



# IT SERVICES STUDENT GUIDE

How to access:

Banner • Microsoft 365 • Canvas • Wi-Fi



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## Accessing Online Services

Open your web browser and navigate to this website: [www.roytec.edu](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.

The screenshot shows the UWI ROYTEC website interface. At the top, there is a navigation bar with links for Home, News, Programmes, Corporate Training, Students, and About. A search bar is located on the right side of the navigation bar. Below the navigation bar is a large banner featuring a young man and woman, with text that reads: "Choose from a wide selection of our Academic Programmes. Enter with CXC/CSEC qualifications." To the right of the banner is a navigation bar with icons for Academic Programmes (graduation cap), Corporate Training (briefcase), Online Services (arrow pointing right), and a chat icon. A red arrow points to the Online Services icon. Below this is a dropdown menu for the Students link, which contains several options: Online Resources, Services and Information, Student Life and Organisations, and Current Students. The Online Resources section is expanded, showing links for Access Online Services, Student Schedules, Student Forms, Academic Calendar, Student Handbooks, and Document Downloads. A red arrow points to the Access Online Services link.

Scroll down the Access Online Services page to locate the panels shown below and select the system you wish to access.

<p><b>Banner</b></p> <hr/> <p>Student Administration</p> <p><a href="#">Click here to sign in ↗</a></p> <p>For: Class Selection, Course Grades, Student Records, Student Transcripts</p>	<p><b>Microsoft 365</b></p> <hr/> <p>Email, SRC and Teams</p> <p><a href="#">Click here to sign in ↗</a></p> <p>For: Email, Collaboration and Productivity Tools</p>	<p><b>Canvas</b></p> <hr/> <p>Online Classes and Student Support</p> <p><a href="#">Click here to sign in ↗</a></p> <p>For: Online Classes, Course Resources and Student Support</p>
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**Note: You have two distinct sets of credentials: Banner and Microsoft 365**

1. *Your Canvas sign-in credentials are the same as your Microsoft 365 credentials.*
  - a. *Changing your Microsoft 365 password will change the password used to sign-in to Canvas.*
2. *Your Banner sign-in credentials are specific to Banner only*
  - a. *Changing your Banner PIN will not change your Microsoft 365 password*
  - b. *Changing your Microsoft 365 password will not change your Banner PIN*



## 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. Changing your Banner PIN will not change your Microsoft 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)

## Microsoft 365 (Email and Teams)

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

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

Please be advised that full access to Microsoft 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 Microsoft 365

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

Your default Microsoft 365 password is uppercase **R** followed by your **date of birth in the format MMDDYYYY** followed by an **exclamation mark (!)**. Note your date of birth must state the month first, use all four digits for year and enter leading zeroes to fill in any single-digit months or days.

*For example, if you were born on January 25th, 1990 then your password is: **R01251990!***

### Multi-Factor Authentication (MFA)

MFA is required at UWI-ROYTEC and means receiving a second form of verification when signing in, similar to what you may already experience with personal email or banking accounts: You will be prompted to set up MFA on your first account sign-in. *Authenticator Apps such as Microsoft Authenticator or Google Authenticator are recommended. SMS verification is supported but not recommended.*

Please see the **MFA Setup Guide** for further assistance with this process via:

ROYTEC.EDU → Students → Online Resources → Document Downloads → Services Brochures

### Note:

- *Only opt to remain signed in when using a personal device*
- *M365 passwords may be changed via account settings but is not required*

## Email

You will be taken to your email inbox (Outlook) 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: [mail.office365.com](mailto:office365.com)

**Don't miss important correspondence:** Install the Outlook app to your mobile device using the App Store (Apple) or Android Play Store (Android) and sign in using your student email address.

## Teams (Online Class Meetings, Chat and Support)

You can access online class sessions, direct chat messaging and the Support for Online Learning Team 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: [teams.microsoft.com](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: [roytec.sharepoint.com/sites/srchub](https://roytec.sharepoint.com/sites/srchub)

## Canvas (Online Classes and Student Support)

Canvas is UWI-ROYTEC's Learning Management System (LMS), used for online courses and course resources, student support services and access to online class sessions held on Microsoft Teams.

Following the Canvas sign-in button on the Access Online Services page on roytec.edu will take you to the Canvas introduction page. This page contains both the sign-in link and assistance with using Canvas.

### 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 used to deliver resources and assignments for both online and face-to-face classes. Students should regularly check their classes on Canvas whether any given class is held in person or online.

### Signing in to Canvas

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

### Canvas User Manual

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

ROYTEC.EDU → Access Online Services → Canvas (*scroll down past 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: This disables Wi-Fi.
- 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 prevent your device from accessing external Wi-Fi services. *UWI-ROYTEC does not have the authority to override your employer's device settings.*