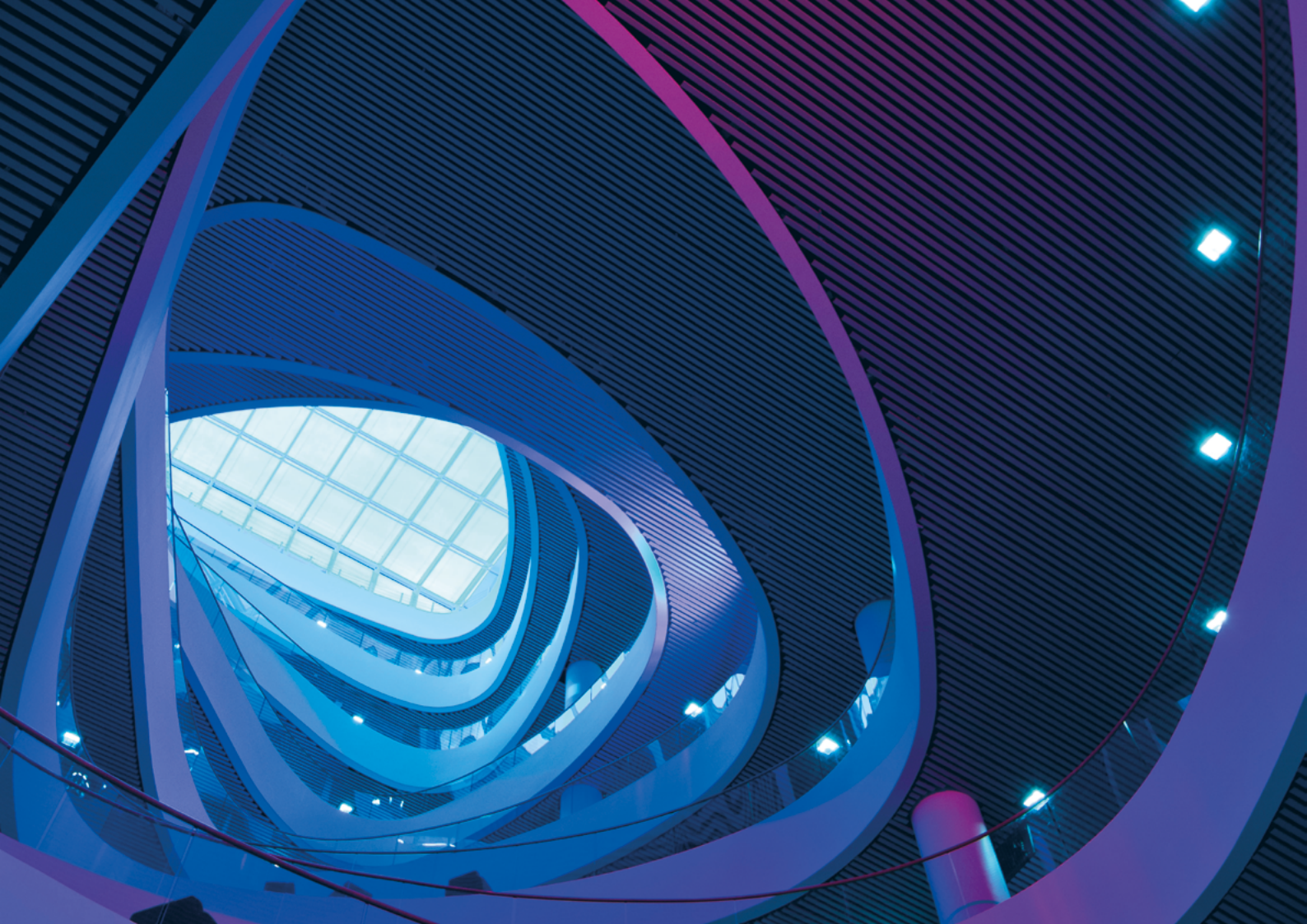


Directorate of Digital & Information Services

For Undergraduate and
Postgraduate Taught Students



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IT Service Desk

Contact the award-winning IT Service Desk if you need help or have any questions about using IT at the University.

We are available via Online Chat, in person, and via **email**.

Visit **MyIT.abdn.ac.uk** to chat with us or find self-help solutions.

We look forward to supporting you throughout your University journey.



Toolkit

The Toolkit was created by staff and students to help you:

- Learn new digital skills like coding or graphic design
- Understand how to use University software such as Ma Lab or the VDI
- Discover useful apps like Trello and Pomodoro
- Explore University services, including Counselling & Disability Services.

The University Support Portal features animations, step-by-step guides and live assistance from the **IT Service Desk**.





We have over 130 resources, which you can browse by type, collection or in alphabetical order.

So next time you need help, try:
abdn.ac.uk/toolkit

Assistive Technology

The Assistive Technology Service supports students and staff with a disability, specific learning difference, mental health or any other medical issue through the use of technology.



Our team aims to:

- Empower students and staff to be independent in their studies or role
- Support the University in delivering an accessible environment promoting diversity & equality

What our service can provide:

- Advice and training on Assistive Technology software & hardware
- Arranging one to one confidential appointments for training with staff and students
- Supporting use of Assistive Technology during student assessments and exams
- Supporting Assistive Technology software on campus PCs and Assistive Technology Booths
- Managing a stock of loan equipment for staff and students

PC Classrooms

DDIS supply, manage and maintain approximately 1400 student PCs across our campuses in a range of spaces, from centrally timetabled classrooms to ad-hoc non bookable areas such as the library and halls of residence.

Software for all course teaching is included along with core software such as Microsoft Office and other commonly used software. Students can also get access to their personal storage space on these devices.

DDIS also maintain our virtual desktop service that gives secure remote access to our software. We offer two different types of desktops, one is a general purpose desktop and one is a more specialised STEM desktop designed to facilitate more graphically intensive applications.



LAUNCHING FEBRUARY 2024

LapSafe Loan Laptops

LapSafe is a new service offering the short-term use of a University configured Windows laptop device. The device is obtained from a number of self service lockers across campus (MacRobert 1st Floor teaching space, Polwarth Medical School library basement).

The laptops are available by swiping your University ID card and following the on screen instructions – the devices are for short term use on campus and are configured with Windows 10 & Microsoft Office. They connect automatically to the wireless service and are set up with queues to the central printing service.

The service can be used by all registered students & staff, including postgraduate researchers and taught postgraduates.





Software

The University offers a range of software to support teaching and learning. Software is available on classroom PCs and on **MacLeod**, our high-performance teaching facility.

Our **Software Catalogue** details what can be downloaded free of charge, and how to access or order other software.

Student access to software is dependent on licensing agreements.

Microsoft 365

Our students can download MS 365, for free, on up to five devices.

All the familiar MS applications such as Word, Excel, PowerPoint, and Outlook are included in the package.

**Software | IT Services |
The University of Aberdeen
(abdn.ac.uk)**

5

FREE
COPIES
OF MS OFFICE
FOR EVERY
STUDENT



Wireless Campus

The centrally-managed wireless networking service allows registered University of Aberdeen staff and students free, encrypted and secure access to the internet-based resources from the University and the wider internet – 24/7, 365 days a year.

Simply look for 'eduroam' and log in with your `username@abdn.ac.uk` and your normal University password.

eduroam



Secure Your Digital Journey: Your Partner in Cyber Safety

The Information Security team is here to empower you with the knowledge and tools to navigate the online world securely.

Your digital well-being is our top-priority, so we conduct regular security audits and implement robust measures to safeguard the entire University network. From firewalls to intrusion detection systems, we're working behind the scenes to keep your digital home secure.

We're committed to fostering a culture of cyber awareness, collaboration, and trust. Together let's build a community that thrives in the digital age.

For help, advice and to report all information security incidents, contact **IT Service Desk**.





Library Collections and Services

The University of Aberdeen Library is yours to use for study, learning, and research.

Your Library has an ever-growing digital collection, and the extensive print collection is available across four different buildings, on all of our campuses.

Your Library covers all subjects taught and researched at the university. It can all be searched and accessed on Primo, our online search tool and gateway to our digital resources.

Your Library has different spaces ranging from total silence to collaborative group working areas, to suit your study needs.

Your student card is your library card, giving you physical



access and for borrowing books. Your IT username and password gives you access to the millions of digital resources.

Library staff are here to help you find materials that you need for any assignments or coursework. We can also advise you on referencing your work correctly and teach you to use software that can help with this.

We can help you in person, via bookable videocalls, or simply send us an email with your questions – library@abdn.ac.uk.

Keep up to date with library news and announcements by following us on [social media](#).

The Library collections, spaces and services are here for you, so [Learn to Use Your Library](#).





Online Reading Lists

The Reading List Service is the library's service designed to support in the creation of integrated and engaging reading lists. Leganto reading lists are online lists offering convenient access to essential course readings. These lists display the location and availability details for physical books held in the libraries in addition to links to e-books as well as any digitized chapters or online materials such as websites, podcasts, or videos.



Through Leganto, our reading list software, you can access reading lists that are relevant, interactive, and accessible through your course's VLE – such as MyAberdeen. As resources listed on Leganto link directly through Primo, your University credentials carry over meaning that you don't have to frequently log-in to access your course materials.

While not all courses use a Leganto Reading List yet, the majority that do are published publicly meaning you are free to explore lists on the Leganto homepage prior to your course starting. Here you will also find Library curated reading lists to support and celebrate events such as Black History Month or Pride.



Digital Skills Training



Boost your digital skills with help from the Digital Skills Team. We offer a wide range of guidance, workshops and advice for all university students and staff.

You can also contact the DigitalSkills Team directly for advice. We can answer queries by email, or you may want to arrange a chat with one of our team.

Contact library@abdn.ac.uk

Check out [Toolkit](#) for online

guidance on everything from general IT skills to key topics such as accessibility and working with long documents. There are guides for using specific software like PowerPoint, Excel and Canva, guides to University systems like MyAberdeen and MyTimetable, as well as links to further resources and training.

Develop your digital skills and fluency with our skills workshops. These can help you expand your knowledge about how to use specific software like Word, Excel or RefWorks, or how to approach a particular task, like digital notetaking, using search engines effectively, or designing an academic poster. We offer workshops online and in person. You can view our full offering and book your place via the **Course Booking system**.

The Digital Skills Team also provides online guidance about copyright and licensing for students and staff so you can reuse other people's material legally and protect and share your own work.

Email **library@abdn.ac.uk** for further advice.





Museums & Special Collections

The University cares for an internationally important collection of over 1 million items, including archives, rare books and museum collections. These reflect the region and the wider world and are of value to a wide range of disciplines, from archaeology to zoology.



- Exhibitions include the permanent displays of the Zoology Museum, and a changing exhibition programme in the Gallery of the Sir Duncan Rice Library, as well as smaller displays across the University
- Material not on display can be studied in the Wolfson Reading Room and museum venues.
- Entry is free to everyone in all our venues.

- Museums & Special Collections organises a rich programme of academic and public events and exhibitions, many co-produced with researchers and other people.

To view our current volunteer opportunities or find out more about our Museums & Special Collections please see:

abdn.ac.uk/collections/



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