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UNIVERSITY OF ABERDEEN

Directorate of Digital & Information Services

For Staff and PGRs

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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 -Training & Support

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

- Learn new **digital skills** like accessibility, poster design or programming

- Understand how to use **University software** such as SafePod or the Virtual Desktops

- Discover **useful apps** like Global AutoCorrect and MindGenius

- Explore University services, including Academic Skills and IT for Researchers

This University support portal features animations, step-by-step guides and live assistance from the IT Service Desk.

We have curated Collections of resources, which feature content specifically designed for our **Staff** and **Postgraduate Researchers**.

In total, Toolkit has 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**

Digital Research

The Digital Research Team is on hand to support Staff and Post Graduate Students with expert advice, guidance and access to high end resources to support your research, including Data Collection Services, pre-populated Data Management Planning templates and Data Management Support.

They support **High Performance Computing** to help you deliver projects more efficiently by accessing the power of 1000+ computers to reduce compute time from months to days. Access can be provided to Macleod (primarily used for teaching and learning) or Maxwell (primarily for research).

Trusted Research Environments are also available to provide a secure setting for data linkage and data hosting projects:

- SafeHaven (DaSH) is a secure, virtual healthcare data analysis and storage centre. Established by the University of Aberdeen and NHS Grampian to allow for the secure processing and linking of health data for the Grampian and Scottish population, when it is not practicable to obtain consent from individual patients.

- SafePod - The University is a member of the SafePod Network which aims to significantly improve the quantity and diversity of public benefit research provides researchers with equitable and secure access to data from sources such as the Office for National Statistics, the UK Data Service and the Scottish Government.

Contact the team by email **digitalresearch@abdn.ac.uk** or browse the **Digital Research Webpages** for more information.

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 and 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

More information is on our webpage here:

www.abdn.ac.uk/it/services/ atech/index.php

Or contact us direct by email: **atech@abdn.ac.uk**

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.

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, and Hillhead Halls).

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

A wide variety of software is available to support research and other business activities.

Access from your university issued device, personal devices, and on Maxwell, our high performance computing facility.

Install **MS Office Pro Plus** on up to 5 personal devices free of charge.

Our **Software Catalogue** details how to access free software and order costed software.

Microsoft 365

Our PGR and Staff 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)

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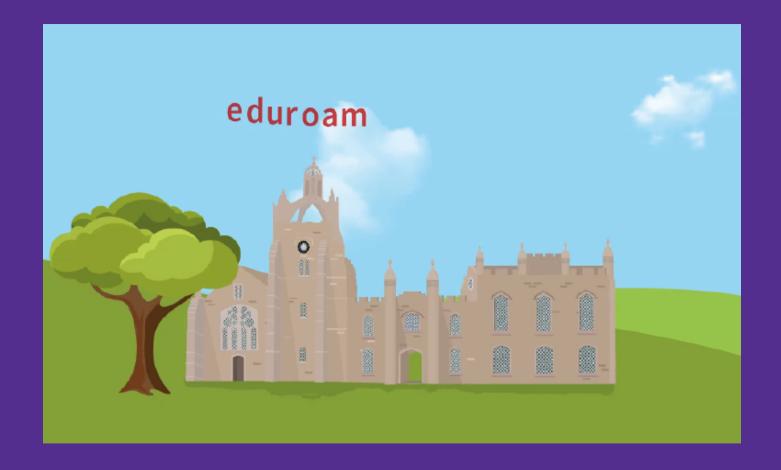
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OF MS OFFICE

FOR PGRS AND STAFF

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.

Data Security

Because cyber attacks come in many forms and are constantly evolving, it's important that you keep up to date and that you know what to look out for.

To help you do this, we have launched online Information Security Awareness training using the MetaCompliance platform. Featuring videos, audio scripts, and animations, and covering:

- Email, Phishing and Internet

- Passwords

- Social Media

- Remote Working

The training is mandatory for all staff and PGR students and is required to be completed annually.

You can work through the modules at your own pace over multiple sessions, picking up where you left off. And once you've completed the training, you can dip back in at any time to refresh your knowledge on a particular topic.

Access the training at: **https://cloud.metacompliance.com**

Information **Governance**

The Information Governance Team is here to assist you with any Freedom of Information/Information Rights requests, Data Protection or Records Management related queries. We have detailed information on Staffnet and relevant policies in place (please see links below).

Key areas where we can support you:

- **Data Breaches:** If you become aware that personal data has been sent to the wrong person or has been lost, for example, then we can help – please contact **dpa@abdn.ac.uk** to **report the breach**

- **DPIAs:** Are you working on a new project or policy which impacts on how the University uses personal data? If so, please contact: **dpa@abdn.ac.uk** to consider the need for a **Data Protection Impact Assessment**

- **International Data Transfers:** Are you transferring personal data outwith the UK as part of a research project; international partnership or IT system? You could use our helpful **International Data Transfer Framework**

- **Research:** Are you undertaking research? We have ahandy **Data Protection Checklist for Researchers**

- **Privacy Notices:** Are you preparing a form or survey and you are considering how to tell individuals how their personal data will be used? We have a number of **privacy notices** available which you can link to or we can help with a bespoke privacy notice.

- **Information Rights/FOI Requests:** Have you received a request for information? Please forward the request to: **foi@abdn.ac.uk** and you can find more information, including the use of exemptions, **online**

- **Records Management:** Are you wondering how long to keep data or how to destroy it securely? Please see our Records guidance **online**

- **Supplier Cyber and Data Assessment (SCDA)s:** if you will be working with a third party supplier and they are being given access to personal data or the University network you will need to undertake a **SCDA assessment**.

  Please contact **dpa@abdn.ac.uk** if you have questions.

- **Mandatory Training:** All University members of staff; PGRs and those with an honorary/emeritus account are required to complete our mandatory **Data Protection Training** every year.

Library Collections & Services

The purchase or subscription of books, journals, and academic databases to support research is managed by the library on behalf of Schools so please contact us or your academic library representative to discuss your needs.

Postgraduate Researchers can receive 1-2-1 support and guidance from subject and information experts as you begin and continue your research at the university.

The Library can advise on any copyright questions you might have as they relate to both your teaching and research, helping you to navigate the intricacies of copyright law.

Please contact us at **library@abdn.ac.uk** with any questions you might have about the library and how its collections and services can help with your research or teaching.

Online Reading Lists

The Reading List Service is the library's service designed to support you in the creation of integrated and engaging reading lists for your students.

By using Leganto, our reading list software, you can create reading lists that are relevant, interactive, and accessible for your students, available through their VLE. It also enables you to add recommendations of materials from practically any resource, from traditional journals to modern sources such as YouTube or Ted Talks. Through Leganto, fully accessible and CLA compliant scans can be requested from the Library, ensuring your students get the best quality of resources. Leganto makes preparing and sharing course reading lists easy and allows you and your students to make the best possible use of our library resources.

As part of the service, the library will procure all essential items featured on your reading list that are not presently accessible through the library, subject to availability and affordability. All acquisitions through the Reading List Service will be funded by the dedicated reading list fund and will not impact your department budget. Through this service, in 2022-23 we processed more than 1100 reading lists and added over 350 e-books to our digital collections.

Digital Skills Training

Boost your digital skills with help from our team. We offer a wide range of guidance and workshops for all students and staff, including our Digital Skills for the Modern Workplace and PGR Digital and Information Skills programmes. You can view our full offering on the **Course Booking system**.

Come along to one of our new staff and PGR inductions, check out our Toolkit resources, or contact us any time at: **digitalskills@abdn.ac.uk**

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.

Key areas we cover include:

- Summarising and analysing your data
- MS Word, including working with long documents
- Digital notetaking and managing your references
- Collaborating online, including MS Teams and document sharing
- Creating accessible documents
- Designing effective presentations and academic posters
- Copyright, including licensing and reusing material legally
- Digital wellbeing

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.

Open Research

The Open Research team in the library is here to advise you on all things open research. We can answer any of your questions about how to publish open access, best practices for opening your data, how to share your research through our institutional repository, or how to use metrics responsibly to measure your impact.

We manage block grants to support open access publication costs for UKRI, Wellcome, and British Heart Foundation funded authors. We also have agreements with many publishers where UoA corresponding authors (staff and students) can publish open access in participating journals with absolutely no cost to you regardless of your area of study, just ask us for details. In case funds are not available for your publication, we can help you deposit your work in our institutional repository for Green Open Access.

We regularly run training and information sessions on all things open research, such as through our ExplORe Sessions, and we can also come to your departmental or research group meetings and away days to run tailored training sessions.

Beyond that, we are here to help with anything you need relating to open research. So, anything you need, just ask!

We'll find the answer or sign-post you to where you need to go.

Please visit our website for more info:
www.abdn.ac.uk/library/support/open-research.php
or email **openresearch@abdn.ac.uk**

University 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 Collections Research Room and museum venues.

- You can visit the Collections Research Room in person or email your questions or requests to **collections@abdn.ac.uk**

- Entry is free to everyone in all our venues.

- University 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 University Collections please see **abdn.ac.uk/collections**

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