IT Facilities for your Students – a guide for Staff

This guide provides information about the computing facilities available to your Undergraduate, Taught Postgraduate, and Research Postgraduate students.

Registration

Registration All PCs and UNIX systems supported by IT Services require a login via a personal username and password. Students retain the same username and email address throughout their course of study, but must re-register the 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 if a student 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 the IT Service Desk in the first instance: servicedesk@abdn.ac.uk

Passwords

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

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

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

Printing & Print Budgets

Printers with scanning and copying facilities (MFDs) are sited around campus.

See the printing web pages for further details on printing and student print budgets: www.abdn.ac.uk/it/student/print/

Hardware Problems

If students find a PC or printer that is not working properly, please encourage them to report it to the Service Desk.

They should then leave a note on the system stating that it is out of order, recording the date and time they reported the fault.

Software

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

Students can download a copy of MS Office Professional Plus 2016, or MS Office 2016 for Mac, or Office for iPad at no charge – see www.abdn.ac.uk/it/student/pcs/

Service Desk

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

Students 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/it/student/help/

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Conditions for using IT Facilities
Please remind your students that they must abide by the Conditions for using IT Facilities.

The guide IT Services - Facilities for Students reiterates the importance of adhering to these conditions – see www.abdn.ac.uk/toolkit/basics/it-services/

During registration, 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

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

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

Filespace
Undergraduates, Taught Postgraduates and Research 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. Research Postgraduates will require a supporting letter from a member of teaching staff for increases over 500MB.

This filespace appears as drive H: on the PCs. Encourage students to use drive H: as it is quicker and safer than using USB 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

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

See live updates of locations of unused PCs:
Old Aberdeen  www.abdn.ac.uk/freepcs
Foresterhill  www.abdn.ac.uk/freepcs/FH
Library  www.abdn.ac.uk/freepcs/LIB

Getting Online?
Registered users have secure, encrypted access to internet-based resources through the wireless networks eduroam and ResNet, available in all University buildings and halls of residence.

For more information, see: www.abdn.ac.uk/it/student/wireless

Improving IT Skills
A wide range of user guides, videos and links to external resources are available in Learners’ Toolkit www.abdn.ac.uk/toolkit

Self-training workbooks and online learning materials are available at www.abdn.ac.uk/it/student/help/guides
Research postgraduates may book on IT training courses at www.abdn.ac.uk/coursebooking/

Other Services
All registered undergraduate and taught postgraduate students can access their University email account via the Outlook Web App hosted by Office 365.

Further information about all IT services for students is available at www.abdn.ac.uk/it/student/

1 IT policies are published in the Policy Zone on StaffNet – see www.abdn.ac.uk/staffnet/governance/