IT SERVICES FOR STAFF

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Get started with IT

The IT Service (NUIT) provides the main computing and IT facilities at the University.

IT Service website
For information about IT services, online guides and contact details for IT support visit our website: www.ncl.ac.uk/itservice

Local IT help and support
Many Schools and Institutes have a local IT Support Officer as their first point of contact for help and advice. For contact details visit:
www.ncl.ac.uk/itservice/help-services/localitsupport

Intro to IT Services for new staff
The ‘University IT Services for new Staff’ workshop helps you make the most of IT facilities on campus. Book a session at www.ncl.ac.uk/staffdev

Log a request online
You can log and track requests for help and support online at nuservice.ncl.ac.uk

Contact the IT Service Desk
0191 208 5999 (available 24/7)
Visit us in person at the IT Service Desk
Old Library Cluster, 157, (Monday - Friday 09:00 -17:00)

IT Rules of Use
All members of the University are bound by the IT Rules of Use. Please read the information at www.ncl.ac.uk/itservice/rules particularly the statement on Internet use and rules for use of IT facilities.

Your Smartcard
www.ncl.ac.uk/itservice/smartcards

All University staff are required to carry a Smartcard which can be obtained from the Robinson or Walton Library.

Smartcards give access to the following:
- Some buildings/offices
- University Libraries
- Printing & photocopying (King’s Gate)
- University Sports Centre
- Open Access Centre for Languages
- 24hr computer clusters
Username & password

After completing a staff registration form you’ll be issued with a username, password and University email address.

Your username and password give you access to any campus desktop PC.

See [www.ncl.ac.uk/itservice/account-admin/registeringforanaccount](http://www.ncl.ac.uk/itservice/account-admin/registeringforanaccount)

**Username**

Your username (campus ID) is the letter ‘n’ followed by your initials and possibly a number, for example njr60.

**Password**

To change your password, log into a campus desktop PC and press **CTRL, ALT** and **DEL** on your keyboard, then select ‘change a password’. Use a minimum of 8 characters and include at least one UPPERCASE and one lowercase letter and a number.

**Stay Secure**

Keep your password secret and change it regularly.

Please remember the University will never ask you for your password.

[www.ncl.ac.uk/itservice/security](http://www.ncl.ac.uk/itservice/security)

**Problems logging in?**

If you’ve forgotten your password, contact the IT Service Desk on ext 85999.

- Check your campus ID and password are correct
- Try to login at another campus PC
- Check your network cable is connected to the computer

If you’re still having problems, make a note of any error messages and contact your local IT Support or the IT Service Desk.
Email & filestore

University email

All staff have a personal Newcastle University email address.

You can access your email using Outlook on your desktop PC or at office365.ncl.ac.uk

For instructions on how to access your University email account via your smartphone visit www.ncl.ac.uk/itservice/email

Watch out for phishing or scam emails. See the advice at www.ncl.ac.uk/itservice/security

Previous Versions (Shadow Copy)

If you accidentally damage or delete a file, you will usually be able to restore a copy very from ‘Previous Versions’ (Shadow Copy). Copies of all files in your filestore are made 4 times a day, Mon - Fri.

www.ncl.ac.uk/itservice/filestore/shadowcopy

Information Security

Information security refers to the steps that we can take to:

- Ensure good data management
- Protect information against damage, loss and theft
- Protect our IT equipment and systems

If you discover anything that you believe poses a risk to the security of the University you should contact your local IT Support Officer or the IT Service Desk.

www.ncl.ac.uk/itservice/security

Your filestore

www.ncl.ac.uk/itservice/filestore

Every member of staff is allocated 4GB of personal filestore known as your Home Folder, it’s a secure place to keep your files. When you use a University PC your Home folder is the H: Drive or Documents.

Shared filestore

Many schools/departments have shared filestore. Staff in some schools and central services can automatically connect to their department’s shared file store; if additional access is required contact your local IT support.
Software & home working

Software

A campus desktop PC has a wide range of software available. If you require access to a particular program contact your local IT Support Officer or the IT Service Desk. Details of available software can be found at [www.ncl.ac.uk/itservice/software](http://www.ncl.ac.uk/itservice/software)

Work at Home Rights

Any full member of University staff who uses Campus Agreement software on their University-owned campus PC may install a copy on a personally owned machine which is used for University related purposes.

[www.ncl.ac.uk/itservice/software/licences/microsoftlicenses/#workathome](http://www.ncl.ac.uk/itservice/software/licences/microsoftlicenses/#workathome)

Access files & software off campus

Filr allows easy access to your files and folders from your mobile device (Android phone/tablet, iPhone or iPad), desktop PC, Mac and web browser. Visit [filr.ncl.ac.uk](http://filr.ncl.ac.uk)

The Remote Application Service (RAS) allows access to your files, University software and some library resources through your web browser, no matter where you are. Find out more online at [ras.ncl.ac.uk](http://ras.ncl.ac.uk)

File Drop Off

The File Drop-Off service is designed to make it easier to share large documents, images or data files with colleagues; especially where the file may be too big to send by email.

See [dropoff.ncl.ac.uk](http://dropoff.ncl.ac.uk)

Your Roaming Profile

Your Roaming Profile includes your personal settings for Windows, your Internet Explorer favorites and the contents of your Desktop.

[www.ncl.ac.uk/itservice/filestore/windowsprofile](http://www.ncl.ac.uk/itservice/filestore/windowsprofile)

The profile quota is fixed for all users. To prevent your profile going over quota, don’t save or store files on your PC desktop, use your Home Folder instead (see page 4).

If your profile grows too large and exceeds the quota, you may see a ‘profile storage space’ error message; details of how to resolve this can be found at [www.ncl.ac.uk/itservice/filestore/profileoverquota](http://www.ncl.ac.uk/itservice/filestore/profileoverquota)

For other ways to access your files off campus visit [www.ncl.ac.uk/itservice/filestore/remoteaccess](http://www.ncl.ac.uk/itservice/filestore/remoteaccess)
University Wi-Fi

- If Wi-Fi is in range, select the **newcastle-university** network on your device.

- Enter your University username and password to connect.

Full step-by-step instructions to help you connect your mobile, laptop or tablet to the University Wi-Fi can be found at [www.ncl.ac.uk/itservice/connect/methods/wireless](http://www.ncl.ac.uk/itservice/connect/methods/wireless)

Problems connecting?

Bring your laptop or mobile to the Laptop Clinic in the Old Library Cluster 1.57
09.00 - 16.00, Monday to Friday

Contact the IT Service Desk:
0191 208 5999
or email [it.servicedesk@ncl.ac.uk](mailto:it.servicedesk@ncl.ac.uk)

IT Rules of Use

When connecting to the Internet and campus network, you are subject to the University’s Rules of Use. Learn more at [www.ncl.ac.uk/itservice/rules](http://www.ncl.ac.uk/itservice/rules)
Printing

To setup access to your local printers, contact your local IT Support Officer or the IT Service Desk.

Staff working in King’s Gate use the Pull Printing Service which enables them to collect printouts from any of the Multi-Function Devices (MFDs) in the building. After sending a document to print, simply log in to any King’s Gate MFD with your Smartcard, select your document, print and collect. For further information visit www.ncl.ac.uk/itservice/service-catalogue/core/pull-printing

Quick Access PCs

Quick access PC stations can be found in many building foyers across campus. They allow quick access to the internet.

Dyslexia and disability

We provide a range of software, support and advice on IT dyslexia and disability.

Staff and students can also borrow assistive technology from our Hardware Loans scheme.

For advice visit www.ncl.ac.uk/itservice/accessibility-advice
Telephones and mobiles

University telephone service

The IT Service is happy to discuss your telephony requirements including repairs, moves, software changes and mobile telephone or mobile data services. Visit www.ncl.ac.uk/itservice/phones

Set up your University mobile

To connect your University mobile to Wi-Fi or synchronise your email, calendar and contacts visit www.ncl.ac.uk/itservice/phones/mobilephonesdevices/setupyourmobile

University contacts

People Search
Search the online telephone directory for University contacts at directory.ncl.ac.uk

University switchboard
From University landlines - dial 0
External lines - dial 0191 208 6000

Emergency numbers
(from University landlines)
- University Emergency Line - 6666 24hrs
- Emergency Services - (9) 999
- Security Control Room - 6817 24hrs

All emergencies reported direct to (9) 999 should also be notified to the Security Control Room on 6817.

IT mobile apps

Search for and download ‘Newcastle University’ on your app store, or visit our mobile site m.ncl.ac.uk to:

- View your timetable
- Search for staff contacts
- Access library services
- University news and events

The Blackboard Mobile Learn app is also available free for Android, iPhone and Blackberry. Visit www.ncl.ac.uk/itservice/mobile/blackboard

Videoconferencing

High quality videoconferencing suites are available in the Medical School (William Leech Building) and Claremont Bridge. See www.ncl.ac.uk/itservice/videoconferencing

Skype

Skype is a cost effective and convenient for one-to-one, long distance communication. If you would like Skype installed on your office PC, contact your local IT Support or the IT Service Desk on ext. 85999.
Audio visual services (AV)

The IT Service supports AV and IT systems in learning spaces across campus, including facilities within a number of teaching clusters.

www.ncl.ac.uk/itservice/teaching-rooms

All supported rooms have large display systems with the ability to project from the PC in the room or your laptop. Most rooms also have visualisers (a document camera) and DVD or Blu Ray players. Find out more: www.ncl.ac.uk/itservice/teaching-rooms

Teaching technologies workshop

An informal introduction to our teaching room technologies is available; we also offer pre-booked, one-to-one training. See www.ncl.ac.uk/staffdev/workshops

Equipment loan service

Digital camcorders, audio recorders and projectors are available to borrow on a short term basis, free of charge for legitimate University business.

www.ncl.ac.uk/itservice/teaching-services/avbookings/equipmentloanservice

ReCap

ReCap is the University’s lecture and event recording service. It allows audio and visual material (the speaker’s voice, presentation slides and visualised documents) to be recorded and published online.

ReCap enables the reviewing of material, to help students gain a better understanding of complex topics and assist revision. Visit teaching.ncl.ac.uk/recap

Media production services

High quality media production services are offered as a free service (or on a cost recovery basis) to the University if the project is to aid teaching and learning or to promote the University and its facilities.

We have a fully equipped, professional TV studio on campus, or can offer a single camera crew to record on location.

See our show reel at www.ncl.ac.uk/itservice/digital-media
Blackboard
blackboard.ncl.ac.uk

Blackboard is the University’s main Virtual Learning Environment (VLE). It enables online course management and supports communities, assessment, feedback and other collaborative activities.

Training to help you make the most of Blackboard’s features is available: www.ncl.ac.uk/ltds/about/workshops

MOFS

MOFS is a web-based system to support the University’s module approval process and help improve the accessibility and consistency of module data across the University. Login at apps.ncl.ac.uk/mofs

All staff have read-only access to MOFS information; if you require edit access please contact your school/institute office.

NESS
ness.ncl.ac.uk

NESS (Newcastle Electronic Submission System) supports both administrative and academic staff in their day-to-day maintenance of assessment records, marks input and for Board of Examiner reports.

NuContacts
https://nucontact.ncl.ac.uk

NuContacts provides a quick and easy way for staff to search for students by module, degree, stage or name. The service also enables students on the same module or program to contact each other.

EPortfolio and eProgression
portfolio.ncl.ac.uk

ePortfolio and eProgression are online resources designed to support reflective learning. Users create their own online portfolio to record their work and achievements.

MyImpact
myimpact.ncl.ac.uk

MyImpact provides a convenient place to record, store and manage information about yourself and your research activity. It is also the system used by the University to manage its research portfolio and inform the Research Excellence Framework (REF).
MyProjects and MyProjects Proposals

www.myprojects.ncl.ac.uk
www.myprojects-proposals.ncl.ac.uk

MyProjects and MyProjects Proposals are designed for use across the full range of externally funded University projects including research, commercial and teaching projects.

MyProjects Proposals helps with early stage costing and project applications. The MyProjects system is then used to support and record University projects throughout their lifecycle.

Research project websites

www.ncl.ac.uk/itservice/web/publishing/resconf/

We provide standard templates for research and conference websites which you can easily edit yourself with our Content Management System (CMS).

VRE

researchtools.ncl.ac.uk

A VRE (Virtual Research Environment) is a set of online tools to aid collaboration and filesharing between research group members, whether they share an office or work on different sides of the world.

Research IT support

www.ncl.ac.uk/itservice/research

We offer advice and assistance with communication and collaboration facilities for research projects, quantitative analysis of data and research data management.

We also offer assistance and brokering software provision; IT infrastructure provision; IT training for researchers; and videoconferencing.

Contact it.servicedesk@ncl.ac.uk
Business and administration

SAP

The University uses SAP to provide the infrastructure for all its business, such as finance, purchasing, human resources and student management.

If you require access to SAP contact the IT Service Desk on ext 85999.

SAP training

It is University policy that staff members who require SAP access must first receive the appropriate training.

SAP and myWorkplace training materials can be found at:

www.ncl.ac.uk/itservice/sap-training/trainingmaterials

The SAP Training Team also have a regular schedule of standard courses:

www.ncl.ac.uk/itservice/sap-training/trainingcourses/coursecatalogue

Tailored training can be arranged. We also run hour long, one-to-one refresher sessions to help address any specific problems.

MyWorkPlace Portal

https://myworkplace.ncl.ac.uk

The myWorkPlace Portal provides online access to a number of services including expense payments, Business Warehouse reporting (used to run reports quickly using SAP data) and an inbox which is used to process postgraduate applications and approve expense claims.

All staff receive a Myworkplace portal login/password. If you are having problems accessing the system try the reset password link on the portal login page or contact the IT Service Desk on ext 5999.

Purchasing and Sales

P2P is the University-wide online solution developed to streamline the purchasing and payment processes for goods and services.

Find out more about purchasing goods at:

www.ncl.ac.uk/internal/purchasing-services/sustainability/P2Pmain.php
Research Council income from the second successive year shown in the table below, with a £30.9m increase in 2012–13 to £20.1m in 2013–14 and real terms from EU government sources from £11.9m to £12.2m.

New research awards during the year remained impressively high at £125.1m, with just a very slight decrease from £126.1m in 2012–13. While Research Council awards have remained flat at £37.6m in comparison to £37.5m the previous year, fluctuations to note across the portfolio of funding sources include an increase in UK government and higher education authority awards from £21.1m to £37.5m and a decrease in UK industry from £7.3m to £3.6m and non-EU industry from £10.2m to £1.7m.

Notable successes have included interdisciplinary awards such as grants from the Engineering and Physical Sciences Research Council (EPSRC), the ‘MyPLACE, Mobility and Place’ project and the ‘Age-Friendly City Experience’, involving a team from Newcastle University (£1m), and for the first time a significant award from the Business, Energy and Industrial Strategy (BEIS) (£1m).
Keep up-to-date

Follow us on twitter @NU_ITservice
IT help & support

Log a support request online
Log and track requests for help and support online at nuservice.ncl.ac.uk

University IT Service Desk
IT Service Desk
Old Library Cluster, 1.57
Newcastle University
it.servicedesk@ncl.ac.uk
0191 208 5999 (ext 85999)

www.ncl.ac.uk/itservice/support

Telephone support is available 24/7; calls outside standard opening hours will be passed automatically to the Out of Hours Support Service.

Local IT Support
www.ncl.ac.uk/itservice/help-services/localitsupport

Visit the IT Service website
www.ncl.ac.uk/itservice

Follow us on Twitter
www.twitter.com/NU_ITservice

Useful Links

Log a support request
nuservice.ncl.ac.uk

IT Service website
www.ncl.ac.uk/itservice

IT Service catalogue
www.ncl.ac.uk/itservice/service-catalogue

Staff email on the move
owa.ncl.ac.uk

Connect to Wi-Fi
www.ncl.ac.uk/itservice/connect

Access files from home
filr.ncl.ac.uk and ras.ncl.ac.uk

Blackboard
blackboard.ncl.ac.uk

Software
www.ncl.ac.uk/itservice/software

People search
directory.ncl.ac.uk

Staff Development
www.ncl.ac.uk/staffdev

Library website
www.ncl.ac.uk/library