



STUDENT SERVICES CENTRE

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Coordinator

STUDENT SERVICES CENTRE

Student Services Centre (or *Studentcentrum* in Swedish) is open Monday through Friday between 9:00 A.M to 3:00 P.M.

The visitor's information desk will have irregular opening hours due to Covid-19 but you can reach us via e-mail or telephone during the opening hours mentioned above.

We are located in the middle of Långhuset, right next to the café.

HOW CAN WE HELP?

You are always welcome to ask us any question you might have. We are experts on answering questions about:

- Registration
- ORU accounts
- Examinations
- Rights and responsibilities
- Helping you get in touch with the right person

HOW CAN WE HELP? (AT CAMPUS)

- WIFI
- Printing and copying
- Signatures and stamps on transcripts/certificates
- Lost and found
- ORU shop (Official Örebro University apparel and gifts)

WHAT ARE WE GOING TO DO TODAY?

The purpose of today is to make sure all of your basic technological needs are met. We will focus on:

- How to use the ORU account
- How to get, activate and use the University card

PREREQUISITES!

You must be able to identify yourself as a student to be able to follow this workshop. Therefore: You **must be registered and have an activated ORU account** to be able to continue!

If you have not yet been registered, please await the registration before continuing.

If you have been registered but have not yet activated your ORU account, please do so here before continuing:

<https://www.oru.se/english/study/student-services/oru-account/>

ORU ACCOUNT USERNAME

All students receive a username when they create an ORU account.

The username is automatically generated from:

- The first three letters of your first name
- The first two letters of your last name
- The letter "h" (short for the Swedish word for "fall semester")
- Two numbers referencing which year you began your studies
- The very last number is random.

Example: annblh203

HOW TO USE THE ORU ACCOUNT

Your ORU account gives you access to:

- Studenttjänster Pronounced [*stud:ent ch:enster*]
- Blackboard (install the Blackboard app )
- The University Library's online services
- Download Office 365 for free (more on that later)
- Various other software

HOW TO USE THE ORU ACCOUNT (AT CAMPUS)

Your ORU account gives you access to:

- Book a study room on campus (install the Kronox app )
- Computer halls and "My Documents"
- Copying and printing: www.oru.se/print
- Creating a WIFI-account: www.oru.se/english/wireless



Ladok Student

Here you sign up for exams, which is mandatory, see your results, register on courses, create transcripts and apply for a degree.



Blackboard

Here you will find your courses in Blackboard, the University's digital learning environment.



Examination

View your scanned examinations, search for written examinations, find practice exams and find out how to request a grade re-evaluation.



Course schedules

Here you can see your current schedule.



Course syllabuses

The course syllabus describes aims and objectives and includes the reading list for the course.



University Card

Activate your University Card and use it to borrow books and enter the University.



Course evaluations

Help us make our courses and study programmes even better! Here you can view your course evaluations.

Student information and messages

Problems with oru.se and Studenttjänster

09 January 2019

At the moment there are problems with oru.se and Studenttjänster. Regards IT Services

STUDENT-TJÄNSTER

- Results
- Register
- Certificates
- Exams
- Schedule
- Syllabus
- University card

THE UNIVERSITY CARD

Distance learning students must order their University card here: www.oru.se/order-university-card It will be sent to you via mail.

The University card has three basic functions:

- Key card for entering houses and computer halls when locked
- Loan card at the University Library
- Loan card at IT-services

The University card is not an ID card.

CHECK (AND ADD NEW) CONTACT INFORMATION TO YOUR ORU ACCOUNT

Örebro University will regularly send you information via e-mail and/or telephone. Make sure your contact information is correct:

- Go to www.oru.se/english/
- Log in to Studenttjänster (top right corner)
- Click "Ladok Student" (change to English in top right corner)
- Click "My Pages" (on smart phone: click *Menu* > *My pages*)
- Check or add your preferred "Contact Channels"
- Save

DOWNLOAD OFFICE 365 TO YOUR PERSONAL COMPUTER FOR FREE

Visit the webpage www.oru.se/english/software and follow the instructions to download Office 365.

An account has already been activated for you:

- User name: your regular ORU username followed by **@edunet.oru.se**
- Password: Your regular ORU password

Example: annblh201 @edunet.oru.se



**WELCOME TO STUDENT SERVICES CENTRE WITH
ANY QUESTIONS THAT YOU MIGHT HAVE**

And good luck with your studies at Örebro University!