2010

Staff Guide to IT Services

A quick start guide to IT

(including Telecommunications, Audio Visual and Printing and Stationery)

UWE BRISTOL
University of the West of England

bettertogether

Contents

Introduction	1
Getting to know IT Services	1
Getting to know the policies	1
Getting IT support	1
How you can help us to help you	2
Accessing the UWE Network	2
Username and password	2
Log In	3
Log Out	3
Staff desktop best practices	3
E-mail	4
Microsoft Outlook	4
Outlook Web Access (OWA)	4
Microsoft SharePoint	5
Wireless network (Net Plus)	5
XA (Xternal Access) also called Remote Access	5
Business Systems	5
Management Information (ISIS2), Admissions (SITS - ADMIT), Accommodation (Kinetics), Finance (Agresso), Human Resources (SAP) and Timetabling (Syllabus+)	5
myUWE student portal and Blackboard	6
Telecommunications	6
Useful numbers	6
Telephone function codes	7
Audio visual classroom/meeting room support	7
Printing and Stationery	8
IT equipment	8
Buying IT equipment?	8
Faulty equipment?	8
Hardware fault?	8
Software fault?	8
Explanation of Thick and Thin	9
Thin	9
Thick	9
How do you know whether you are a thin or thick client user?	9
Network or corporate computing versus your home computer	10
Maintenance Weekends	10
Assistive Technology	10
Laptop and desktop offers - Purchasing schemes for staff	10
IT training	10
Tell us what you think	10

Introduction

Welcome to the University of the West of England. IT Services has prepared this IT Survival guide for new members of staff joining UWE. However, it can also be used for existing members of staff. We are aware that depending on your position in the University, whether support or academic, you will have different requirements in terms of IT. However, there are some common uses which we will try and summarise here.

The guide is not intended to be a full user manual, but it is designed to guide you through your initial log in and to give you references in order to gain further information. It can be used in conjunction with the ITS web pages www.uwe.ac.uk/its/

Getting to know IT Services

IT Services is composed of several services, including Computer Services, Telecommunications Services, Audio-Visual Services, Business Systems, Academic Technologies Group and Printing and Stationery Services. For more information on the structure of IT Services, please visit www.uwe.ac.uk/its/corporate/

Getting to know the policies

Before you start using the IT facilities at UWE, it is essential that you read the IT Policies: www.uwe.ac.uk/its/corporate/ourpolicies/, and in particular, the Acceptable Use Policy for staff at www.uwe.ac.uk/its/staffguide.shtml

Getting IT support

Need help? General enquiries	**Contact** IT Support Centre www.uwe.ac.uk/its/contact.shtml or ITS web pages www.uwe.ac.uk/its/
Out of hours support	Please check www.uwe.ac.uk/its/contact.shtml
Interruption of service notifications	www.uwe.ac.uk/its/shutdown.shtml
Systems status	http://info.uwe.ac.uk/its/servicestatus/listentry.asp
Purchase of computer, telecommunication, consumables equipment, Request for additional storage, Request for network points	The procurement team www.uwe.ac.uk/its/staffguide.shtml
Hardware, software, e-mail, telephone, network, Xternal Access problems	IT Support Centre www.uwe.ac.uk/its/contact.shtml

E-learning, student portal, Blackboard problems	IT Support Centre www.uwe.ac.uk/its/contact.shtml
E-learning, student portal, Blackboard support information	myUWE Support Team http://info.uwe.ac.uk/myuwe/ and Blackboard Support Team http://info.uwe.ac.uk/online/blackboard/
Business systems enquiries eg ISIS2	IT Support Centre www.uwe.ac.uk/its/contact.shtml
Printing and Stationery enquiries	Printing and Stationery Services www.uwe.ac.uk/printing/services.shtml
Audio-visual enquiries and problems	IT Support Centre www.uwe.ac.uk/its/contact.shtml
Telecommunications enquiries and problems	IT Support Centre www.uwe.ac.uk/its/contact.shtml
IT training	IT Training Team (part of Human Resources) www.uwe.ac.uk/ldc

How you can help us to help you

- Please e-mail non-urgent requests to the IT Support Centre or fill in the Online Support Request Form at www.uwe.ac.uk/its/help/help.shtml
- If you are planning moves or changes, please let the IT Support Centre know well in advance. This will allow us to plan our time and give you the best lead-time.
- For additional network points, please contact the IT Procurement Team.
- When reporting a fault on equipment, please make us aware of its type, make, serial number, and whether you are a Business user (thin client) or a Development user (thick client). This will help us resolve the problem.
- If you are reporting a software problem, please specify the software name and version number, and if relevant, the error message(s).
- Please ask for advice when purchasing equipment in order to ensure that it is compatible with our systems and network.

Accessing the UWE network

Username and password:

Your Faculty or Service should have made all the necessary arrangements for a PC to be made available to you on your first working day at UWE. You should have been issued a letter with a USERNAME and PASSWORD for all systems along with your e-mail address. This login and password allow you to log into the PCs and terminals, but also log in to facilities such as Microsoft Outlook. For additional information on username and password, please visit:
www.uwe.ac.uk/its/staffguide.shtml

Log in:

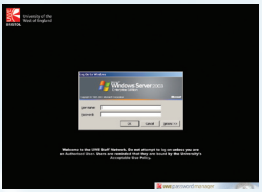
When you switch on your PC, you will be presented with a sign-in box like this:



Thick client sign-in box

Key in your Username, exactly as it is given to you. Tab to the next line and input your password exactly as it is given to you. You will see asterisks displayed as you key in, so ensure that you key in the correct password.

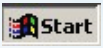
The third line down should be showing, CAMPUS. If not, click on the Options tab, click on the drop down button and choose the CAMPUS option. Then, press the enter button.



Thin client sign-in box

Log out:

In order to preserve the security of your files and to prevent anyone else from misusing your account, it is absolutely vital that you log out of the PC. You are responsible for the security of your own account.

To log out or log off, click the Start button 

and select Shutdown or Log Off.

Staff desktop best practices

We have listed a few desktop best practices which we recommend you use:-

1. Any data stored on a computer belonging to the University or using the University's network must comply with the University's Data Protection policy which can be found at www.uwe.ac.uk/finance/sec/dp/
2. Save your files including personal data in the central file stores (also called network drives) ie H:/ and S:/ drives. These drives are backed up centrally by IT Services
3. If you are saving your work onto any other drive such as the hard drive, or media such as CDs, and memory sticks, you must consider your work as insecure and not backed up. It may not be retrievable, and it may also be lost and/or in the hands of people who are not authorised to view your information. Please refer to Securing data on portable media www.uwe.ac.uk/its/staffguide.shtml
4. If you have to store sensitive and confidential data on a desktop or laptop, you MUST use encryption software. Please read carefully the Encryption facilities and Data Security policies www.uwe.ac.uk/its/staffguide.shtml
5. If you purchase a new UWE laptop, you will be required to purchase encryption software with it, whether you store sensitive and personal data or not. Encryption must be used if dealing with personal data. **Note:** If you purchased a laptop prior to January 2010, you will be required to purchase encryption software retrospectively, especially if you store confidential data on the laptop.

6 Staff storage guidance is given at www.uwe.ac.uk/its/staffguide.shtml

7 Although the central file stores are backed up, it might not always be possible to retrieve your data. Therefore, we recommend you make your own regular backups of important work, but you must be vigilant with the data. It must not contain personal data. Please refer to point 3.

8 Your password must NEVER be passed onto anyone. If you give your password to IT Services for repair or maintenance purposes, please ensure that you change the password immediately afterwards. Sharing of passwords is a major breach of regulations.

9 To temporarily lock your computer, if you leave it unattended, please press Ctrl-Alt-Del. Click on 'Lock computer'. To unlock the computer, press Ctrl-Alt-Del again and type in your password.

10 Please ensure that you have up-to-date anti-virus software running at all times on your work and home computers. All PC labs and managed computers on the UWE network are protected by an Enterprise level anti-virus software package.

11 Your home computer needs to have its own anti-virus and anti-spyware software, and its own firewall. Please see the list of recommended free software www.uwe.ac.uk/its/staffguide.shtml We also recommend that you read the Microsoft Security web page www.microsoft.com/protect

E-mail

IT Services provide a staff e-mail system based on Microsoft Exchange ©. All new staff automatically get an Exchange Mail box which they can access via the Outlook client and Outlook Web Access.

Microsoft Outlook:

Outlook 2007 is the chosen UWE staff e-mail client. It enables you to e-mail but also has a wide range of functions to organise your work, schedule appointments, store information etc.

Outlook is a part of the Microsoft Office suite and comes as standard on all new UWE build PCs. Simply log into your machine and the Configuration Wizard will run, setting up your Outlook for you. If Outlook is not installed, please see the Frequently Asked Question no.15 www.uwe.ac.uk/its/staffemail/faqs/q015.shtml

For more information on how to use Microsoft Outlook 2007, please visit www.uwe.ac.uk/its/staffemail/

Outlook Web Access (OWA)

OWA is a feature rich web browser based e-mail client, accessible from any PC in the world that has a connection to the internet or UWE network. You can access OWA from the main UWE Staff Intranet web page: www.uwe.ac.uk/?page=2

For additional information, please visit:
www.uwe.ac.uk/its/staffemail/faqs/q014.shtml

NOTE: Bulk e-mail is prohibited except for UWE or faculty business. Mail to extended lists of addresses (eg all students) causes strain on the system, and is an annoyance to most recipients.

Microsoft SharePoint

Microsoft SharePoint is a web-based tool that enables staff across the organisation to manage, share and work collaboratively on resources. The system is used by a wide range of staff for a variety of applications, including document management, research, committee management, departmental management and project management.

One SharePoint based application available to all staff is UWEmysite, which is a knowledge tool, allowing staff to share information about themselves, their interests and areas of expertise. It is also a powerful people finder.

For further information on using SharePoint at UWE, please visit http://sharepoint.uwe.ac.uk

Wireless network (Net Plus)

Members of staff are able to use the wireless network which is available in many locations through the University and its different campuses. For the list of locations, please visit www.uwe.ac.uk/netplus

To use Net Plus, you must have wireless capability and up-to-date anti-virus software on your laptop, as well as your UWE username and password. However, the H and S drives will not be available unless you log into the XA (Xternal Access) system. For XA, please see the section below.

XA (Xternal Access) also called Remote Access

To access your files saved on the H: or S: drives (and also T: drive) from home or externally from the UWE network, you need to use our XA (Xternal Access) system. You will also be able to access features on the UWE intranet as though you are on campus. Please find further information on the XA web pages at www.uwe.ac.uk/its/staffguide.shtml

Business Systems

Management Information (ISIS2), Admissions (SITS - ADMIT), Accommodation (KINETICS), Finance (AGRESSO), Human Resources (SAP) and Timetabling (Syllabus+)

The Business Systems team develop and maintain all the administrative support software for the University such as the ones listed above.

The systems are constantly evolving to provide the highest level of functionality for the users.

If you have identified an area that needs enhancement in ISIS2, please complete one of our Software Change Request (SCR) forms. The form is available at www.uwe.ac.uk/its/staffguide.shtml

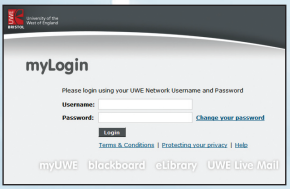
For further information, please refer to www.uwe.ac.uk/its/corporate/teams/bussysfp.shtml

myUWE student portal and Blackboard

The myUWE portal delivers a single point of entry to a full range of online University services including Blackboard, access to information such as academic records, personal details for students, and photosets for teaching activities for many staff. The portal initiative is a significant one for the University and we are committed to developing myUWE with new features over the coming months.

The myUWE support website can be found at http://info.uwe.ac.uk/myuwe/

The Blackboard support website can be found at http://info.uwe.ac.uk/online/blackboard/



Each time you log into myUWE, you will be presented with the new unified sign-on product, called myLogin.

If you are unable to login, please ensure your username and password are correct (passwords are case-sensitive), and try logging in again. If this fails, you may need to synchronise your passwords.

Please visit staff password information at www.uwe.ac.uk/its/staffguide.shtml

Telecommunications

The Telecommunications Team is responsible for the maintenance and development of the telephone network and associated systems eg voice mail and call queuing. They also produce the monthly call logging reports and deal with equipment purchases such as telephones and fax machines.

All extensions at UWE are of the form 8xxxx and can be accessed from outside by Directly Dialing In (DDI) using the format 0117 32 8xxxx.

Useful numbers

Outside line (PSTN) access.....9

UWE operator 100

Voicemail access from own phone 121

Voicemail access from other phone.....131

IT Services Help Desk/Support Centre.....123

UWE operator from PSTN.....0117 965 6261

Telephone function codes

Transfer/Enquiry	R X	Public exchange	9
Connect held party	R * 1	Divert - all calls	# 9 X
Cancel enquiry	R * * 1	Cancel divert	# # 9
Hold	R * 9	Extension call pick up	* 3 X
Conference	R X R * 4	Group pick up	* * 3
Ring back	R #	Cancel ring back	# # 1
R = Recall		X = Follow with extension number	

Additional telephone function codes can be found at www.uwe.ac.uk/its/staffguide.shtml

For further information on how to obtain, move or change a telephone, install a new telephone point and create an extension number, please visit the Telecomm Services web pages and guide: www.uwe.ac.uk/its/staffguide.shtml

The guide should also give you substantial information on how to use a telephone at UWE, report a fault, and the time to fix a fault etc.

Audio-visual classroom/meeting room support

The Central Audio-Visual Services (CAVS) team is a small dedicated team of technical personnel who are responsible for the provision of audio-visual facilities within the University's centrally owned and managed areas.

CAVS web pages www.uwe.ac.uk/its/corporate/services/cavs.shtml

CAVS can offer the following services:

- Provide audio-visual equipment and support to members of staff located within the University's Central Services departments.
- Provide audio-visual equipment and support in lecture theatres and meeting rooms owned and managed by Conferments, Examinations, Timetabling and Technical Services (CETTS). http://cetts.uwe.ac.uk/
- Provide audio-visual facilities for on-site conferences based at the Frenchay Campus (including external and internal bodies) and booked via the University's Conference Office.
- Loan audio-visual equipment to members of the University's central services staff in the event that their meeting is off-site.
- Provide an ISDN (H.320) based videoconferencing facility to facilitate members of the University's staff in carrying out the University's business.
- Development of the University's audio-visual infrastructure by incorporating state of the art audio-visual facilities within centrally held areas under the management of CETTS. http://cetts.uwe.ac.uk/
- Provide advice to all staff on the purchase of audio-visual equipment.

Printing and Stationery

Printing and Stationery is based at Emersons Green and operate a satellite unit at Frenchay, Room 2B030.

Contact Reception on extension 84670 or 0117 32 84670 (from outside UWE).

The fax number is extension 84682 (0117 32 84682)

Address: Unit 104, Farendell Road, Emerald Park East, Emersons Green, Bristol, BS16 7FF.

General e-mail address: printing@uwe.ac.uk

Printing and Stationery (PSS) are responsible for all printing (including marketing items) carried out within the University. They work closely with Marketing and Communications to produce high quality publicity materials such as brochures, prospectuses, posters, advertisements and exhibition panels.

Please take note of the following:

- Staff may not place print orders with any external company
- All stationery and printer consumables must also be ordered through Printing and Stationery
- The fleet of Canon multi-function printers is managed by PSS. Requests for equipment moves should be addressed to PSS using the form from their web pages. However, faults should be logged directly with Canon on 0844 8920844.

Printing and Stationery web pages: www.uwe.ac.uk/printing/

IT equipment

Buying IT equipment?

ITS have a team specifically dedicated to the procurement of IT equipment for the University. They provide a centralised ordering and delivery service for IT hardware, software and licensing and subsequent installation.

This team is the first point of contact for staff placing IT purchases (including telephones and mobiles) orders and work requests. For further details, please visit the Procurement Team web page: www.uwe.ac.uk/its/staffguide.shtml. It will direct you to the relevant Change Request forms which need to be filled in.

Central IT Services do not offer a loan service. However, some audio-visual equipment and laptops may be available from your Faculty. Please contact the faculty IT representative.

Faulty equipment?

If your equipment is faulty, please contact the IT Support Centre. However, it may be worthwhile to carry out a few checks before contacting IT Services.

Hardware fault?

- Check all the cables are connected properly both to the machine and the wall.
- Memory sticks, ZIP disks, CDs, DVDs etc, check your device in a colleague's machine. It may be a fault with the device rather than your machine's drive.

Software fault?

If you can get onto the Intranet, please go to the ITS web pages:

- Look under the current 'system status' section. There may be a system wide issue we are aware of and are already working on.

- Weekly at risk periods and maintenance weekends: systems and computing at UWE may sometimes be affected by weekly at risk periods or maintenance weekends. It is recommended that you occasionally check the Scheduled Interruptions of Service on www.uwe.ac.uk/its/shutdown.shtml
- ServiceIT https://serviceit.uwe.ac.uk/serviceit/secure-login.htm You may log and view your Service Desk calls and your Change Management requests. You may also find your answers in the Knowledge Centre.
- Check the Help section of the software you are using.
- Listen to the 'any known faults' message on the telephone queue, as this might save you time waiting to talk to a representative. The telephone number is 123 (internally) and 0117 32 83612 (externally).
- Enquire with your colleagues. They may already have the solution to your question.
- Try the IT technician in your Faculty or Service.

Explanation of thick and thin

Thin client and thick client are terms used for the type of PC system you use.

Thin

Thin client PCs run all of their programs from the central servers not from the PC itself.

The PC on your desk is simply a connector to the server.

Thin client equipment is used where staff use the core set of software provided on our servers. eg Word, Excel, PowerPoint, Access, FrontPage 2003, Infopath, OneNote, Publisher, Internet Explorer, Microsoft Outlook, Acrobat Reader etc…

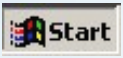
Thin client staff are also known as business users. This means that they use the software that is core to our business.

Thick

Thick client PCs run all of their programs from the PC itself.

Thick client equipment is used where staff have specialist roles that require software in addition to the core set. Thick client staff are known as development users.

How do you know whether you are a thin or thick client user?

Click on the Start button 

Thin client

On the left hand side, you will see a black stripe or Windows Server 2003.

The desktop and start menu are now customisable. You can use your own picture as a background as long as it is a .bmp and not a .jpg format.



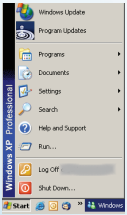
(existing users)


(new users)

Thick client

On the left hand side, you will see Windows XP Professional.

The Start menu looks like this.



Network or corporate computing versus your home computer

There are some differences between your PC at home and the IT equipment used at UWE. UWE is a networked environment. This makes it much easier to share information within your faculty, but also between faculties and services. Just as with any corporate environment, we need to ensure that this can be done in a secure manner. This may mean that you will not always be able to use your PC at work in the same way as your PC at home.

As your computer is linked to hundreds of others through the servers, a change you might make at home to enhance a particular feature may in fact slow down every other user on the network. For this reason, you may find your ability to make some changes has been restricted. We do not put these restrictions in place to limit your work but to ensure that everyone can work.

UWE has provided you with a PC, desk and office space in which to do your work. If your role allows you to work from home, it is your responsibility to ensure that you can transfer any information you may need from your home to UWE. In the event that your preferred transfer method is not available on your UWE PC, then it is your responsibility to use an alternative method or to change your home equipment. UWE does not replace or upgrade its equipment to be compatible with your personal purchases.

Maintenance Weekends

Please bear in mind the maintenance weekends which take place through the year. Please visit www.uwe.ac.uk/its/shutdown.shtml

Assistive Technology

Please visit the following website for information on software available to support disabled people within the University. www.uwe.ac.uk/its/assistivetechnology/

Laptop and desktop offers - Purchasing schemes for staff

If you wish to benefit from staff educational offers when buying computer equipment, please feel free to consult the purchasing schemes with Hewlett Packard and Dell: www.uwe.ac.uk/its/staffguide.shtml

IT Training

IT Training is provided by Human Resources. We suggest that you visit the Learning and Development Centre web pages for course outlines, IT qualifications and timetable information: www.uwe.ac.uk/ldc

Tell us what you think

You can give your feedback about IT Services by filling in this online feedback form: www.uwe.ac.uk/its/its_feedback.shtml

Graphic Design Team 60309
UWE, BRISTOL F.03.10
Printing & Stationery Services