

## Using a Guest IT account

This guide is intended for visitors to the University who have been issued with a Guest IT account by their host.

Guest accounts are for short term, *ad hoc* use by non-University of Aberdeen users.

Requests for Guest accounts are made on behalf of guests by the relevant University host, e.g. conference organiser or academic department.

A Guest account may have been issued to you if you are visiting or collaborating with the University and require access to classroom or library PCs to access the internet, or if you require access to the campus wireless network **eduroam** in a building where the free, public wireless service **Aberdeen-city-connect** is *not* available – for example NHS Grampian buildings at Foresterhill and University Halls of Residence.

### What can I do with a Guest account?

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A Guest account provides:

- login details (username and password)
- access to classroom and library PCs for internet use and the MS Office suite
- access to the campus wireless network, eduroam

**Note:** You may also use the free, public wireless service Aberdeen-city-connect.

Your host will issue your account details (username and password) to you. The username and password will enable you to login to any publicly accessible PC in computer classrooms and the library, subject to availability.

#### Please note:

A Guest account **does not** provide:

- **Printing**
- University of Aberdeen **email** account
- **Filespace** on the University's servers
- Access to **full-text Library content** such as online books, journals and databases.

### How do I access the wireless network?

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You can access the internet using the free, public wireless service **Aberdeen-city-connect**.

If you are visiting a building where Aberdeen-city-connect is not available – for example NHS Grampian buildings at Foresterhill and University Halls of Residence – you may use the campus wireless network **eduroam** instead.

#### Connecting to Aberdeen-city-connect

Look for available wireless networks on your device in the usual way – **Aberdeen-city-connect** will be listed as one of the options.

You will need to register to use the service. Once you have registered, a **Welcome to the CityConnect** page will display automatically.

We're sorry, but we can't provide help connecting to this service.

## Connecting to eduroam

Run our automatic configuration wizard to ensure that your device is configured optimally:

- <https://www.abdn.ac.uk/wireless>

**Note:** You will need the University of Aberdeen username and password provided by your host. You must append **@abdn.ac.uk** to the username when logging into the wizard and to eduroam.

## How do I login to a classroom PC?

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- Press the keys **Ctrl + Alt + Delete** simultaneously
- Login using the username and password provided by your host

Internet Explorer will open automatically.

**Note:** Availability of classroom/library PCs cannot be guaranteed – access is on a first come, first served basis.

## Where do I find a PC?

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When not booked for supervised classes, PC classrooms are open for you to use – but please do not enter while a class is in progress.

For classroom locations see [www.abdn.ac.uk/it/student/class/where-pc](http://www.abdn.ac.uk/it/student/class/where-pc)

You will also find PCs in the Student Union Building, located on the corner of Elphinstone Road and St Machar Drive.

## Conditions of use

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All use of University computing facilities is subject to the **Conditions for using IT Facilities**<sup>1</sup>.

Your host should ensure that you are aware of, and comply with, these conditions. The full text is available [online](#).

## What if I need help?

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If you have any difficulty using your Guest account, call into the **Service Desk** for advice:

- First floor, The Sir Duncan Rice Library, Old Aberdeen
- 1:122 Polwarth Building, Foresterhill

Or contact the Service Desk: [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk)

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<sup>1</sup> All IT policies are published in the Policy Zone on StaffNet – see [www.abdn.ac.uk/staffnet/governance/](http://www.abdn.ac.uk/staffnet/governance/)