

Technology Help for Learners



Bord Oideachais & Oiliúna
LUIMNIGH & AN CHLÁIR
LIMERICK & CLARE
Education & Training Board

**COLLEGE OF FURTHER
EDUCATION & TRAINING**



Nearest tech help

The first Place to find answers for all your technical support questions is through your course, from the teaching staff and support staff in your campus.

★ What is my @lcefb email address and password?



2023

A staff member will give you your email address and password. Learner email addresses contain the year of enrolment and the word "learner". Input the full address for checking your email or logging into your VLE.

You will be given a password with your email. Write it down if you think you will forget it. You can also change your password to something more easily remembered



All IT Help begins with your course teacher. Ask them for help first. If they cannot resolve the issue they can relay the problem on to get technical support for you.

Where is my VLE?

Some courses use a VLE - Virtual Learning Environment. This may be either Teams or Moodle



1 Open the Browser on your device

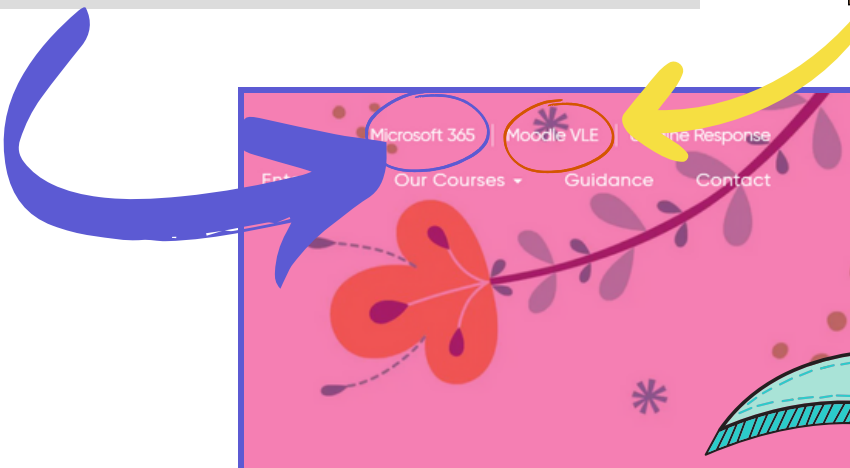
2 Type www.collegeoffet.ie into the address bar

3 On the top right of the page click on Microsoft 365

Open the Browser on your device

Type www.collegeoffet.ie into the address bar

On the top right of the page click on Moodle VLE

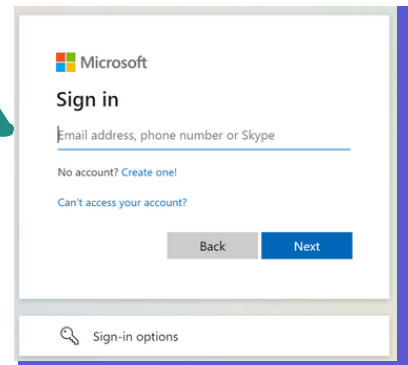
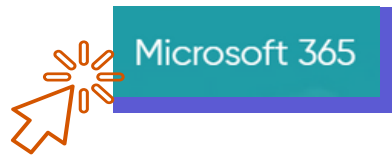


Log on to Moodle or Teams using your full @lcteb email address and password

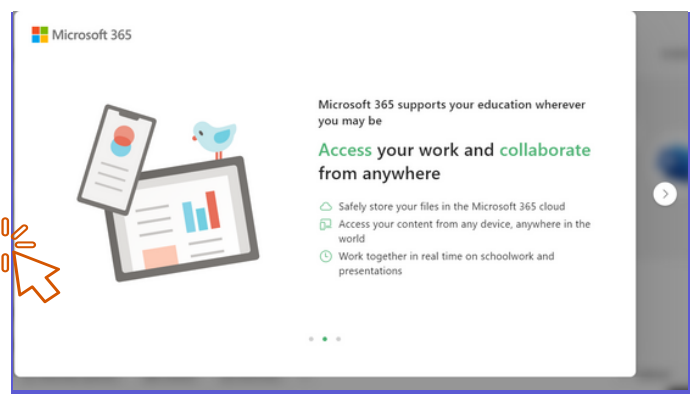
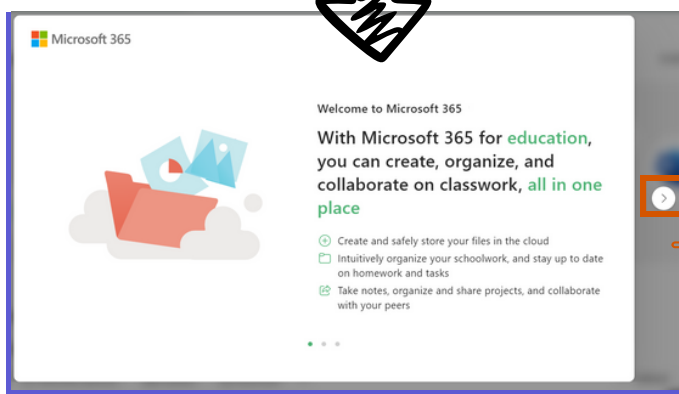
What do I use to create my Assignments?



You can access Microsoft apps like Word to use on your own device to type up your assignments. Open Microsoft apps by typing in www.collegeoffet.ie to your browser. On the top right of the page click on Microsoft 365. Sign in using your @lcteb email address and password.

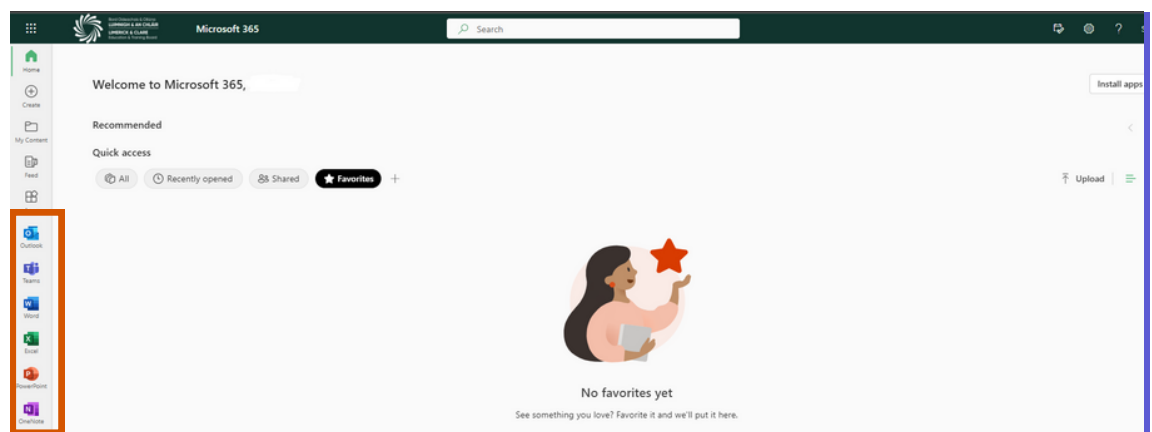


When you sign in for the first time you will receive pop-up windows similar to below.



Click the arrows on the right to reveal your Microsoft 365 home screen.

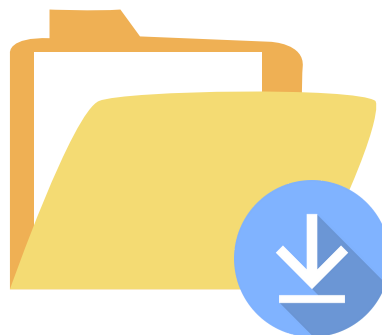
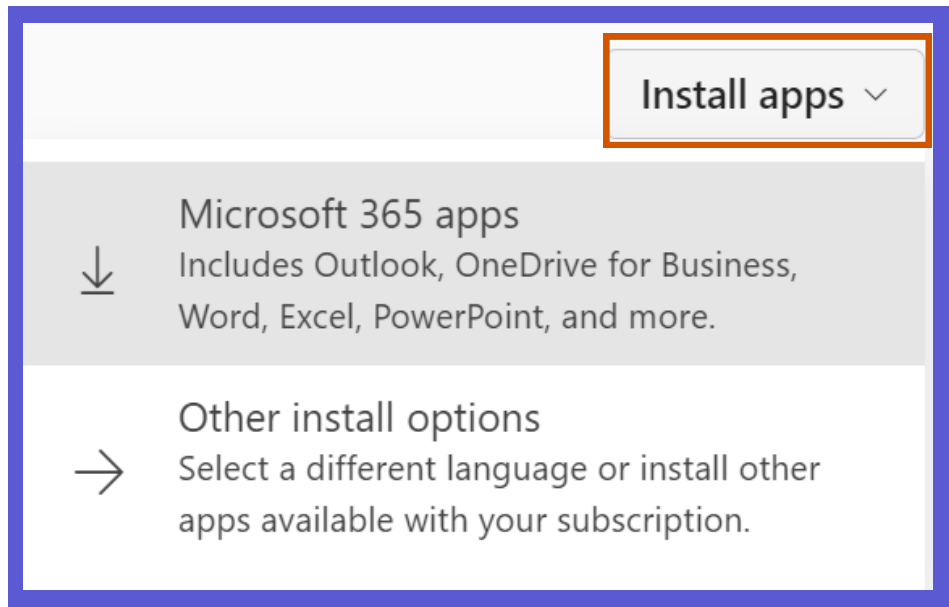
Microsoft Apps are listed on the left of your home screen. Select an app from the list to open it.



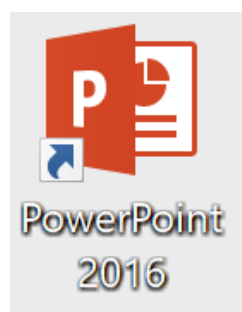
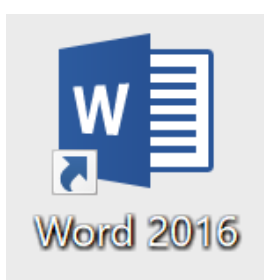
What do I use to create my Assignments?



You can also install Microsoft apps to use on your own devices by clicking on the "Install apps" button on the top right of the Microsoft 365 home screen.



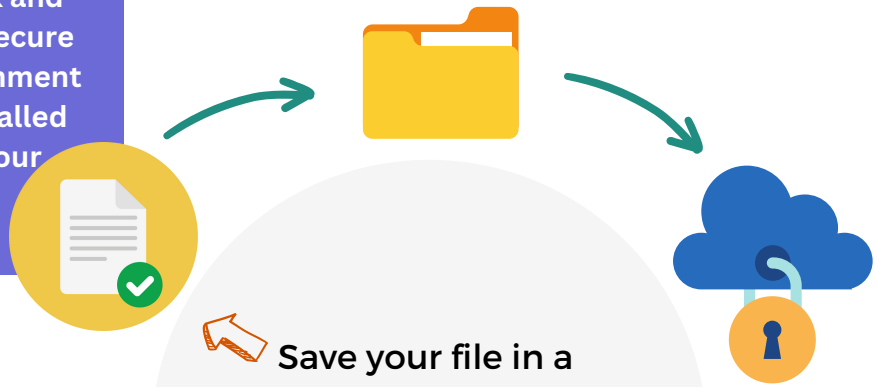
The software will commence downloading on your computer. Once it has finished downloading, you will need to run the software and follow the steps to complete the installation. Once installed, you should be able to access Windows products from your desktop or applications list.



Where can I save my assignments?



As an learner with Limerick and Clare ETB you have a safe secure place to store all your assignment work and course files. It's called OneDrive and is part of your Microsoft account.



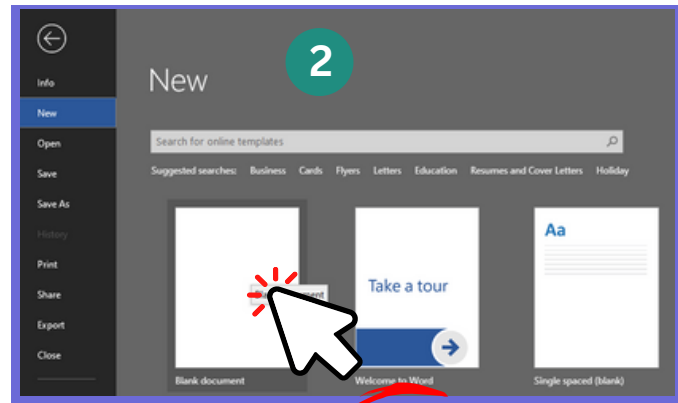
Save your file in a secure folder that is stored on the OneDrive Cloud.

How?

1 Open Microsoft Word on your device by double clicking on the Word icon

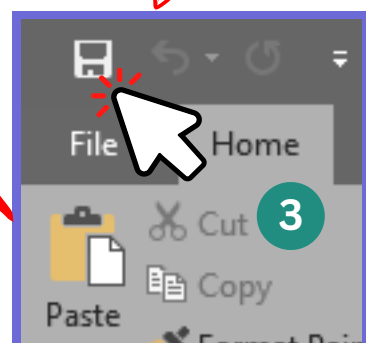
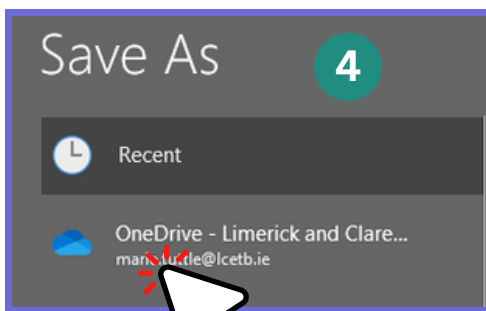


2 Double click on Blank document to create a new assignment



3 On the top left corner of the page click on the save icon

4 In the Save As menu double click on OneDrive, type in a file name and click on the save button



Can I use my own Laptop on Campus?



Yes. Most courses require learners to BYOD (bring your own device). Our teaching staff, or learning support staff will help you to connect to the WiFi.



What if I have no device?



We understand that having a device is not feasible for everyone. If it is not feasible for you then consider applying for a Loan Device



1

Open your browser and type in www.collegeoffet.ie into your browsers address bar

2

On the top right of the page click on Learner Supports.

Learners ▾

Learner Charter

Learner Supports

Learner Payments



3

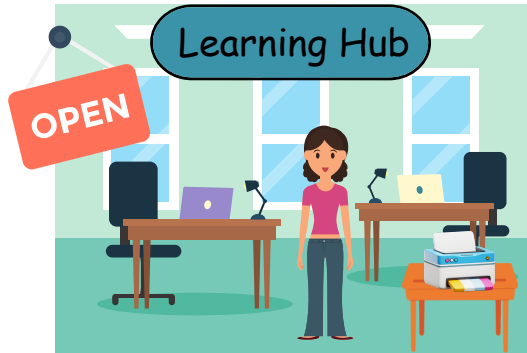
On the new page Click on Register now and fill in the online form.

REGISTER NOW

Can I use computers and get help on campus?



Yes. We advise all of our learners to visit their nearest Learning Hub for more information about locally-available help and supports

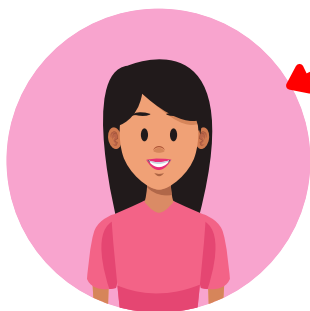


You can use computers and the internet to research and type up assignments



You can attend workshops on academic writing to help you succeed with your assignments

What can I do at the Hub?



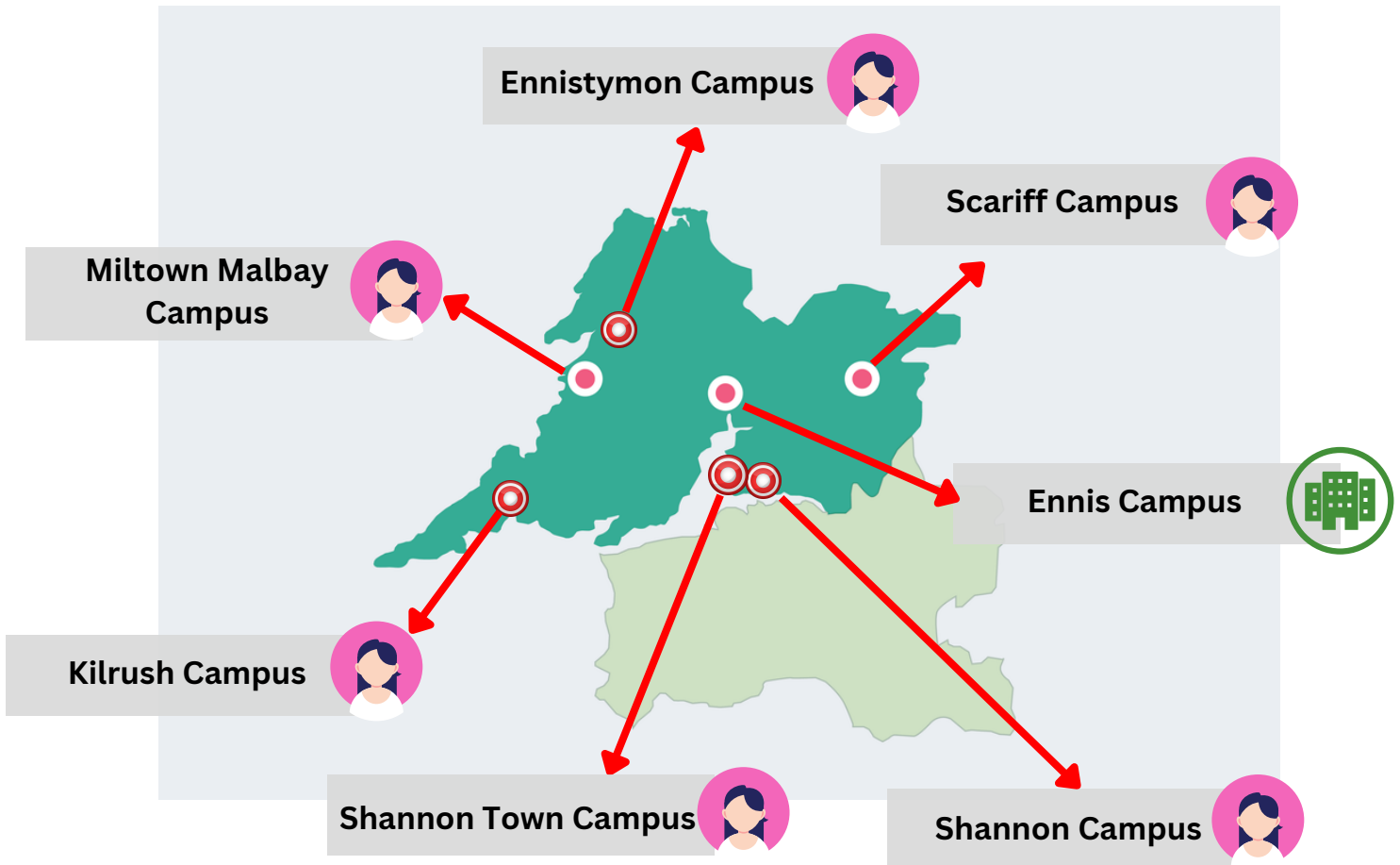
You can ask hub staff for help with technical issues and with getting started



You can use printers to print off assignments and class resources

Limerick & Clare ETB Learning Hubs & Learner Support Staff Locations

Co. Clare



CONTACT US

Miltown Malbay, North & West Clare
Contact: imelda.cahalan@lcebtb.ie

Shannon, South & East Clare
Contact: regina.oconnor@lcebtb.ie

Ennis
Contact: solomon.zewdu@lcebtb.ie



Location has learner support staff only



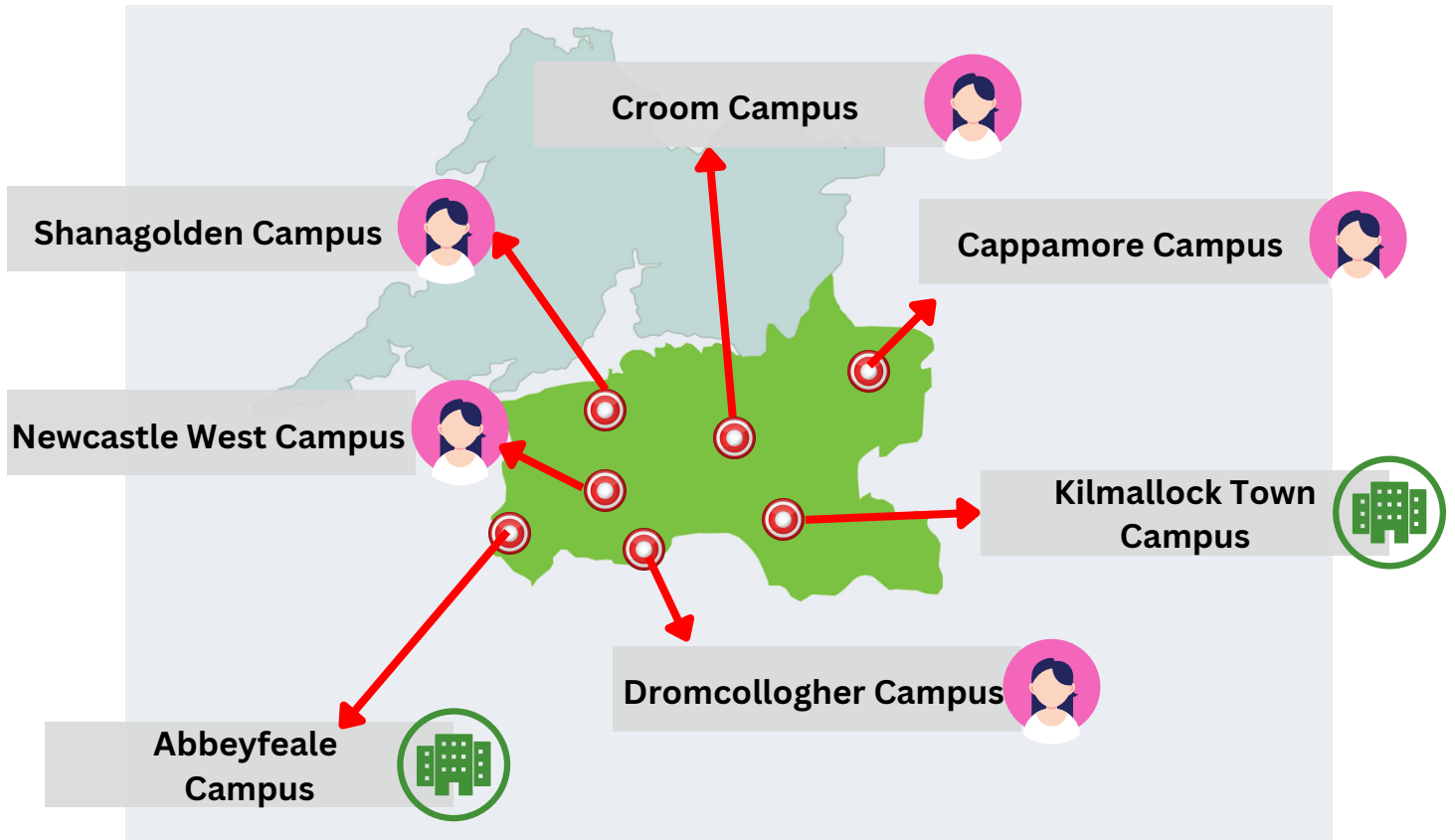
Location has a learning hub space & staff

Don't forget!
you can use the Virtual Learning Hub on Moodle
by scanning this QR code
with your phone!



Limerick & Clare ETB Learning Hubs & Learner Support Staff Locations

Co. Limerick



CONTACT US

Abbeyfeale & West Limerick
Contact: aisling.m.walsh@lcteb.ie

Kilmallock Town Campus & East Limerick
Contact: lisa.clerkin@lcteb.ie

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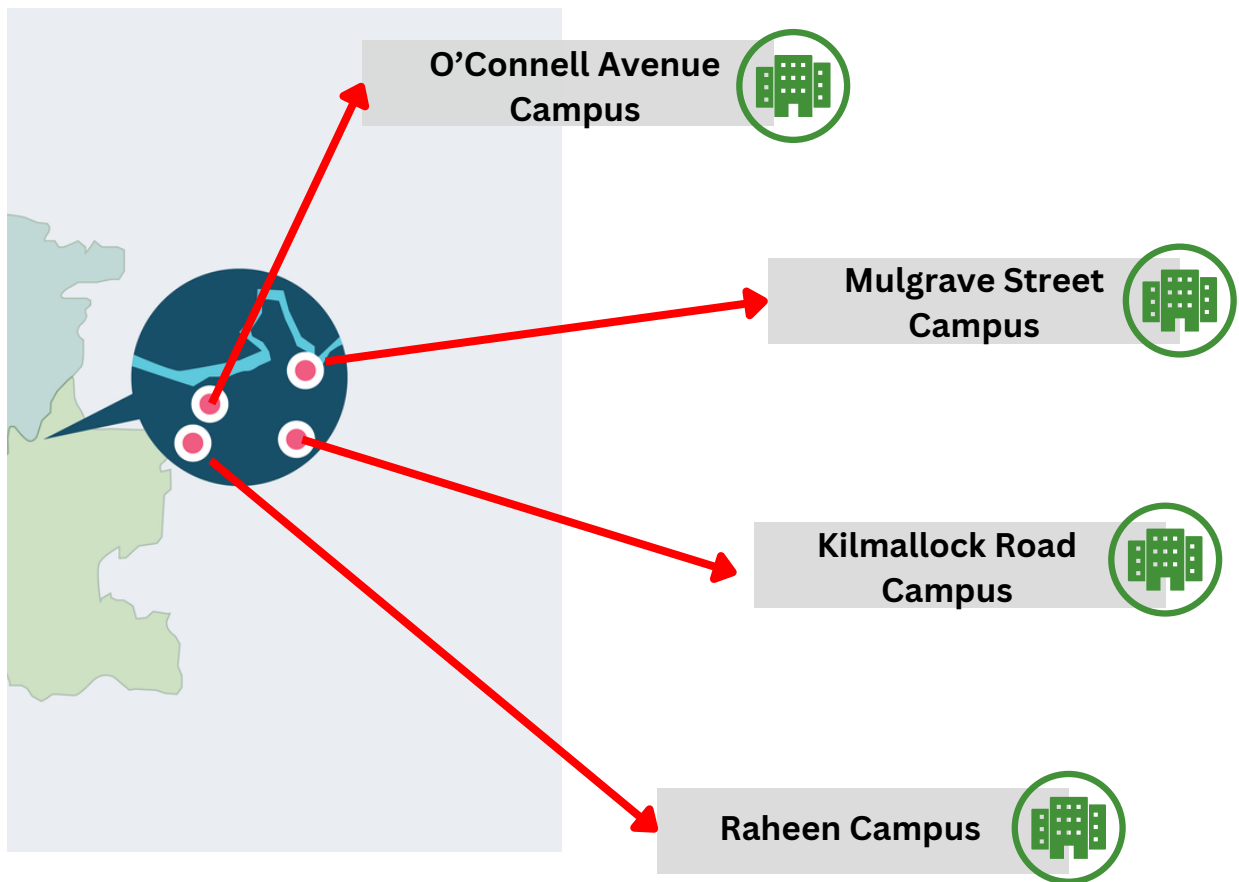
Location has learner
support staff only



Location has a learning
hub space & staff

Limerick & Clare ETB Learning Hubs & Learner Support Staff Locations

Limerick City



CONTACT US

Mulgrave Street Campus
Contact: niall.hehir@lcetb.ie

Raheen Campus
Contact: ned.omeara@lcetb.ie

Kilmallock Road Campus
Contact: greg.dillon@lcetb.ie

O'Connell Avenue Campus
Contact: jessie.laffan@lcetb.ie

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