IT services for staff 2015

• Get started with campus IT
• Connect to University Wi-Fi
• Your email and filestore
• Academic and Research tools
• Access IT services off campus
• IT help and support
Welcome

2. Get started with IT
3. Login Name and password
4. Email and filestore
5. Software and home working
6. Newcastle University Wi-Fi
7. Printing
8. Telephones and mobile devices
9. Teaching and Learning facilities
10. Audio visual and media services
11. Academic and Research tools
12. Business and Administration
13. IT help and support

Details in this booklet may be subject to change. IT Service 01/15
Get started with IT

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

IT Service website

For information and online guides visit our website: www.ncl.ac.uk/itservice

If you are experiencing IT problems, check the IT System Status for the latest service announcements. See the staff homepage or www.ncl.ac.uk/itservice/status

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

Log a request online

Alternatively you can log and track requests for help and support online at

nuservice.ncl.ac.uk

Contact the IT Service Desk

it.servicedesk@ncl.ac.uk
0191 208 5999 (available 24/7)

Visit us in person at the IT Service Desk
Old Library Cluster, 1.57,
(Monday - Friday 09:00 -17:00)

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. To book a session visit

www.ncl.ac.uk/staffdev

IT Rules of Use

All members of the University are bound by the IT Rules of Use. Please ensure you read the information online 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

Login Name & password

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

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

See www.ncl.ac.uk/itservice/account-admin/registeringforanaccount

Login Name

Your Login Name (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.

www.ncl.ac.uk/itservice/security

Problems logging in?

If you’ve forgotten your password, contact the IT Service Desk on ext 5999.

- 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.
**Email & filestore**

**University email**
All staff have a personal Newcastle University email address. Access your email off campus at [https://owa.ncl.ac.uk](https://owa.ncl.ac.uk).

For instructions on how to access your University email account via your smartphone visit [www.ncl.ac.uk/itservice/email](http://www.ncl.ac.uk/itservice/email).

Don’t get caught out
Watch out for phishing or scam emails and please remember the University will never ask you for your password.

**Your filestore**
[www.ncl.ac.uk/itservice/filestore](http://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.

You can access your Home Folder from anywhere with an Internet connection or by connecting your own computer to the campus network, visit [www.ncl.ac.uk/itservice/filestore/remoteaccess](http://www.ncl.ac.uk/itservice/filestore/remoteaccess).

**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.

**Previous Versions (Shadow Copy)**
If you accidentally damage or delete a file, you will usually be able to restore a copy very quickly 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](http://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](http://www.ncl.ac.uk/itservice/security)

**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).

**Software & home working**

**Software**
A campus desktop PC has core 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).

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).

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**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 at 64MB. 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).

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[www.ncl.ac.uk/itservice/security](http://www.ncl.ac.uk/itservice/security)
Search for available Wi-Fi networks on your device.

If wireless is in range, select newcastle-university from the list.

Enter your University user name and password to connect.

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

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

Printing
To set up access to your local printers, contact your local IT Support Officer (or the IT Service Desk if your service doesn’t have local IT support).

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, so you can catch up with email.

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

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

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

Printing

Printing
Telephones and mobiles

University telephone service
The IT Service is happy to discuss your telephony requirements, including repairs, moves, software changes and mobile telephony 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; follow the ‘People Search’ link at the top of www.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
- News and events

Blackboard Mobile Learn
Access course content on the move; Blackboard Mobile Learn is 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/teaching-rooms/videoconferencing

Skype
Skype is a cost effective and convenient form of one-to-one communication. If you would like Skype installed on your office PC, contact your local IT Support or in the case of the Professional Support Services, the IT Service Desk on ext. 5999.

Teaching and Learning

Audio visual services (AV)
The IT Service supports AV and IT systems in over 200 bookable spaces across campus, including facilities within a number of teaching clusters.
www.ncl.ac.uk/itservice/teaching-rooms/issupportedspaces

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/quilt/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. Log in 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.

VRE
researchtools.ncl.ac.uk

A VRE (Virtual Research Environment) is a set of online tools to facilitate the research process. Accessible from anywhere with an Internet connection, the service aids 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

The IT Service can offer direct advice and assistance with communication and collaboration facilities for research projects, quantitative analysis of data and research data management.

We can also offer assistance and brokering in other areas such as software provision, IT infrastructure provision, IT training for researchers and videoconferencing.

Contact the IT Service Desk for further information:
it.servicedesk@ncl.ac.uk
0191 208 5999
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 5999.

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

SAP training

All the main SAP and myWorkplace processes have comprehensive training materials which can be found at:

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

The SAP Training Team also have a regular schedule of standard courses, which can be found in the course catalogue.

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

Tailored training can be arranged; we also run hour long, one-to-one refresher sessions or can 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
Keep up-to-date

Follow us on twitter @NU_ITservice
or like us on facebook www.facebook.com/itbytes

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

Like us on Facebook
www.facebook.com/itbytes

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
file.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
IT Service Desk
Claremont Tower
Newcastle University
it.servicedesk@ncl.ac.uk
0191 208 5999
www.ncl.ac.uk/itservice

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