

# IT SERVICES STUDENT GUIDE

How to access:

Banner • Office 365 • Canvas • Wi-Fi



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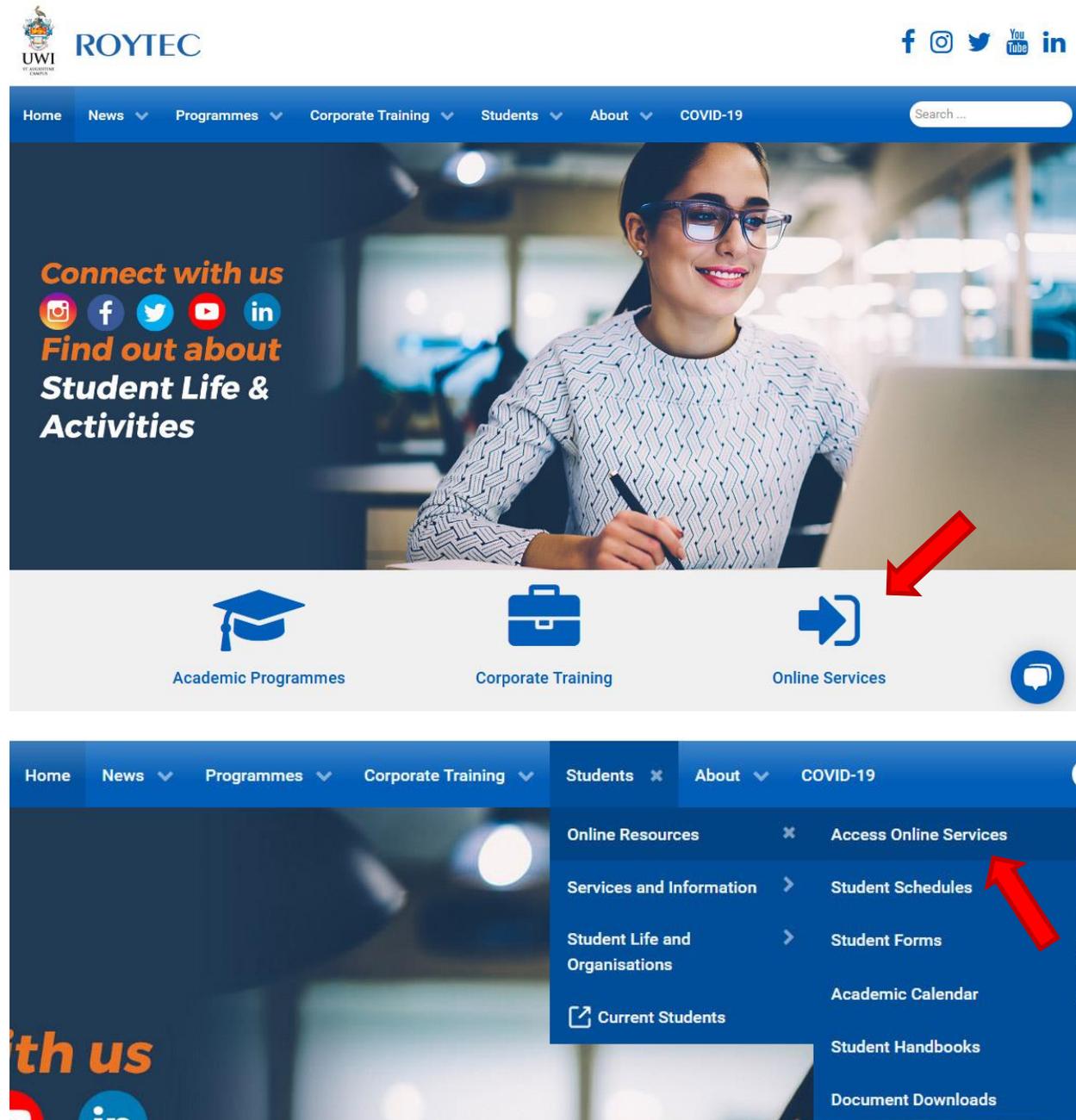
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## Accessing Online Services

Open your web browser and navigate to this website: <http://www.roytec.edu>

Navigate to the **Access Online Services** page using the link located below the slideshow on the home page **or** within the Students menu, Online Resources section.



Scroll down the Access Online Services page to locate the panels shown below and select the system you wish to access. Instructions specific to each system follows the below image.

**CANVAS IS NOW AVAILABLE**  
Students will be able to access Canvas for online classes (*select programmes*) and student support from September 2022. Scroll down for login options.

Please read the instructions for each system carefully before proceeding

Banner	Office 365	Canvas
<b>Student Administration</b>	<b>Email, SRC and Online Classes</b>	<b>Online Classes and Student Support (September 2022)</b>
<a href="#">Click here to sign in</a>	<a href="#">Click here to sign in</a>	<a href="#">Click here to sign in</a>
<b>For: Class Selection, Course Grades, Student Records, Student Transcripts</b>	<b>For: Email, Online Classes, Collaboration and Productivity Tools</b>	<b>For: Online Classes (<i>select programmes</i>) and Student Support</b>
User ID: Student ID number	Email address: StudentID@roytec.edu	Email address: StudentID@roytec.edu
PIN: Personal Banner PIN	Password: Date of birth in the format MMDDYYYY (month first, 4 digits for year)	Password: Date of birth in the format MMDDYYYY (month first, 4 digits for year)
<i>Note: Your Banner account is different to your Office 365 account</i>	<i>Signing in will take you to your email inbox:</i>	Manual:
<a href="#">Banner How-To Video Guide</a>	<ul style="list-style-type: none"><li>To access <b>Teams</b>:</li></ul>	<ul style="list-style-type: none"><li><a href="#">Canvas Student User Guide (pdf)</a></li></ul>

**Note:**

1. You have two distinct sets of credentials: Banner and Office 365
2. Your Canvas sign-in credentials are the same as your Office 365 credentials.
  - a. Changing your Office 365 password will change the password used to sign-in to Canvas.
3. Your Banner sign-in credentials are specific to Banner only.
  - a. Changing your Banner PIN will not be reflected on your Office 365 account.



## Banner (Student Administration)

Banner is the system used to select your classes at the start of each academic term and view your grades at the end of each academic term. Please note that new students may not have access to Banner until the registration period opens for your first academic term.

### UWI School of Business and Applied Studies Limited ROYTEC

Online Student Administration System



Please enter your **Student ID** as your User ID and your date of birth as your PIN in the format **MMDDYY** eg. November 29th 1980 should be entered 112980. You will be prompted to change your password upon successful login. Your changed password should be used for all future logins

If you have forgotten your PIN, please enter just your User ID and click the **'Forgot Pin'** button. You will be prompted with your Security Question to reset your pin.

To protect your privacy, please Exit and close your browser when you are finished.

User ID:

PIN:

### Signing in to Banner

- **User ID:** Your Student ID number (Example: 20990099)
- **PIN:** Your custom-set PIN (see below note for first-time instructions)

*NOTE: On first-time login or after a requested PIN reset, your PIN will be your date of birth in the format **mmddyy** (Note month first and only the last 2 digits for year: If your date of birth is 3<sup>rd</sup> Nov 2010, your password will be 110310)*

*You will be required to change this PIN on your first sign-in. Your custom-set Banner PIN is not the same as your Office 365 password and will not affect your Office 365 sign-in.*

### Banner User Manual

Please see the **Banner Student Training Manual** for details on using this system via:

ROYTEC.EDU → Access Online Services → Banner panel (below the sign-in button)

## Office 365 (Email and Class Teams)

Office 365 provides access to a variety of online resources on the Microsoft 365 platform including:

1. Email Services
2. Microsoft Teams for online classes
3. The Student Resource Centre (SRC)

Please be advised that full access to Office 365 is dependent on the successful completion of class selection on Banner. Your classes on Microsoft Teams become available from the first day of the respective classes once your online registration was done prior to the start of the term.

### Signing in to Office 365

- **Email Address:** StudentID@roytec.edu (Example: 20990099@roytec.edu)
- **Password:** Your Office 365 password (see below note for first-time instructions)

*NOTE: Your default Office 365 password is your date of birth in the format **mmddyyyy** (Note month first and all 4 digits for year: If your date of birth is 3<sup>rd</sup> Nov 2010, your password will be 11032010)*

*You are not currently required to change this password, but the option exists through your account settings after signing in. Your Office 365 password is not the same as your Banner PIN and will not affect your Banner sign-in.*

### **Account Conflicts**

You may experience difficulty accessing all Office 365-based services if you are signed in with another Microsoft account such as a personal or employer-issued email in the same web browser. Please sign out of these other sessions or use a different web browser to avoid this conflict.

### Email

You will be taken to your email inbox (Microsoft Outlook web version) after signing in. You will receive important administrative and lecturer correspondence at this address: It is your responsibility as a student to check your email account on a regular basis.

You can also visit the following direct link: <https://mail.office365.com/>

*You are encouraged to add your student email to your personal mobile device to ensure you do not miss correspondence. Please follow the instructions specific to your device for this process and select Microsoft 365 if given the option for account type.*

## Teams (Online Classes)

You can access Online Classes with Microsoft Teams (web version) by selecting the Teams icon on the left-hand panel after signing-in to Office 365. The icon will appear as follows:



You can also visit the following direct link: <https://teams.microsoft.com/>

### **Please note:**

1. *You are encouraged to install the Microsoft Teams app on your device rather than only using the web version.*
2. *You will get the best online class experience with a laptop or desktop computer equipped with a microphone and camera.*

## Teams User Manual

Please see the **Student User Guide for Online Classes** for details on using Teams via:

ROYTEC.EDU → Access Online Services → Office 365 panel (below the sign-in button)

## Student Resource Centre (SRC)

You can access student resources on the Student Resource Centre (SRC) by using the direct link located on the Access Online Services page at roytec.edu, near the bottom of the Office 365 sign-in block.

You can also visit the following direct link: <https://roytec.sharepoint.com/sites/srchub/>

## Canvas (Support and Select Classes)

Canvas is UWI-ROYTEC's Learning Management System (LMS). Following the Canvas sign-in button on the Access Online Services page will take you to the Canvas introduction page. This page contains both the sign-in link and assistance with using the Canvas LMS.

### Canvas



Canvas is UWI-ROYTEC's new Learning Management System (LMS). Click or tap the below button to get started and sign in with your student email address and password when prompted.

[Sign in to Canvas](#)

[Not sure where to begin? Scroll down for guidance!](#)

Canvas is currently used for student support services for all students effective September 2022, and online classes for select programmes only. Refer to guidance regarding your programme if this applies to you.

### Signing in to Canvas

***Your Canvas sign-in credentials are the same as those used for Office 365.***

### Canvas User Manual

Please see the **Canvas Student User Manual** for details on using this system via:

ROYTEC.EDU → Access Online Services → Canvas (below the sign-in button)

## Campus Wi-Fi Service

The campus Wi-Fi service provides internet access for your personal devices while physically on-campus at UWI-ROYTEC. *This service cannot be accessed remotely.*

### Connecting to Wi-Fi

Using your device's Wi-Fi settings, look for and connect to the **UWI-ROYTEC** wireless network

- Enter the network key/password as **uwiroytec**
- *Many devices provide a notification message when wireless networks are in range. Clicking or tapping on this message will usually open your Wi-Fi settings, but this may vary between devices.*

Once connected to the **UWI-ROYTEC** wireless network, you can access the internet via your web browser and other internet-enabled apps such as email apps and the Microsoft Teams app.

### Wi-Fi troubleshooting

#### ***If you cannot locate the network:***

- Ensure your device's Wi-Fi connection is switched ON.
- Ensure you are not in Airplane Mode as this disables Wi-Fi. Please be guided by your device's user manual as necessary.
- Refresh the wireless network list on your device or turn your device's Wi-Fi off and on again.

#### ***If you cannot connect to the network:***

- Verify that you have a good signal strength and have entered the network key correctly.
- Ensure your device's connections have not been limited by an employer or other organisation.

#### ***If you are using an employer-issued device:***

- Verify with your organisation's IT department that there are no restrictions or custom configurations that may prevent your device from accessing an external Wi-Fi service. *UWI-ROYTEC does not have the authority to override your employer's device settings.*