



Northumbria
University
NEWCASTLE

London

YOUR GUIDE TO

ONLINE LEARNING RESOURCES FOR LONDON CAMPUS STUDENTS

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YOUR LEARNING RESOURCES GUIDE

WELCOME TO NORTHUMBRIA!

Northumbria is one of the largest universities in the United Kingdom, and we are proud to offer a wide range of online learning resources to help you succeed in your studies.

During your time at Northumbria, you will be expected to show your understanding through research, reading, and completing assignments using both printed and online academic resources.

If you are new to using online learning systems, do not worry. It may take a little time to get used to accessing your materials through our e-learning portal (called **Blackboard**), using the digital Library to find and order books, downloading e-books, and searching for academic journal articles.

You will also need to regularly check your **University email** and develop your academic skills using our **Academic Skills web resources**. These are important steps to help you succeed in your studies.

You are not alone. Part of your induction will help you learn how to use all these systems with confidence.

All learning resources are available whether you are on campus or studying from another location, using **My Access**.

If you need help at any time, you can contact Ask4Help. Available 24 hours a day, 7 days a week during term time, Ask4Help can support you with any questions about your learning resources.

Contact Ask4Help:

- **Online:** Access support and browse knowledge articles via **Ask4Help Online** on your Student Portal.
- **In person:** Visit London Campus Ask4Help, Ground Floor, 110 Middlesex Street, London E1 7EZ.
- **By phone:** Call Ask4Help on **+44 (0)191 349 5901**.






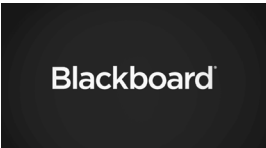
USEFUL RESOURCES





This guide is designed to introduce you to the essential e-learning resources you'll use throughout your programme.

We recommend exploring all the resources included here. If you encounter any issues accessing them, please contact **Ask4Help** as soon as possible.

Quick links: You can access your main e-learning platforms using the web addresses below.

Note: As a Northumbria student, you can install **Microsoft Office** on up to five personal devices. Please follow the guidance in the article **Downloading Microsoft Office** in Ask4Help Online on your Student Portal.

Resource	Description	URL Link
	We recommend you use Google Chrome to access your e- learning resources.	google.com/chrome
	Adobe Creative Cloud is a suite of apps and services for graphic design, video editing, web development, and photography.	adobe.com/uk
	Blackboard Collaborate is a virtual classroom tool for live online teaching, learning, and collaboration.	elp.northumbria.ac.uk
	Blackboard is an online learning platform where you can access course materials, submit assignments, and communicate with instructors.	elp.northumbria.ac.uk

Resource	Description	URL Link
	Microsoft Outlook is an email and calendar app used for communication, scheduling, and managing tasks.	office.com
	Microsoft Teams, Word, and Excel are tools for collaboration, document creation, and data management.	office.com/teams office.com/word office.com/excel
	Northumbria's Student Portal is your central hub for accessing university services, resources, and information.	myportal.northumbria.ac.uk
	IT Support are open 24/7. You can use our IT Chat or for urgent/ high priority support please call us using the number opposite.	northumbria.ac.uk/itchat 0191 227 4242 (for urgent/high priority support)

A photograph of two young women in a classroom or library setting. They are both looking at a laptop screen. The woman in the foreground has long brown hair, wears glasses, and a light-colored sweater with small colorful dots. She is smiling and gesturing with her right hand. The woman behind her has long dark hair and is also smiling. The background is blurred, showing other people and lights.

GET TO KNOW YOUR STUDENT PORTAL.

We know university life comes with a lot of information, so your Student Portal brings everything you need into one place.

You can access the Student Portal in two ways:

- Visit the Northumbria University website and click on 'Student Portal': northumbria.ac.uk
- Go directly to: myportal.northumbria.ac.uk

Accessible on desktop and mobile, your Student Portal lets you:

- View your timetable
- Access Blackboard (your e-learning portal)
- Access Library Online
- Stay up to date with Northumbria news
- Find answers through Ask4Help Online
- Get support from University services

To find out more see the article [Using your Student Portal](#) in Ask4Help Online on your Student Portal.



BLACKBOARD – YOUR E-LEARNING PORTAL

Accessing Your Learning Materials on Blackboard.

Northumbria University uses an e-learning system called Blackboard, sometimes referred to as the e-learning Portal. This is your online learning environment, where you will find important information about your course and modules.

Once you have enrolled, your Northumbria username and password will give you access to Blackboard. Most of your learning materials will be uploaded here each week, so make sure you check each module site at least once a week.

Each module site includes:

- Weekly learning materials
- Module announcements and updates
- Links to additional resources
- Links to the University Library and Ask4Help Online
- Discussion boards and interactive tools

How to access Blackboard:

1. Log in to your **Student Portal** using your University username and password.
2. Select 'Blackboard' from the Dashboard.
3. You will see a list of your current modules. Click to view the materials.

Alternatively, go directly to: elp.northumbria.ac.uk

Using Blackboard on your phone:

You can also access Blackboard by downloading the Blackboard Learn app from the App Store or Google Play. If you need help setting it up, please speak to the **IT Service Desk**.

Further guidance on using Blackboard can be found in the article **Getting Started with Blackboard** in Ask4Help Online on your Student Portal.





ATTENDING ONLINE CLASSES WITH BLACKBOARD COLLABORATE

Some of your teaching may take place through online classes, which are accessed using **Blackboard Collaborate** - Northumbria's live virtual classroom tool, available via **Blackboard**.

How to Access a Blackboard Collaborate Session:

1. Log in to your **Student Portal** using your University username and password
2. Select 'Blackboard' from the Dashboard
3. Open the module for your online class
4. In the module menu, click 'Blackboard Collaborate'
5. Click 'Join Session' – you can usually enter the session **10 minutes before it starts**

Tips for using Collaborate:

- Turn on your camera during sessions if possible, especially when speaking
- Turn on your microphone by clicking the microphone icon—but keep it muted when others are talking
- Use the 'Raise Hand' icon to signal you'd like to speak
- To use the chat: click the purple button (bottom-right), then click the chat bubble icon

If you have any issues joining a session, contact **Ask4Help** for support.

ACCESSING YOUR UNIVERSITY EMAIL

You should regularly check your Northumbria email, as important weekly updates and messages from your programme leader, tutors, and support teams will be sent there.

How to access your email:

Option 1:

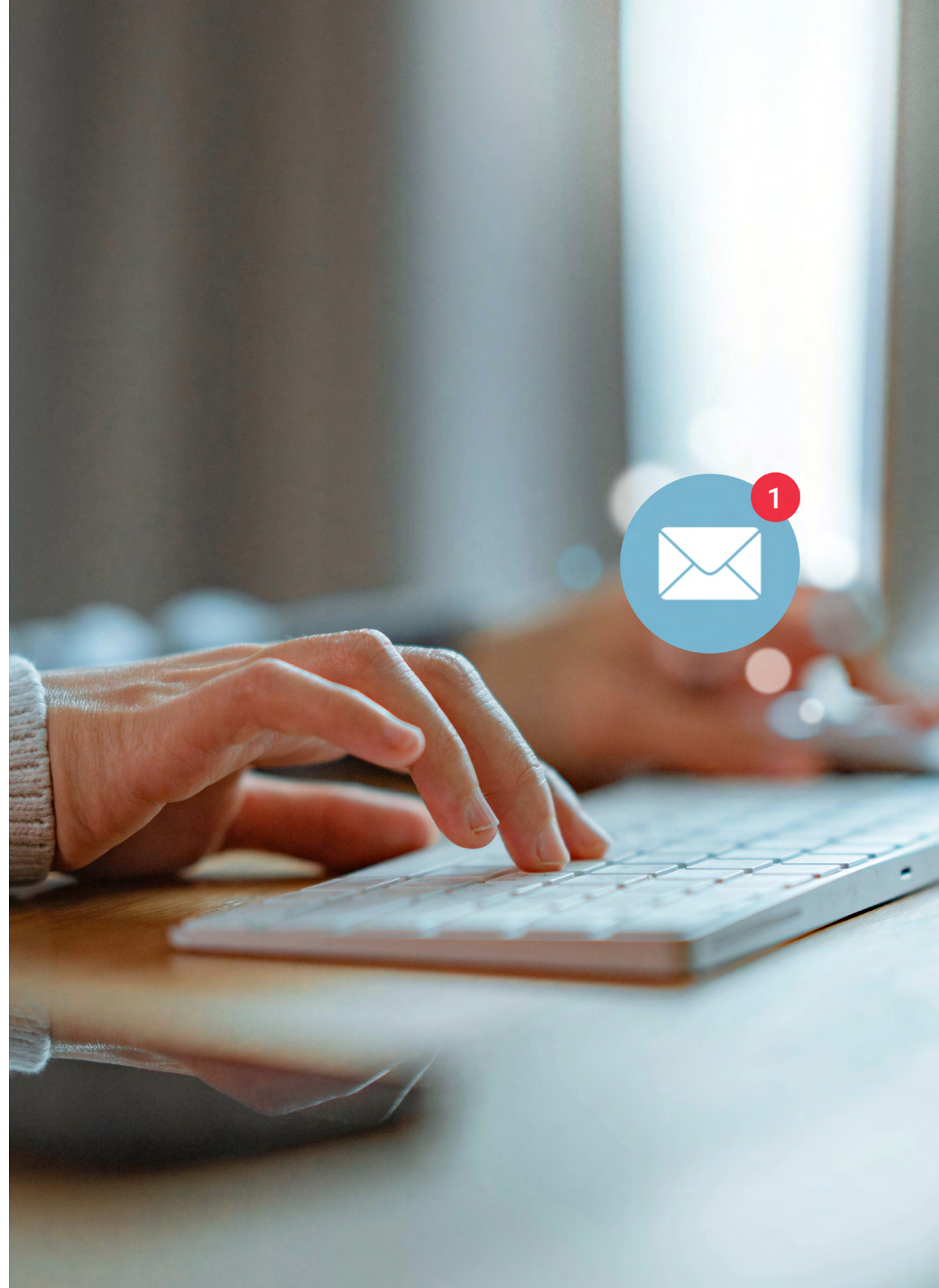
1. Log in to your **Student Portal** using your University username and password
2. Select the email icon from the top menu

Option 2:

1. Visit: **office.com**
2. Log in with your University ID and password

You can also forward University emails to your personal or work email account — we recommend doing this so you do not miss any important information.

Further information about setting up your University email account can be found in the article **Accessing your Northumbria email** in Ask4Help Online on your Student Portal.





ATTENDANCE AND ENGAGEMENT - LONDON CAMPUS

Attending and engaging with your timetabled sessions is essential for your academic success. The University monitors attendance to support your progress and, for international students, to meet visa requirements.

How to Register Your Attendance:

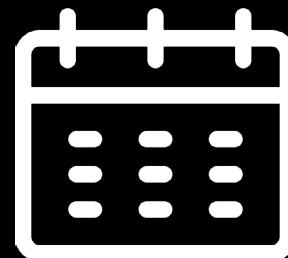
You must register your attendance at the start of each on-campus session using your University Smartcard. Tap your card on the wall-mounted reader up to 30 minutes before the session begins. A confirmation message and sound will indicate successful registration.

If you forget your Smartcard, you can self-register on the same day via:

- **Student Portal**: My Info > My Attendance
- **NU Connect App**: My Learning > My Attendance

Only use this option in exceptional cases. If your card is lost, request a replacement through Ask4Help.

For more information please visit the article **Registering your attendance and notifying us of absence** in Ask4Help Online on your Student Portal.



USING UNIVERSITY LIBRARY SERVICES

To support your studies, we encourage you to make full use of the University Library. Library resources are essential for your independent learning and for completing assignments and projects.

As a London Campus student, you can access the **Library book postal service**. This allows you to request items from the University Library Collection and have them delivered to you. The service operates Monday to Friday, 09:30 to 16:00 (UK time). Requests made outside these hours will be handled the next working day. Simply return any borrowed books to London or Newcastle campus before the loan period ends.

For more details, visit the London Campus Library Services web page: **library.northumbria.ac.uk/info-london**

If you need help with Library services or specific resources, please contact **Ask4Help**.





ACCESSING LIBRARY AND LEARNING MATERIALS ONLINE

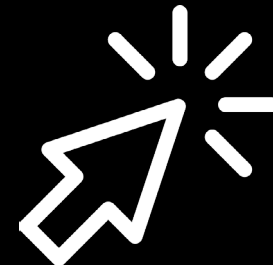
You can access a wide range of study resources through the University Library web site including:

- E-books
- Journal articles
- Academic database
- Study skills guides

To get started:

1. Log in to your **Student Portal** using your University username and password.
2. Select 'University Library' from the Dashboard.

You can also go directly to: library.northumbria.ac.uk



ACCESSING YOUR MODULE READING LIST

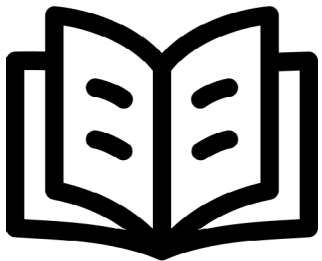
At university level, it's important to show that you have read widely. Using books from the Library will help you get better results in your assignments.

The University Library gives you access to a wide range of books to support your learning. Every module on your course has recommended reading, and your tutors will often share links to important books or chapters.

A great place to start is your module reading list. These lists are created by your tutors and show the most useful books for your studies.

To access your reading list:

1. Go to the Library home page and click Reading Lists, or visit:
northumbria.rl.talis.com/index.html
2. Search by module name or code
3. Log in using your university username and password
4. Confirm that you agree to follow library rules and use the resources for your studies only



ACCESSING E-BOOKS

At this level of study, it is important to go beyond your reading list and show evidence of wider reading in your assignments. Our University Library gives you access to thousands of e-books that you can read and download online.

How to Find E-Books:

- Open Google Chrome and go to the Student Portal
- Click on Library from the Dashboard
- Use the search bar to type in a topic — for example, "Strategy"
- In the results, click 'More Options' under Refine My Results and select 'Books'
- To see only online books, select 'Full Text Online'
- You'll now see a list of e-books you can read or download
- Click on a title to open it
- On the book's page, click 'Connect to Full Text' or similar to access it

Note: You may be asked to log in using your university username and password to access e-books.

You can download e-books as many times as you need. They're a great way to expand your knowledge and improve your assignments.

For further information on accessing e-books, please visit the **University Library website**.

You can also contact **Ask4Help** for support with accessing e-books.



ACCESSING JOURNAL ARTICLES

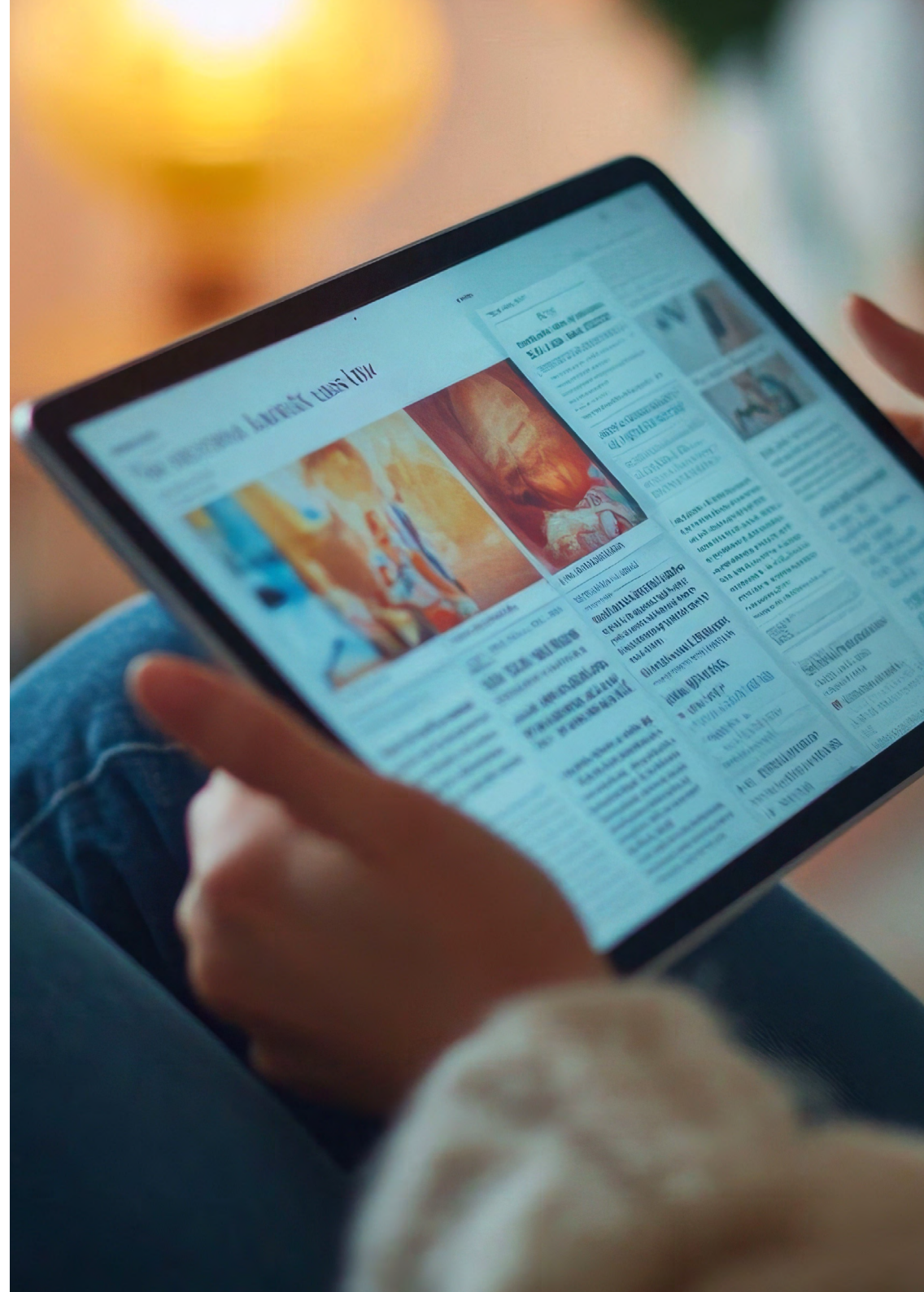
Academic journals are key sources of reliable, up-to-date information for your studies. Peer-reviewed journals are especially valuable, as experts review articles before they are published. You can access thousands of journal articles online through the University Library.

To Find Journal Articles:

1. Open Google Chrome and go to the Student Portal
2. Click on Library from the Dashboard
3. In the search box, type a topic — for example, "Professional Development"
4. Click Search
5. To find online journal articles only, select "Full Text Online"
6. Then click "Peer-Reviewed Journals" to ensure academic quality
7. Choose any article that interests you
8. You will be taken to the article page. Most articles are free to download as PDFs
9. If prompted to log in, choose "Login via your Institution" and search for Northumbria University
10. If you need help logging in, visit the [Passwords web page](#)

For further information on accessing journal articles, please visit the [University Library website](#).

You can also contact [Ask4Help](#) for support with accessing journal articles.



ACCESSING STUDY SKILLS SUPPORT

At this level of study, it is important to go beyond your reading list and show evidence of wider reading in your assignments. Our University Library gives you access to thousands of e-books that you can read and download online.

The University Library offers a wide range of study skills materials to help you succeed in your programme through Skills Plus. These materials are a great way to improve your academic skills build your confidence.

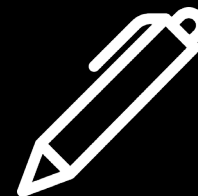
Skills Plus resources cover common questions and key academic skills, including:

- Referencing correctly
- Finding and using books and journal articles
- Critical reading and writing
- Essay and report writing
- Giving presentations
- Writing literature reviews
- Completing your dissertation

To access Skills Plus:

- Open Google Chrome and go to the Student Portal
- Click on Library from the Dashboard
- Select Develop Your Learning Skills
- Choose Skills Plus, then browse the A-Z Guide

You can also access Skills Plus directly at: library.northumbria.ac.uk/skillsplus



ACADEMIC COMMUNITY OF EXCELLENCE (ACE)

Your tutors manage what you study – the ACE team supports how you study. From your first term to your final assignment, ACE is here to help you build the academic and digital skills you need to succeed.

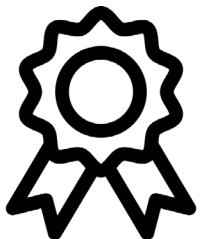
What ACE Can Help With:

- Academic writing and digital skills
- Navigating virtual learning environments
- Accessing and using online resources
- Data analysis using Excel
- Computing and IT skills

Ways to Access Support:

- One-to-one appointments
- Interactive online workshops
- Self-guided online resources

To find out more and to access support, please visit the article **Accessing Academic Community of Excellence (ACE) support** in Ask4Help Online on the Student Portal. You can also contact ACE directly via email: **ace.london@northumbria.ac.uk**





FURTHER SUPPORT

We hope this guide has helped you get started with using Northumbria's e-learning resources. Remember, successful study also means knowing when to ask for support.

If you need help, don't hesitate to reach out. You can contact:

- **Ask4Help** in person, via telephone or online via Ask4Help Online.
- **Academic Community of Excellence (ACE)** - offering one-to-one appointments and support with academic skills and making the most of learning resources.

We are here to help you succeed and look forward to supporting you throughout your studies.





London

The information given in this guide is for guidance only. In compiling it, the University has taken every care to be as accurate as possible, but all information is subject to change. It is not to be taken as imposing upon the institution any obligation to provide, or to continue to provide, any course, service or amenity described herein. Date of publication, June 2025.