Introduction to IT Services for Staff and Research Postgraduates

IT Services Documentation Team. Updated September 2014.

The University’s IT Services is responsible for the management, operation and support of the wired and wireless networks, server infrastructure, IT classrooms, telecommunications, media and audio visual services, software and hardware, email and calendaring, web resources, and business applications. Our staffed services are available Monday through Friday. The central computing systems operate 24-hours a day.

Registration

In order to access University computing facilities (e.g. email and calendaring, filespace, network printing, etc.), you must first register for an IT account.

- **New members of staff** are invited to register online at the start of employment with the University.
- **Research postgraduate students** should register online at [www.abdn.ac.uk/ereg](http://www.abdn.ac.uk/ereg)

Once you have registered, we will issue you with a username and password.

On registration, each staff member is allocated 10GB of personal filespace on a central server. This filespace appears as drive H:\ on any networked PC you log onto on campus – indeed, you may often hear it referred to as your H:\ drive. If you need more filespace, contact the Service Desk.

Email and Calendaring

Staff and Research Postgraduate mailboxes are hosted by the [Microsoft Office 365](https://www.office.com) cloud-based service. Access your email and calendar on your desktop at work via Outlook and remotely via [Outlook Web Access](https://outlook.com/abdn.ac.uk). Outlook user guides are available from the [Guides tab at: www.abdn.ac.uk/staffnet/working-here/it-support](http://www.abdn.ac.uk/staffnet/working-here/it-support). The IT Services Training & Documentation Team also offer introductory courses in Outlook, see [www.abdn.ac.uk/tad](http://www.abdn.ac.uk/tad).

Password changing

To ensure that your information is secure, you must change your password regularly. You can change your password at [www.abdn.ac.uk/local/password](http://www.abdn.ac.uk/local/password).

Remote Access

Remote VPN is a browser-based, remote access solution for personal devices, providing you with secure, authenticated, access to personal (H: drive) and to web-based resources such as MetaLib off campus or over the University wireless network. For more details, visit: [www.abdn.ac.uk/staffnet/working-here/remoteaccess](http://www.abdn.ac.uk/staffnet/working-here/remoteaccess).

Documentation

A range of fact sheets, user guides and workbooks can be downloaded from [www.abdn.ac.uk/tad](http://www.abdn.ac.uk/tad).

PCs – Purchasing, set-up, faults

**Desktop PCs**

The University has a contract for the supply of standard Desktop PCs. One standard specification has been established and desktop PCs should be purchased through IT Services. Requests for non-standard desktop PCs, e.g. requests for additional RAM or a bigger hard drive, should be directed to the Service Desk. See [www.abdn.ac.uk/staffnet/working-here/it-resources.php](http://www.abdn.ac.uk/staffnet/working-here/it-resources.php).

**Departmental laptops**

University laptop purchases are made within the framework agreement of the National Desktop and Notebook Agreement (NDNA). Laptops are provided by HP. For further information or queries regarding orders and purchasing, contact [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk).

**PC set-up service**

We provide a set-up service for new PCs, configuring and installing networking and other essential software, thus ensuring your PC is ready to use when delivered to you.

**Faults**

PC hardware faults should be reported to the Service Desk.

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1. IT policies are published in the Policy Zone on StaffNet – see [www.abdn.ac.uk/staffnet/governance](http://www.abdn.ac.uk/staffnet/governance).
Software
PC software may be purchased via IT Services. For details, please refer to the Software tab at:
www.abdn.ac.uk/staffnet/working-here/it-resources.php

Computer Classrooms
A list of computer classrooms is available on the Web, at
www.abdn.ac.uk/staffnet/working-here/pc-classrooms

For information about using the computer classrooms for teaching, click the Booking for Teaching tab. Opening
hours of classrooms vary with the opening hours of the
buildings in which they are located. A security system
activated by your staff card provides out-of-hours access
to the Edward Wright Building and MacRobert Building
classrooms. Contact Stewart Finnie (s.finnie@abdn.ac.uk)
for advice on adding software to the classroom systems for
Teaching.

Printing
Two types of networked printing device are available:
multi-function devices (MFDs), capable of copying and
scanning to email as well as printing, and printers.
Default settings for both are duplex, mono A4 printing.

Some MFDs offer A3 and colour printing, and some
printers offer colour print options.

Most departments provide printing, copying and scanning
facilities for staff via MFDs. There are also printers/MFDs
in or near to all PC classrooms and clusters.

When printing on campus, you send your output to a
holding queue. You can then print from this queue at any
MFD or printer using your ID card or username/
password to login. For guidance on using MFDs and
printers, see our fact sheets – available online at:
www.abdn.ac.uk/staffnet/working-here/it-print

Wireless campus
All University academic, administrative and residential
buildings on the Old Aberdeen, Foresterhill and Hillhead
campuses benefit from wireless access.

This centrally-managed service allows registered users
encrypted and secure access to internet-based resources
24/7, 365 days a year. For more information, see:
www.abdn.ac.uk/staffnet/working-here/it-wireless

Video conferencing
Our multi-point video conferencing equipment facilitates
communication with colleagues, staff and students at
other HE Institutions in Scotland and the rest of the
world. See www.abdn.ac.uk/it/services/media/.

Web, Internet and Electronic resources
Website maintenance
We provide training for our OpenText Enterprise level
CMS, details can be found at: www.abdn.ac.uk/cms-
training/. Contact web-team@abdn.ac.uk for advice.

Code of Practice
The publishing of information in electronic format by staff
and students at the University is governed by our Code of
Practice – see:
www.abdn.ac.uk/staffnet/documents/policy-zone-
information-policies/DIT_e-publishing.pdf

Web-based Resources
The University library provides useful links to the Library
Catalogue, MetaLib, Exam Papers Database and other
internet resources. Please refer to
www.abdn.ac.uk/library. See also to www.athens.ac.uk
for a range of electronic information resources to which
we subscribe.

Training and Documentation team
The IT Services Training & Documentation (TaD) Team
offers a programme of courses designed to help you gain
expertise in the use of computing facilities within the
University. Additional and tailored courses can be run on
request. For a current course listing, see
www.abdn.ac.uk/it/services/training/courses
For information about the TaD Team, email
tad@abdn.ac.uk

Web Development
The Web Team offers consultation, design and
development services to University departments and
sections for college or administration approved work. For
more information, see our pages on StaffNet:
www.abdn.ac.uk/staffnet/working-here/it-web

Media Services
Media Services provide AV equipment and technical
support for Colleges and Schools throughout the
University.

Fixed equipment is available in some teaching areas, and
can be temporarily installed in others. We can advise you
about equipment in specific rooms, and demonstrate its
use. A quick practice run-through in advance of using an
unfamiliar room, or new equipment, is advised. We also
offer advice on the purchase/renewal of AV equipment,
and can recommend a choice of competitive sources. For
further information, including contact details see:
www.abdn.ac.uk/it/services/media/

Medical Illustration
The department provides a comprehensive range of
Medical Illustration services for teaching, research and
publication for the School of Medicine and Aberdeen
Royal Hospital Trusts. We can also provide a media
service for other departments within the University and
the ARI Trusts. The department is jointly involved with
the Medical Faculty CAL Unit – Medi-CAL.

The Graphics section offers a professional design
service, including production of posters for scientific
displays and advertising, lamination and ‘same day’
printing service. See www.abdn.ac.uk/it/services/media/.

Assistive Technology
The University of Aberdeen offers a range of assistive
technology that may be useful for disabled students. All
classroom and library PCs have assistive software,
available through shortcuts along the top of the
classroom Desktop.

For more information, including documentation and
guides, a list of available software and equipment, visit:
www.abdn.ac.uk/it/services/atech