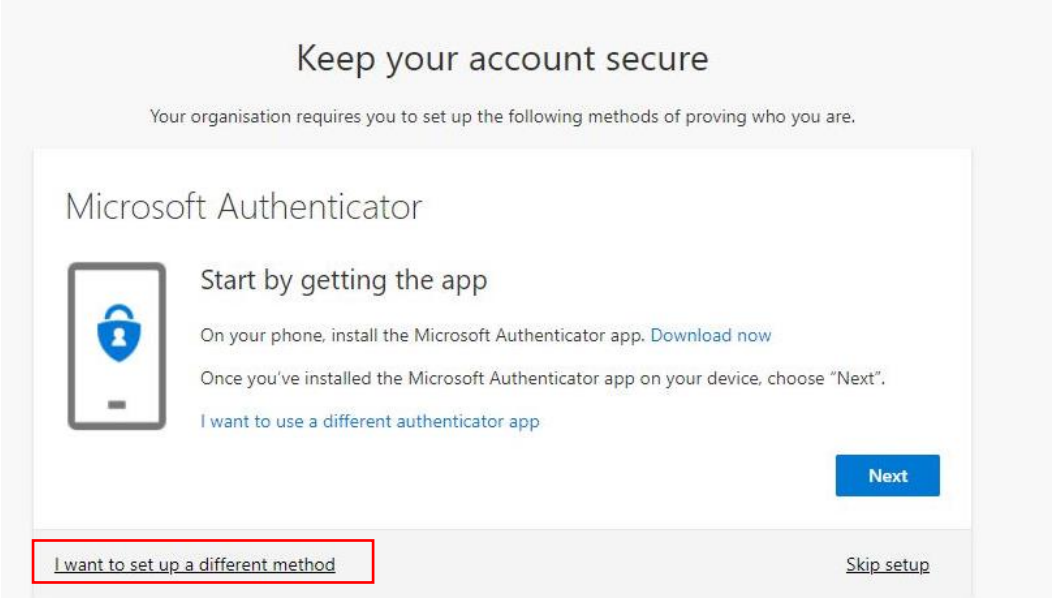
Once the QR Code is scanned using your phone, click “Next” and follow the instructions on your phone. You will then be able to access your College email account by pressing the Outlook icon (or the dots\waffle at the top left hand side of the screen).


Microsoft Office Home
https://www.office.com/?auth=2
Office 365
Search
Good afternoon, ZzzAbbie
All
My recent
Shared
Favourites
Name
Modified
Shared by
No content activity
Share and collaborate with others. Create a new document or upload and get started.
Upload and open...
New

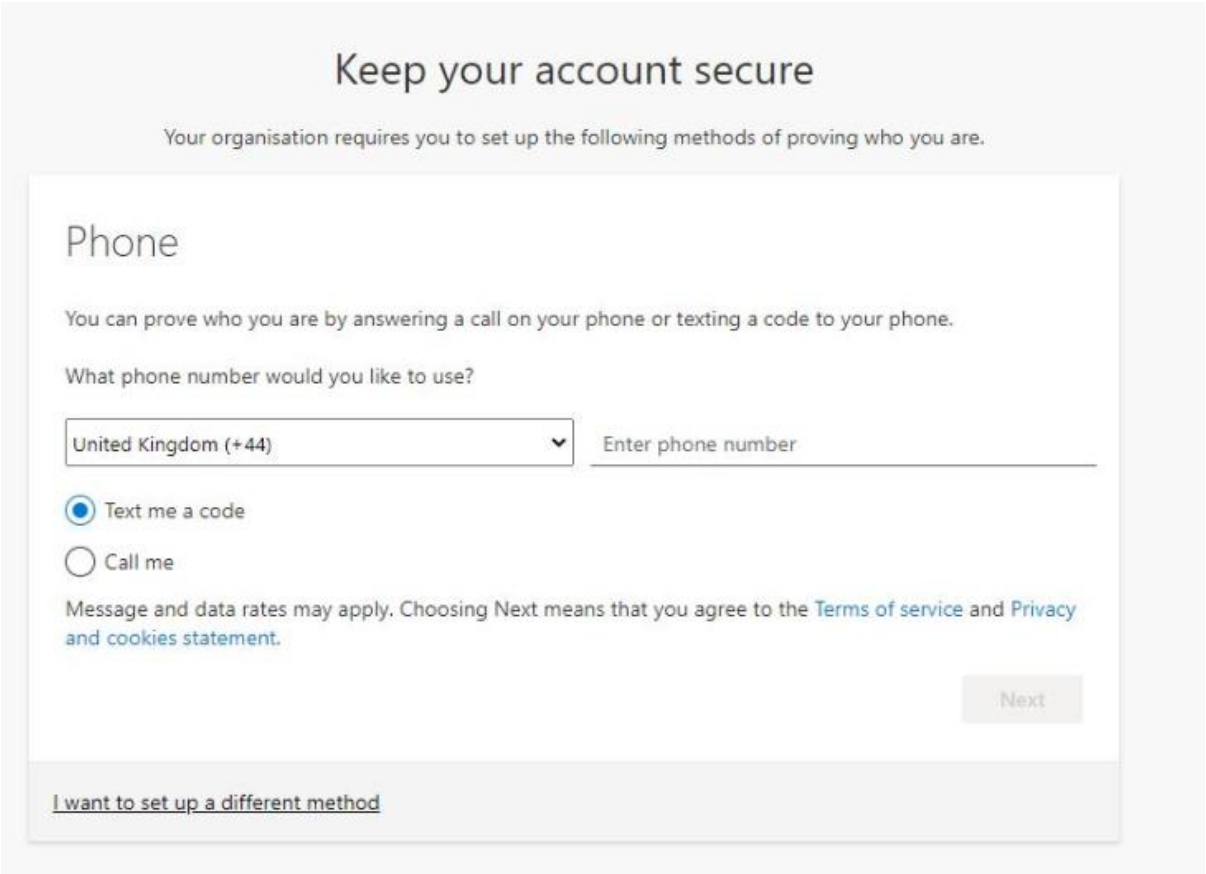

Microsoft Office Home
https://www.office.com/?auth=2
Office 365
Search
Apps
Outlook
OneDrive
Word
Excel
PowerPoint
OneNote
Teams
Sway
All apps
Documents
ernoon, ZzzAbbie
recent
Shared
Favourites
ame
Modified
Shared by
No content activity
Share and collaborate with others. Create a new document or upload
get started.

3.3.1.2 Using and alternative Authentication methods (SMS Text or landline)

When you log into your email for the first time, click the link below highlighted in red.



- After clicking “Next”, you can specify whether you would like to receive a code via SMS text or a call to a landline as your MFA verification method.
- If you wish to use a landline, select “Call Me”.

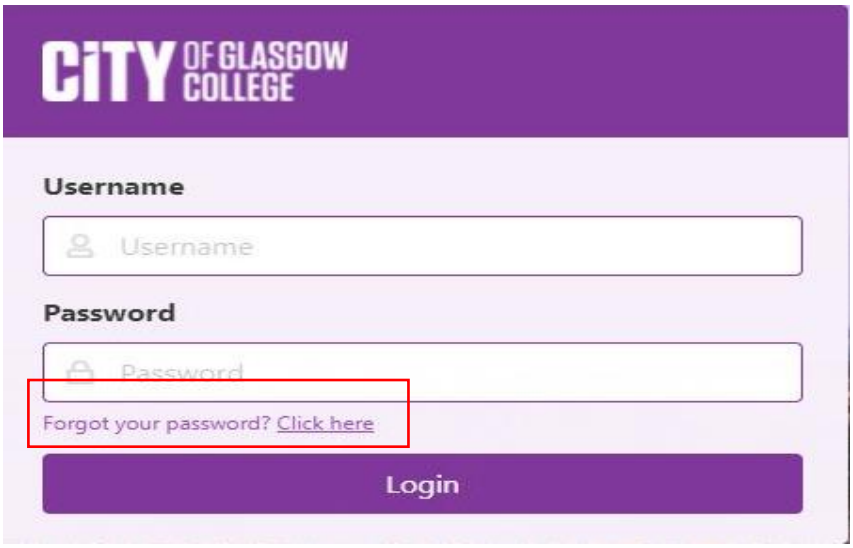


- You will then receive a notification via your preferred method to enter when prompted at the email login screen.
- Once you have entered the code, you will be able to access your College email as shown on Page 14.

4.0 Changing your College Password

4.1 Changing your College Password

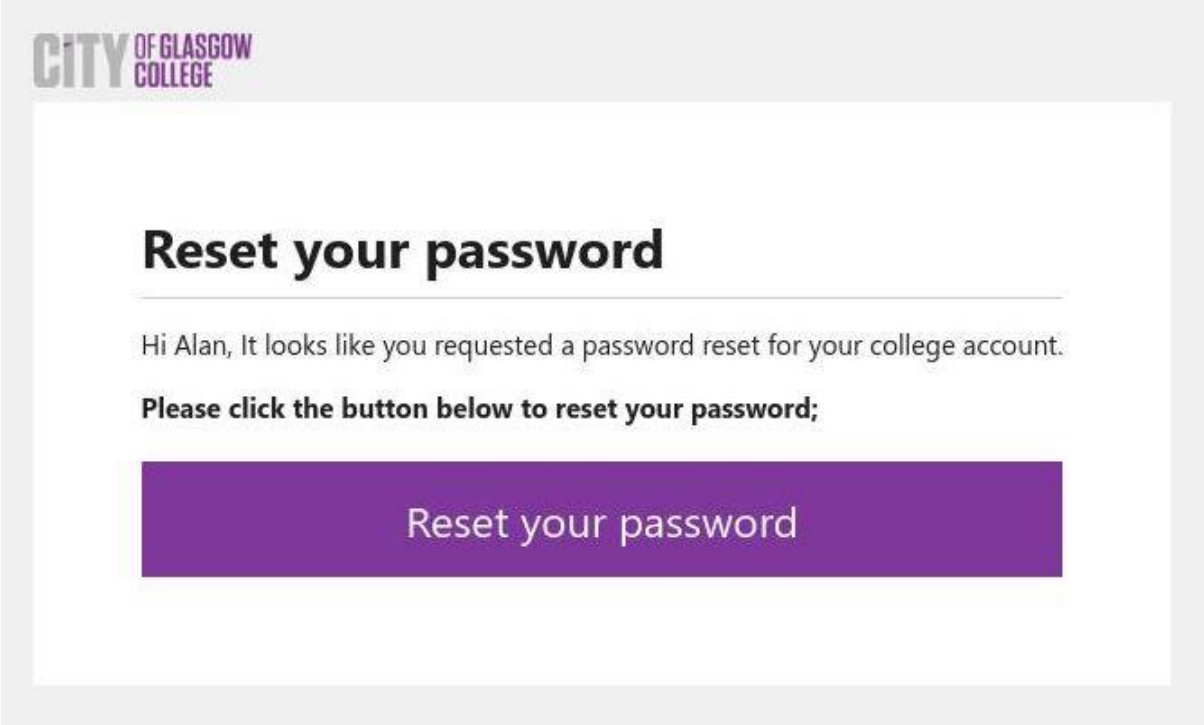
- Your password for logging into Citrix, the College VLE and Outlook email is the same. If you have forgotten your password, or want to reset it, click on the link on the VLE homepage.



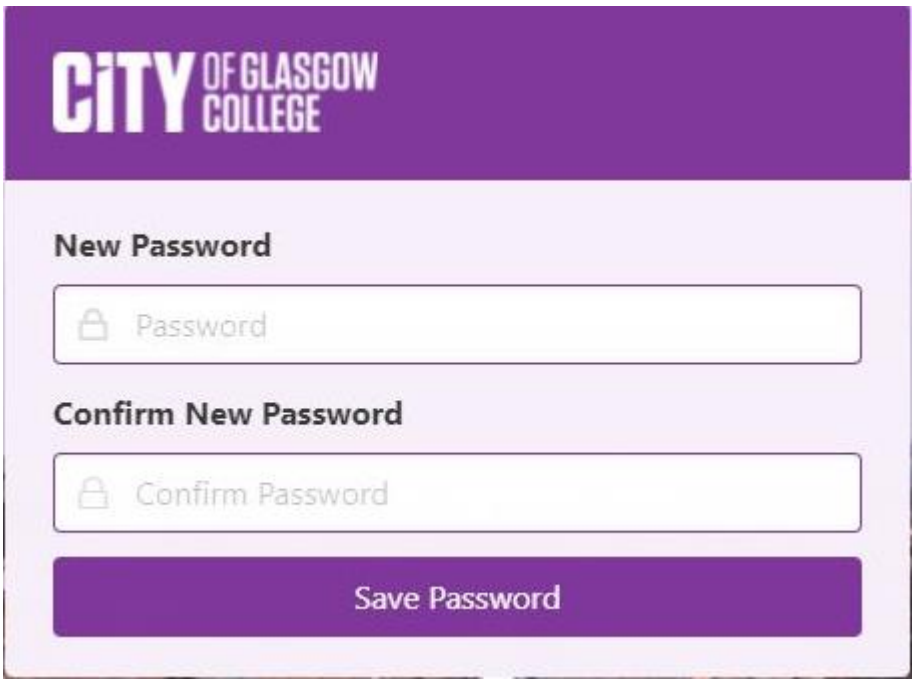
- After clicking on the above link, enter your username User ID (it's printed on your Student card) and supply your DOB and click on "Request Password Reset".

- An email will be sent to your college email account (for example 12345678@cityofglacol.ac.uk) and the alternative personal email account that you provided as part of the student enrolment process.

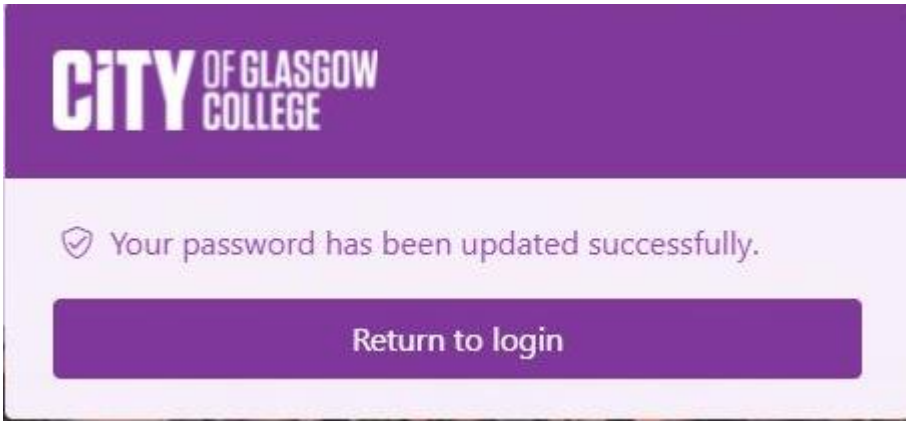
- Log into your email (College or Personal) and click on the link in the email with the subject **Reset your Password** (Following screenshot is what the Reset Your Password looks like).



- Follow the instructions to choose your new password, and click on **Save Password.**



- The following screenshot is an example of what a successful password reset looks like. Once completed, please click on “Return to login” which will take you to the default login page of the VLE.


CITY OF GLASGOW COLLEGE
Your password has been updated successfully.
Return to login

5.0 Logging into College IT Systems

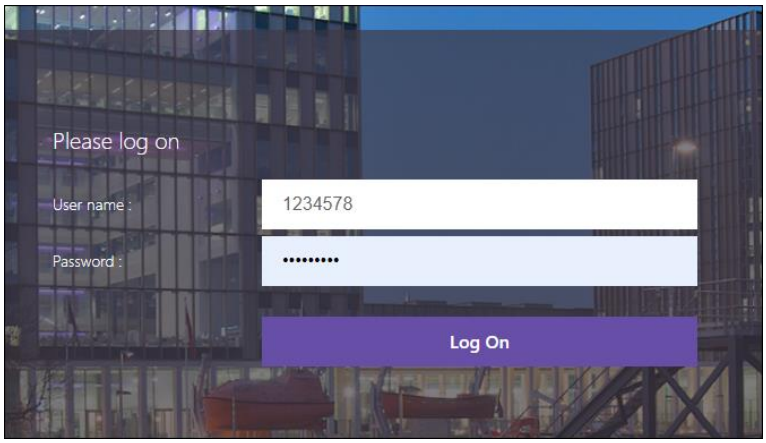
5.1 Citrix

Citrix is the College system which provides you with remote access to a Windows 10 virtual desktop where you can access software required for your learning.

This is currently available to students from Monday to Friday 7am-7pm. When the College buildings are closed for holidays, Citrix access is unavailable.

If you have never logged into Citrix before, please follow the instructions above in Section 3.1.

1. Log into Citrix by clicking on the following link, or copying and pasting it into your browser: https://remote.cityofglasgowcollege.ac.uk
2. If you have already logged for the first time and changed your default password, use your login and chosen password



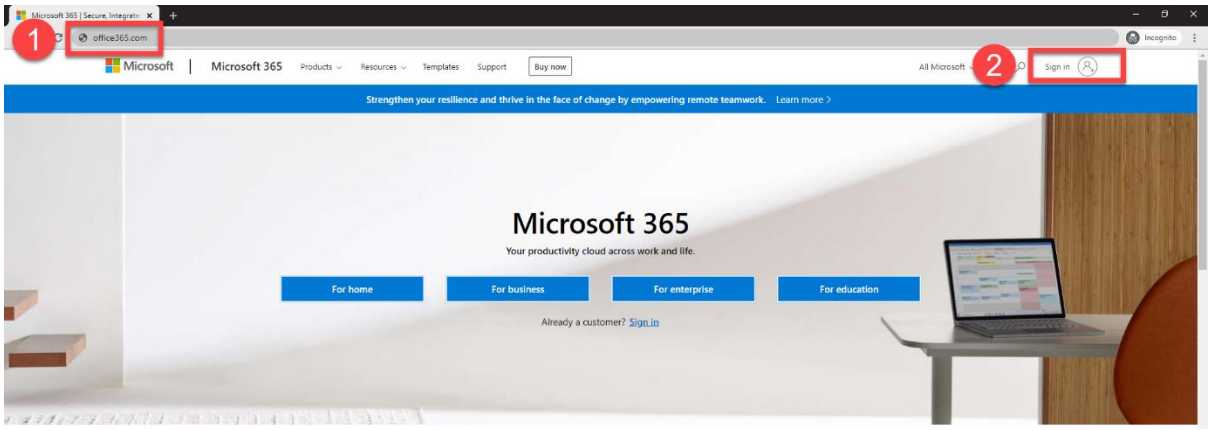
3. If you have a have a college-owned device, please click on **Detect Receiver** to use the installed Citrix Client that will launch the remote session in a new window
4. Otherwise, please click on **Use Light Version**, and the remote session will operate in the browser

5. Follow the instructions to finish your login

5.2 College Email

Please note: your College Citrix, VLE (My City & Canvas) and email passwords are the same.

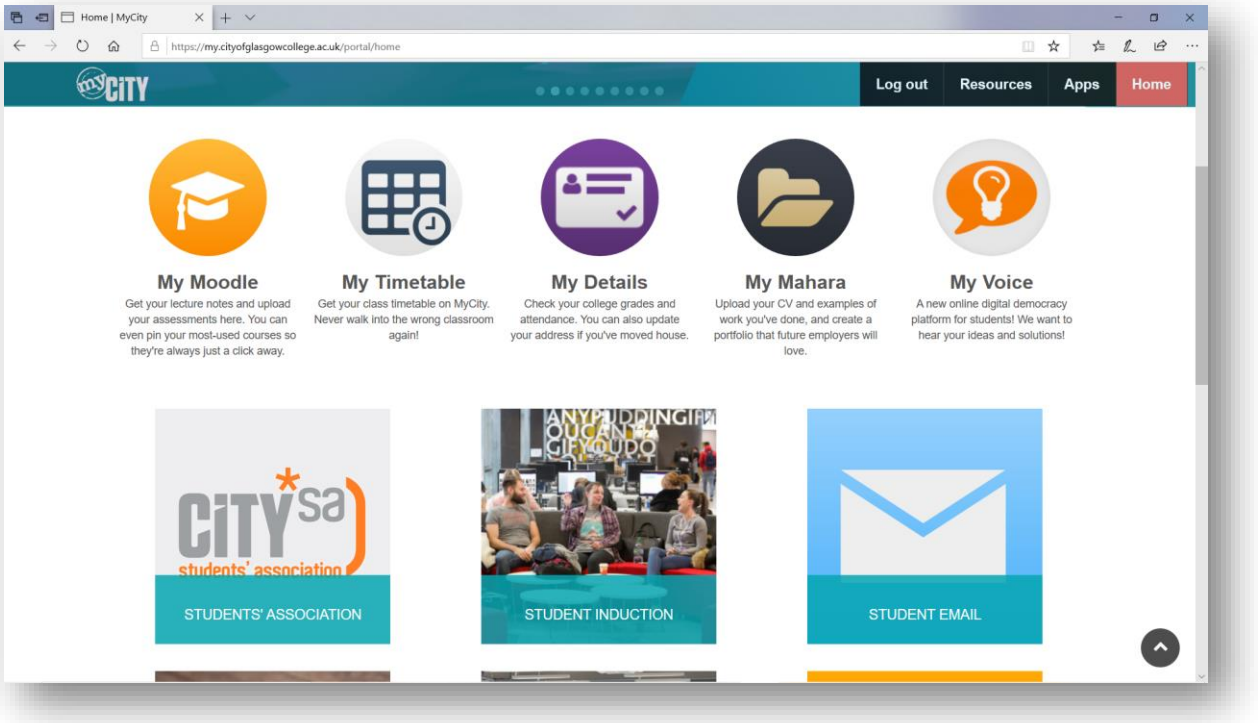
1. Log into your college email by clicking on the following link, or copying and pasting it into your browser: https://office365.com/
2. Click on **Sign in**



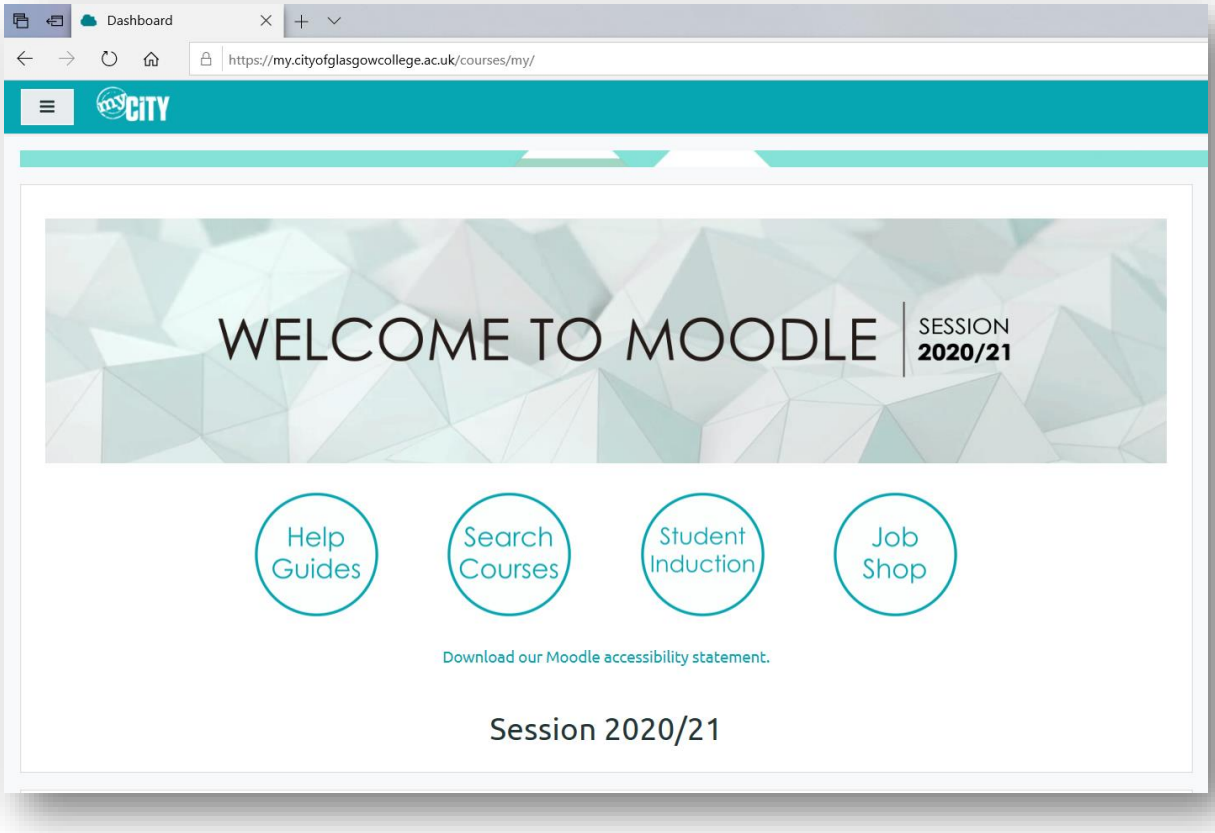
3. Enter your college email (e.g. 12345678@cityofglacol.ac.uk)

5.3 College VLE (My City\Canvas)

See Section 3.2 for log in details. Once successfully logged in you can access the services with the VLE.



1. To see your class materials, go to **My Moodle**. However, your lecturer may not yet have enrolled you into your classes. Please contact your lecturer (not the IT Service Desk), if you can successfully log into My City but cannot see your class materials within the “My Moodle” section (your lecturer may not have uploaded any materials yet).



2. You will find help guides to support your use of Moodle behind the help guides button in Moodle.
3. In block one some classes will be using our new Virtual Learning Environment **Canvas**. Over the academic year all classes will be moving across to this new platform. Your lecturer will let you know when you need to access Canvas.

6.0 Wi-Fi Connectivity on Campus

The wireless network E**duroam** 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).

6.1 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 E**duroam** 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: VLE username e.g. **1234567@cogc.ac.uk**

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

Password: Your VLE/ College network password

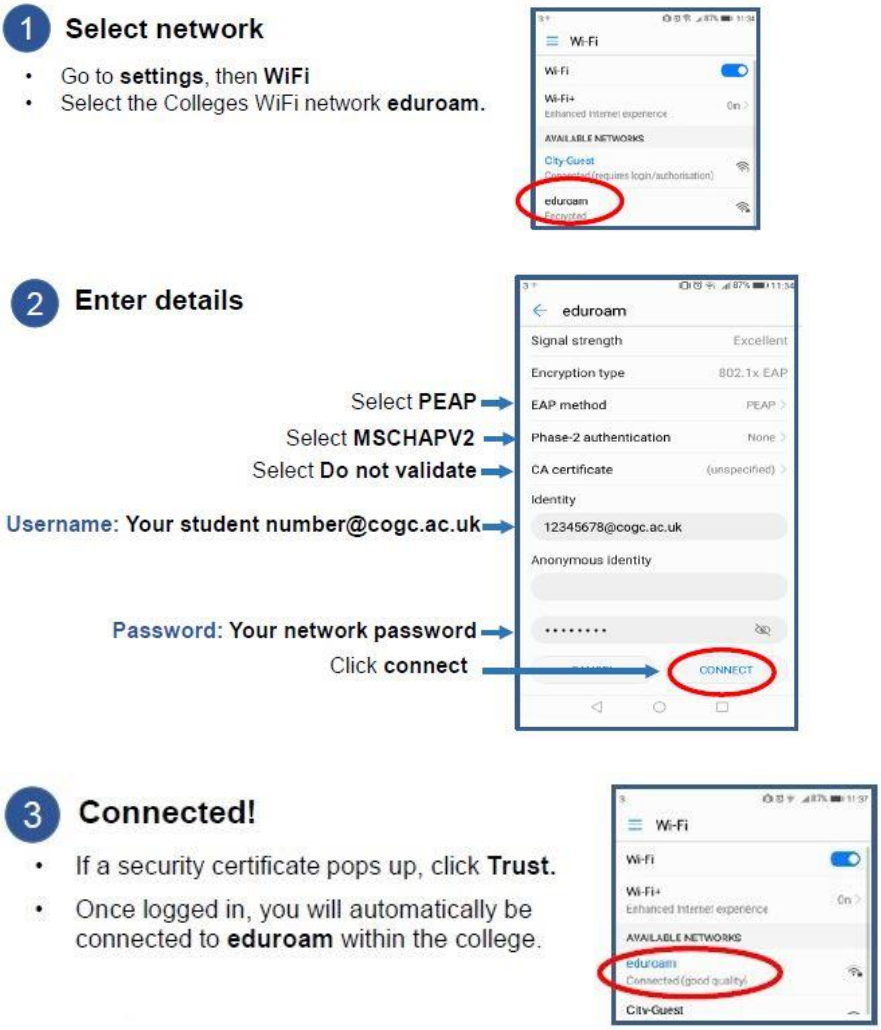
EAP Method: PEAP

Phase 2 authentication: MSCHAPV2

Domain: cogc.ac.uk (only if prompted)

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.



6.2 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 E**duroam**. 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:

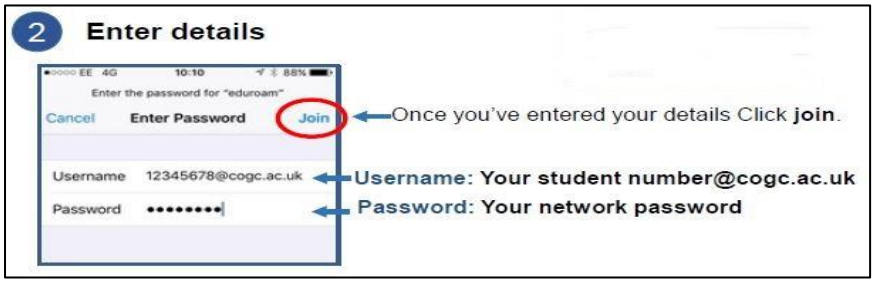
Students: VLE username e.g. **123456@cogc.ac.uk**

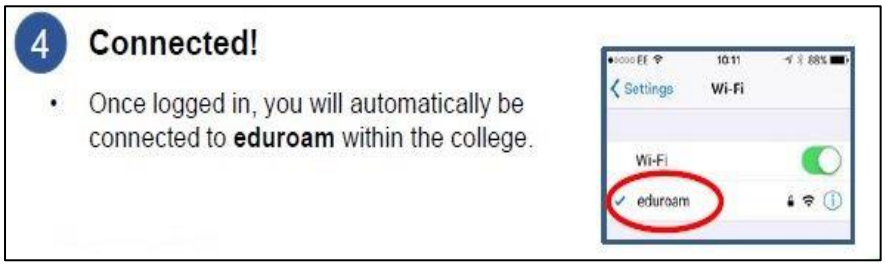
Password: Your VLE/ College network password

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.





6.3 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: VLE username followed by @cogc.ac.uk e.g. **123456@cogc.ac.uk**

Password: Your VLE/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.

6.4 MAC/OSX

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

Select the wireless network: **Eduroam**.

Username: VLE username followed by @cogc.ac.uk e.g. **123456@cogc.ac.uk**

Password: Your VLE/College network password

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

7.0 IT Support

If you need help, please contact our IT Service Desk:

- **Email:** ITServicedesk@cityofglasgowcollege.ac.uk
- **Telephone:** 0141 375 6600

8.0 VLE Support

If you are able to log into VLE (My City & Canvas), but have trouble accessing any of the services there, please contact your lecturer in the first instance to check you are properly enrolled on your course.