Getting started: IT & Library Services for new students 2019/20

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IT Services

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Training and Documentation Team
What we do...

Just some of the services and facilities we provide...

- Help & support
- Wireless network
- Printing, copying and scanning facilities
- Backed up file space
- Software and hardware
- PC classrooms and study areas
- Email and calendaring
- IT Security
- Assistive Technology
When you need help

• “I can’t re-set my password!”

• “My laptop won’t connect to the network”

• “I can’t get into email”

• “How do I create a table of contents?”
When you need help

Visit the Service Desk

Your first point of contact for IT support:

• servicedesk@abdn.ac.uk

• https://myit.abdn.ac.uk/
When you need help

Sir Duncan Rice Library 1st Floor

Polwarth Building 1:122
When you need help

Toolkit - your digital companion for university

- Videos, user guides, useful links
- Works on different devices - Computer, tablet and phone
  www.abdn.ac.uk/toolkit

Percipio – FREE web-based training material

- https://www.abdn.ac.uk/it/services/training/online.php
Courses, workbooks, user guides, and more...
  https://www.abdn.ac.uk/it/student/help/guides.php
Accessing our systems

• E-Registration: If you haven’t already done it – do it ASAP!
  www.abdn.ac.uk/ereg
  • This gives you access to your IT Account, filespace, email, wireless, printing, PC classrooms, and other IT facilities

• Wireless access
  • Eduroam covers all campus buildings
  • UoA-Gaming University-managed halls of residence
Printing

All printing, copying and scanning on campus is via networked multi function devices (MFDs) and printers.

- **Default settings** are A4, double-sided, black & white
  - A3 and/or colour also available
- **Top up** your print budget online
  - [https://printmanage.abdn.ac.uk](https://printmanage.abdn.ac.uk)
Working on & off campus

H drive
• Secure, backed up file space (10GB). This is the best place to save your course work.
• Backed up every night

VPN
• Secure off-campus access to your University file space and to online resources.

OneDrive for Business
• Cloud-based file storage - part of Office 365
Software

Email & Calendaring
• Outlook on the web
• Part of Microsoft Office 365 (Cloud-based service)
• 50GB mailbox
• Access via smartphone or tablet (Windows, iOS, Android)

Download a free copy of Microsoft Office 365 (up to 5 devices)
PC Classrooms

When they are not booked for teaching, computer classrooms are open for you to use.

• Some classrooms open 24/7

• Displays located around the campus indicate when rooms are booked for teaching and when they are free.

• You’ll also find computers in ad hoc study areas, libraries, and halls of residence.

https://www.abdn.ac.uk/it/student/class/where-pc.php
Using our systems safely

• Stay on the right side of the law
• Do not breach the Conditions for using IT Facilities
• [www.abdn.ac.uk/it/student/get-started/policies.php](http://www.abdn.ac.uk/it/student/get-started/policies.php)
• Don’t download (or make available to download) any copyright material: films, music, software, books
• Criminal acts will be immediately referred to the police
Using our systems safely

IT security

• Never reveal your username and password combination to anyone - not even the Service Desk

• Remember to logout

http://www.abdn.ac.uk/it/student/help/it-security.php
Assistive Technology

Enabling students with disabilities, dyslexia and other medical issues to access their studies.

• Range of assistive software on all classroom computers
• Single occupancy booths
• Expert training, support and advice
Find out more...

IT Services for Students
• [www.abdn.ac.uk/it/student](http://www.abdn.ac.uk/it/student)

Toolkit
• [https://www.abdn.ac.uk/toolkit/skills/it-induction/](https://www.abdn.ac.uk/toolkit/skills/it-induction/)