



Accessing College Resources

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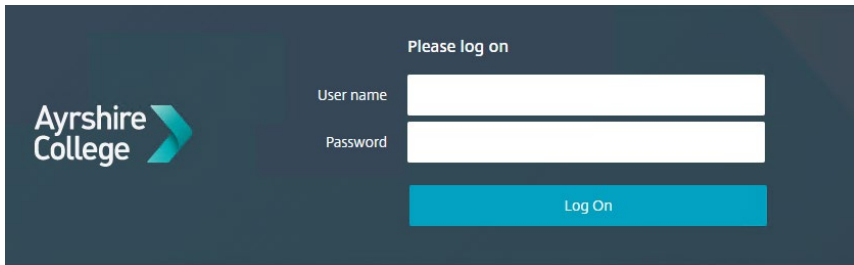
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Accessing Citrix Desktop

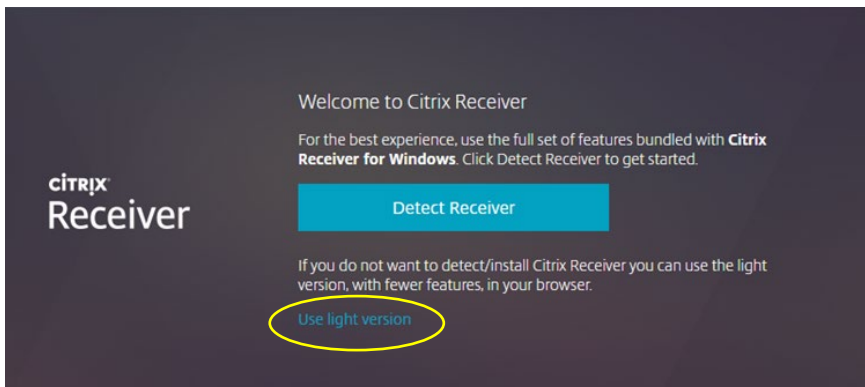
To access your college desktop from a personal device you need an HTML 5 enabled browser such as Edge, Chrome or Firefox, please do not use Internet Explorer.



1. Launch your preferred browser navigate to the following address <https://storefront.ayrshire.ac.uk>
2. Sign in using your college credentials (firstname.surname or student number and current password)



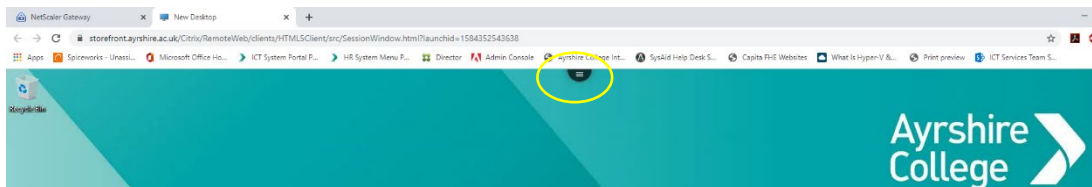
3. Select "Use light version"



4. Click on your desktop to launch your session
*please note the name of your desktop might not be the same as the one shown below



5. When your desktop launches please click on the icon displayed in image below



6. Select the highlighted option to enter full screen mode and also to minimise window



Password Management

If you require to reset or change your password or set up security questions, please launch a web browser and navigate to the following address: <http://selfservice.ayrshire.ac.uk/>



Reset Password

Use this function if your password has expired and can no longer access college resources.

1. Fill in the required information, user ID is your full email address
firstname.surname@ayrshire.ac.uk or studentnumber@ayrshire.ac.uk


Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com
Please type your email address in the format user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next Cancel

2. You will then be asked 3 of the security questions you supplied previously.
If you do not remember your security answers, please go back to the main menu and select setup security questions

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

What was the first name and surname of your childhood best friend?

What is your favourite food?

What was the name of your first pet?

Next Contact your administrator

3. Once you have successfully given 3 security answers please enter a new password and confirm then click Finish to finalise your password reset.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

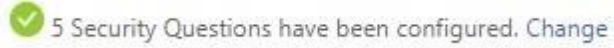
Finish Cancel

Get back into your account
✔ Your password has been reset

Security Questions

If you have forgotten your answers to your security questions, please follow the instructions below to change them.

1. Go to <http://selfservice.ayrshire.ac.uk/> and click on the setup security questions 2. Select Change



3. To change the answers on each of the questions click on select a new question and complete don't lose access to your account! for the questions you are unsure of the answers and hit save answers.

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1

 Select a new question

Security question 2

 Select a new question

Security question 3

 Select a new question

Security question 4

 Select a new question

Security question 5

 Select a new question

Change Password

If you have been a victim of a phishing attack or have been informed by a member of ICT to update your password, please use this section and follow the instructions below.

1. Go to <http://selfservice.ayrshire.ac.uk/> and click on the change password
2. Enter current password, then new one and confirm new password click submit.

Old password

Create new password

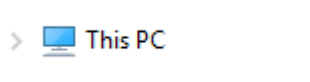
Confirm new password

Mapping Home Drive

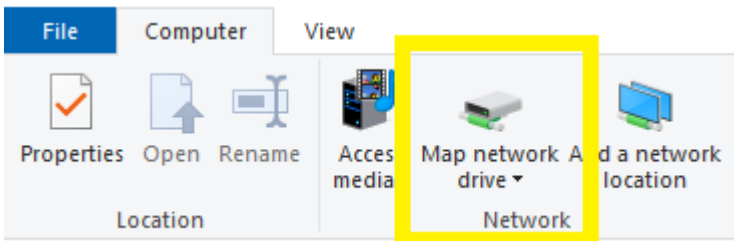
To map your home drive open Windows Explorer via the following icon



Click This PC



Computer > Map Network Drive



Select **Drive H:**

The following window will then appear and enter one of the following

```
\\ac-studcore\home$\A*****
\\ac-studbusit\home$\ A*****
\\ac-studaces\home$\A*****
```

Specify the drive letter for the connection and the folder that you want to connect to:

Drive: ▼

Folder: ▼

Example: \\server\share

Reconnect at sign-in

Connect using different credentials

[Connect to a website that you can use to store your documents and pictures.](#)

Example of a connected Home drive below

