

London Academy for Applied Technology

Tower Bridge Business Centre, 46–48 East Smithfield, London E1W 1AW

Email: info@laat.ac.uk | Website: www.laat.ac.uk

IT & Systems Support Handbook (Students)

Version: 07-09-2026

Prepared by: IT Department (HIMANSHU CHADHA)– London Academy for Applied Technology

1. Device Access and Computer Use

The London Academy for Applied Technology (**LAAT**) does not provide devices such as laptops, tablets, or desktops) to students, for personal use.

Student Access Options

- Students may use their **own personal devices** to access Academy systems and online services.
- **Library and campus computer facilities** are available for student use during published opening hours.
- All Academy computers are pre-configured with required software and secure access.

Using Library and Campus Computers

- Log in using your Academy username and password.
- Always **log out** after finishing your session.
- Do not save files locally on desktop computers.
- Students must use **OneDrive** for storing academic work.

2. Email and Microsoft 365

The Academy uses **Microsoft 365** as its official digital platform for communication, learning, and collaboration.

Students are provided with a Microsoft 365 account which can be accessed from personal devices and campus computers.

Microsoft 365 Services

Outlook (Email)

- Official Academy communication will be sent only to your Academy email address.
- Access via: <https://outlook.office.com>

Microsoft Teams

Used for:

- Online and hybrid classes
- Academic meetings and tutorials
- Announcements and messaging

OneDrive

- Secure cloud storage for coursework and academic files.
- Students are expected to save all academic work on OneDrive.

SharePoint

- Access to shared course materials
- Academic and departmental resources
- Group collaboration spaces

Office Applications

- Word, Excel, PowerPoint, and related tools are available online and on library computers.

Security Note:

Multi-Factor Authentication (MFA) may be required when accessing Microsoft 365 from personal devices.

3. Password Policy

To maintain system security, all students must comply with the following password rules:

- Passwords must be **at least 12 characters** and include a mix of letters, numbers, and symbols.
- Passwords must be changed periodically when prompted.
- Multi-Factor Authentication (MFA) is mandatory.
- Never share your password with anyone.
- IT staff will **never ask** for your password.

4. IT Security Best Practices

Students are expected to always follow these security guidelines:

- Lock or log providing out of shared computers when not in use.
- Do not click suspicious links or open unknown email attachments.
- Report suspected phishing emails immediately.
- Keep personal devices updated with the latest security patches.
- Use secure networks when accessing Academy systems off campus.
- Do not store sensitive data on USB devices.

5. Canvas (Assignment Submission System)

The Academy uses **Canvas** to support assignment submission, feedback, and grading.

Student Responsibilities

- Submit coursework through Canvas as instructed by your tutor.
- Ensure submissions are completed **before the deadline**.
- Check that the correct file has been uploaded and submitted successfully.
- Tutors may provide feedback and grades through Canvas.
- Retain submission confirmations for reference.

If you experience technical difficulties, contact your tutor or IT Support as soon as possible.

6. Attendance System – SEAtS

The Academy uses **SEAtS** software to record and monitor student attendance.

How Attendance Is Recorded

- Attendance may be logged using:
 - Student ID card readers
 - The SEAtS mobile application
 - Tutor-managed attendance systems

SEAtS Student App

- Available on iOS and Android.
- Enables students to:
 - Check in to classes
 - View attendance records
 - Receive notifications and alerts

Attendance data is monitored by Academic and Student Support teams. Persistent absence may result in follow-up and support interventions.

7. Moodle (Virtual Learning Environment)

The Academy uses **Moodle** as its Virtual Learning Environment (VLE) to deliver course content and support learning.

How Moodle Is Used

- Moodle provides access to:
 - Course materials, lecture notes, and reading lists
 - Announcements from tutors
 - Quizzes, discussion forums, and learning activities

8. Printing and Scanning Facilities

- Printing and scanning facilities are available on campus.
- Instructions are displayed near each device.
- Students must use their Academy credentials when required.
- Print responsibly and collect documents promptly.

9. IT Support

For technical assistance or system-related issues, Please email itsupport@laat.ac.uk during working hours (Mon to Fri, 10am to 6pm).

When contacting IT Support, please include:

- Your full name
- Student ID
- A clear description of the issue

End of Document