Computing Services for Staff
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This fact sheet provides information on some of the computing facilities available to staff, particularly some of the central classrooms and other facilities that the students you teach may be using.

Registration

All PCs and UNIX systems supported by IT Services require a login via a personal username and password.

New members of staff register by completing form RF1: Staff computing account – new user registration form. This online form is available at www.abdn.ac.uk/local/staffreg/

Note: New members of staff will need to know their staff ID number before they can register.

Students retain the same username and email address throughout their course of study, but must re-register this username at the start of each academic session. Undergraduate, Taught Postgraduate and Research Postgraduate students register (or re-register) through a self registration program that runs in all the PC classrooms or via www.abdn.ac.uk/ereg

Usernames are not activated immediately. To avoid overloading the system, new registrations are stored and processed overnight. By the next working day, the username should be ready for use, allowing the student to login and use the systems. It is vital, therefore, that students remember to (re-)register no later than the day before their first class in a computer classroom.

What about the student who forgets to register?

There will inevitably be one or two students who turn up at their first computer class with no username or having forgotten to re-register their username for the new session. In such cases, students should contact a Service Desk in the first instance: servicedesk@abdn.ac.uk

Service Desk

If you have a problem or would like information regarding University IT facilities, you can contact the Service Desk on servicedesk@abdn.ac.uk or log a call using MyIT: https://myit.abdn.ac.uk

You can also visit us in person at various locations across campus. Further details of our opening hours and locations can be found at www.abdn.ac.uk/staffnet/working-here/it-support.php

Passwords

Passwords must be kept secret. They protect files and printer budgets from unauthorised access.

Encourage students to change their passwords regularly, using the Quest Password Manager: www.abdn.ac.uk/it/student/help/password

A user who forgets his or her password will have to call in personally, with his or her student ID card, to a Service Desk for assistance.

Printing & Print Budgets

Printers with scanning and copying facilities are sited around campus. Refer to the Quick Guide to Classroom Printing fact sheet for further details on printing and print budgets, at www.abdn.ac.uk/staffnet/working-here/it-support.php (click on the Guides tab).

Logging On & Off

Press Ctrl + Alt + Delete then type in your username and password to log on. To protect files and print budgets, students must always remember to log off when finished by selecting Start > Log Off. Users will be automatically logged off after 20 minutes of inactivity.

Hardware Problems

If you, or your students, find a PC or printer is not working properly, please report it to the Service Desk by phone, or, out of hours, by email. Then leave a note on the system stating that it is out of order, recording the date and time you reported the fault.

Software

For details of classroom software, refer to www.abdn.ac.uk/staffnet/working-here/pc-classrooms.php

The Software Download Service allows you to install some of the software packages for which IT Services holds a site licence onto your home PC: www.abdn.ac.uk/local/download/
**Conditions for using IT Facilities**
Please remind your students that they must abide by the *Conditions for using IT Facilities*.¹

The fact sheet *Notes for Students using Computing Facilities* reiterates the importance of adhering to these conditions. Staff receive a copy of the Conditions with user (re-)registration.

During registration, Staff and students agree to terms set out by the Classroom Code of Conduct. For further details, see [www.abdn.ac.uk/it/student/class/code-of-conduct](http://www.abdn.ac.uk/it/student/class/code-of-conduct).

**Enabling Access**
All classroom PCs have assistive technology to help disabled users with issues such as visual impairment or dyslexia. For more information on Assistive Technology visit [www.abdn.ac.uk/assistivetechnology](http://www.abdn.ac.uk/assistivetechnology).

Edward Wright provides individual occupancy computer rooms, which open onto the corridor; each is equipped with assistive technology. There are similar booths in the Library, MacRobert, Suttie and Polwarth buildings.

**User Filespace**
Undergraduates and Taught Postgraduates are given up to 10GB of filespace on a central server. If they need more, the Service Desk can, on request, increase this. Requests for even more space require a supporting letter from a member of the teaching staff. Staff and Research Postgraduates are also given up to 10GB of filespace. The Service Desk can, on request, increase this further. Research postgraduates will require a supporting letter from a member of teaching staff for increases over 500MB.

**H: Drive**
This filespace appears as drive H: on the PCs. Encourage students to use drive H: as it is quicker and safer than using CDs or memory sticks. When it fills up, however, the student will need to backup some files to make room for new ones on their H: drive.

**Student Portal**
Remind your students to log into the Student Portal, through which they can view, check and update their personal details, course enrolments, timetable, accommodation fees, library loans, exam timetables and results, top up their printing budget and more.

The Learning Resources section provides students with links to universally relevant resources (e.g. Library, SLS) as well as links for each course for which a student is registered: MyAberdeen or MRC pages, Course Catalogue entry, Course Handbook, the School home page, plus links to course home pages as selected by course coordinators.

Students can log on to the Portal at [www.abdn.ac.uk/studentportal](http://www.abdn.ac.uk/studentportal).

**Other Services**
All registered undergraduate and taught postgraduate students may use email via the Web-based Studentmail. For information on services including Studentmail, Shibboleth access to electronic resources, 24-hour access to computing buildings, web resources for students and available documentation, see Fact Sheet *Notes for Students Using Computing Facilities*.

**Where do I find a PC?**
A list of Computer Classrooms and Study Places can be viewed online at [www.abdn.ac.uk/it/student/class/where-pc](http://www.abdn.ac.uk/it/student/class/where-pc).

For live updates of where there are unused PCs:
Old Aberdeen [www.abdn.ac.uk/freepcs](http://www.abdn.ac.uk/freepcs)
Foresterhill [www.abdn.ac.uk/freepcs/FH](http://www.abdn.ac.uk/freepcs/FH)
Library [www.abdn.ac.uk/freepcs/LIB](http://www.abdn.ac.uk/freepcs/LIB)

**Further information and help**
Further information on all services is available on StaffNet: [www.abdn.ac.uk/staffnet/working-here/it.php](http://www.abdn.ac.uk/staffnet/working-here/it.php).

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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/)