



**Northumbria
University**
NEWCASTLE

Welcome to a better way to work

MyAccess is the easiest way to get secure access to desktops, files, and specialist software, from wherever you are.



MYACCESS GUIDE FOR STUDENTS

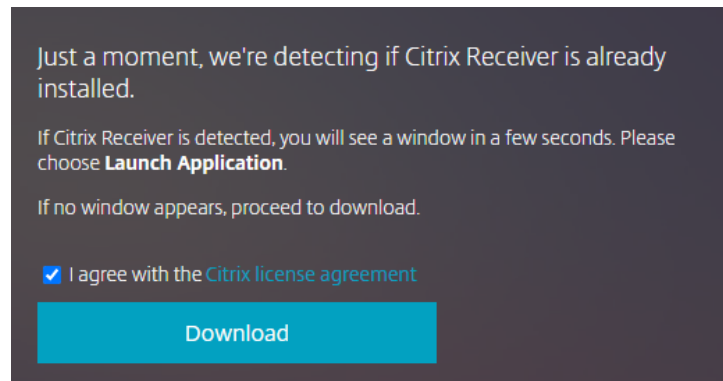
Connecting to MyAccess

- 1 Visit <https://myaccess.northumbria.ac.uk/>
- 2 Logon with your Northumbria Username and Password
- 3 MyAccess needs Citrix Receiver installed to open the 'full' version. If the Receiver is found, you can click **Launch Application**

If you don't have it installed, click **Detect Receiver**

Tick to agree with the Licence Agreement and click **Download**

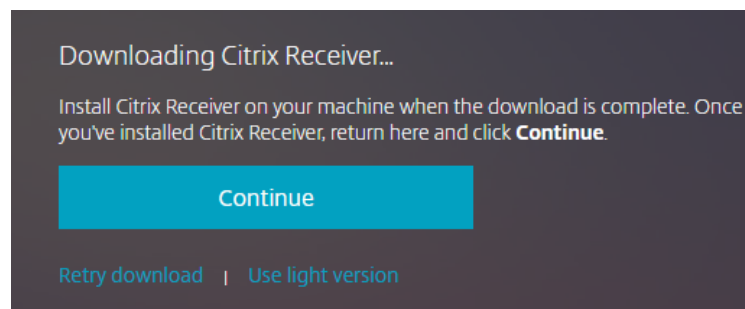
The Receiver will install for you, click **Continue**



- 4 MyAccess will now open.

What to do if you can't install Citrix Receiver

- 1 If you're unable to download the Receiver you can click the option to **Use light version**



- 2 The light version of MyAccess gives you a reduced desktop and is suitable for quick access to your email, timetable and OneDrive.

Need Help and Support?

If you're unable to connect to MyAccess or receive error messages once logged in, please contact the IT Service Desk, open 24 hours a day, 7 days a week

Email: servicedesk@northumbria.ac.uk
Chat: northumbria.ac.uk/itchat
Phone: 0191 227 4242

Finding your way around My Access

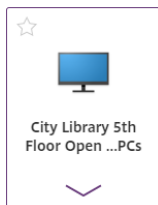
1: Desktops

Select the **Desktops** tab at the top and you will see many 'rooms' available to you. We've split the desktops into two categories:

Open Access	This gives you access to the large computer areas in the City and Coach Lane Libraries, Digital Commons, and the CCE Hubs.
IT Lab	This gives you access to the areas you will find on your timetable and the specialist software you need for your class. Each IT Lab has the Faculty name at the start to show the ones you can access.



Please don't use an IT Lab for software available in Open Access - we need to leave IT Labs available for teaching and specialist software access.



You can click the arrow beneath each tile to find out more information, including how many spaces there are available in that area.

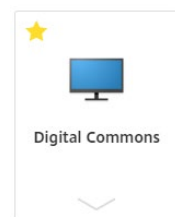
City Library 5th Floor Open Access PCs ✕

Actions:
📄 Open
★ Add To Favorites

Description:
Open Access PCs on City Library 5th Floor. -- There are 32 of 48 PCs available
Please check your NU Connect app for more information on the software available from this lab.

2: Favourites

Click the star icon on the 'locations' you use the most often to add them to your **Home** tab for quicker access next time.



3: Search

Use the **Search** at the top right-hand corner to find specific areas - for example enter the IT Lab room number from your timetable.

