IT Services – part of the Directorate of Digital and Information Services – is responsible for the management, operation and support of the wired and wireless networks, server infrastructure, IT classrooms, telecommunications, media and audio visual services, software and hardware, email and calendaring, web resources, and business applications. Our staffed services are available Monday through Friday. The central computing systems operate 24-hours a day.

Registration

In order to access University computing facilities (e.g. email and calendaring, filespace, network printing, etc.), you must first register for an IT account.

- **New member of staff?** You will be issued with your account details at the start of employment with the University.
- **Research postgraduate?** Your joining pack will include guidance on how to register for your IT account and Email account using the account registration portal.

On registration, each user is allocated 10GB of personal filespace on a central server. This filespace appears as drive H:\ on any networked PC you log onto on campus – indeed, you may often hear it referred to as your H:\ drive. If you need more filespace, contact the Service Desk.

The Service Desk

The Service Desk is your first point of contact for all IT queries. A single email address ensures that all calls are logged and tracked centrally. You can also visit in person at various locations around campus. Further details of our opening hours and locations can be found at:

www.abdn.ac.uk/staffnet/working-here/it-support

Conditions for using IT facilities

Use of computing facilities at the University is governed by a set of conditions. Breach of these can lead to a withdrawal of service, or disciplinary action if the breach is more serious. Please refer to our *Conditions for using IT Facilities*.

Relationship Management

The Relationship Managers work closely with Schools, and departments to ensure that IT Services is providing you with the services and support you need to achieve your organisational aims and objectives.

Contact your School Relationship Manager if:

- you are planning to make any business change that may affect your IT service requirements, e.g. teaching initiatives, new equipment etc.
- you are applying for funding for non-standard IT equipment
- you have a suggestion about University IT services

For more about Relationship Management, including contact details, see the *Relationship Management* tab at: www.abdn.ac.uk/staffnet/working-here/it-support

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

Staff and Research Postgraduate mailboxes are hosted by the Microsoft Office 365 cloud-based service. Access your email and calendar on your desktop at work via Outlook and remotely via Outlook Web Access.

Outlook Web App (OWA) enables you to keep in contact when away from campus: http://outlook.com/abdn.ac.uk

You’ll find Outlook user guides in Toolkit at: www.abdn.ac.uk/toolkit. The IT Services Training and Documentation Team also offer introductory courses in Outlook. For forthcoming dates and to book online, see www.abdn.ac.uk/coursebooking.

Password changing

To ensure that your information is secure, you must change your password regularly. For more information about password changing, see

- Staff: www.abdn.ac.uk/staffnet/working-here/passwords
- Research Postgraduates: www.abdn.ac.uk/it/student/help/password

Remote Access

Virtual Private Network (VPN)

- Use the Virtual Private Network (VPN) for secure, authenticated access to personal (H:) drives, and to web-based resources off campus or over the University’s wireless network.
- VPN is a browser-based, remote access solution for personal devices (Windows, Mac, Linux, iOS, Windows Mobile, Android).
- All you need is an internet connection - open a web browser and login to the VPN with your usual University username and password.

Virtual Desktop Infrastructure (VDI)

- Use the Virtual Desktop Infrastructure (VDI) to access electronic resources and applications on a personal device (Windows, Mac, Linux, iOS, Android).
- You can access the VDI in two ways: by installing the VMWare Horizon client on your computer or mobile device, and via your web browser.
- The number of users who can log into VDI at any one time limited. The VDI will prompt you if there are no virtual desktops available; you can try connecting again later.

Direct Access (Staff Only)

- Direct Access seamlessly connects your University owned and managed Windows laptop to the University network whenever you are off campus and have an internet connection.
- It is a secure, always-on connection to the University network and resources.

Find out more about our Remote Access solutions in the Toolkit
www.abdn.ac.uk/toolkit/intermediate/remote-access/

Documentation

A range of fact sheets, user guides, links and video guides can be found in Toolkit. Self teach workbooks for MS Office and Adobe applications can be downloaded from
www.abdn.ac.uk/it/services/training/workbooks
Computers – Purchasing, set-up, faults

**Desktop PCs**
There is one standard specification for desktop computers. Standard desktop computers should be purchased through IT Services. Requests for non-standard desktop computers and other hardware should be directed to the Service Desk. See [www.abdn.ac.uk/staffnet/working-here/it-resources](http://www.abdn.ac.uk/staffnet/working-here/it-resources)

**Departmental laptops**
University laptop purchases are made within the framework agreement of the National Desktop and Notebook Agreement (NDNA). Laptops are provided by HP. For further information or queries regarding orders and purchasing, contact the Service Desk - servicedesk@abdn.ac.uk

**Set-up service**
We provide a set-up service for new computers, configuring and installing networking and other essential software, so that your computer is ready to use when delivered to you.

**Faults**
Computer hardware faults should be reported to the Service Desk - servicedesk@abdn.ac.uk

**Software**
It is possible to download and install additional software on your University managed device from the Software Center, as long as the University has a license. Other software may be purchased via IT Services. For details, please refer to: [www.abdn.ac.uk/staffnet/working-here/software-6048](http://www.abdn.ac.uk/staffnet/working-here/software-6048)

**Computer Classrooms**
A list of computer classrooms is available online, at [www.abdn.ac.uk/staffnet/working-here/pc-classrooms](http://www.abdn.ac.uk/staffnet/working-here/pc-classrooms)

  - For information about using the computer classrooms for teaching, click the **Booking for Teaching** tab. Opening hours of classrooms vary with the opening hours of the buildings in which they are located. A security system activated by your staff card provides out-of-hours access to the MacRobert Building classrooms. Contact the Service Desk servicedesk@abdn.ac.uk for advice on adding software to the classroom systems for teaching.

**Printing**
Printing on campus is via networked multi-function devices (MFDs). These devices are capable of copying and scanning to email as well as printing. Default settings for MFDs are duplex, mono A4 printing. Some MFDs offer A3 and colour printing.

Most departments provide printing, copying and scanning facilities for staff via MFDs. There are also printers/MFDs in or near to all PC classrooms and clusters.

When printing on campus, you send your output to a holding queue. You can then print from this queue at any MFD using your ID card or username/password to login. For guidance on using MFDs and printers see: [www.abdn.ac.uk/staffnet/working-here/it-print](http://www.abdn.ac.uk/staffnet/working-here/it-print)

**Wireless campus**
All University academic, administrative and residential buildings on the Old Aberdeen, Foresterhill and Hillhead campuses benefit from wireless access.

This centrally-managed service allows registered users encrypted and secure access to internet-based resources 24/7, 365 days a year. For more information, see: [www.abdn.ac.uk/staffnet/working-here/it-wireless](http://www.abdn.ac.uk/staffnet/working-here/it-wireless)
Video conferencing

Our multi-point video conferencing equipment facilitates communication with colleagues, staff and students at other HE Institutions in Scotland and the rest of the world. See www.abdn.ac.uk/it/services/media/

Web, Internet and Electronic resources

Website maintenance
We provide training for our OpenText Enterprise level CMS, details can be found on the Digital Resources Hub at: www.abdn.ac.uk/digital/opentext-cms-50.php. Contact web-team@abdn.ac.uk for advice.

Code of Practice
The publishing of information in electronic format by staff and students at the University is governed by our Code of Practice for Electronic Publishing.

Web-based Resources
The University library provides useful links to the Library Catalogue, MetaLib, Exam Papers Database and other internet resources. Primo provides access to our catalogues and is a gateways to a range of electronic information resources to which we subscribe. Please refer to www.abdn.ac.uk/library.

Training and Documentation team
The IT Services Training and Documentation (TaD) Team offers a programme of courses designed to help you gain expertise in the use of computing facilities within the University. Courses cover MS Office (Word, Excel, PowerPoint), Outlook Email and Calendaring, OpenText CMS, SharePoint 365, Skype for Business, Photoshop Elements, and more. For a current course listing, and to book online, see www.abdn.ac.uk/coursebooking/

The team are also happy to create custom courses and workshops to fit the needs of your team, research group, department or School. Or if you’re short of time and struggling with any aspect of MS Office, why not make an appointment for a 1-2-1 session. Contact TaD to discuss options tad@abdn.ac.uk

Toolkit
Toolkit is a multi-award winning, digital information resource for staff and students. From managing your user credentials to planning a better presentation, you’ll find the support you need to get on in your studies or role at the University of Aberdeen. Visit Toolkit at www.abdn.ac.uk/toolkit.

Web Development
The Web Team offers consultation, design and development services to University departments and sections for School or administration approved work. For more information, see our pages on StaffNet: www.abdn.ac.uk/staffnet/working-here/it-web

Media Services

AV equipment
Media Services provide AV equipment and technical support for Schools throughout the University.

2 IT policies are published in the Policy Zone on StaffNet – see www.abdn.ac.uk/staffnet/governance/
Fixed equipment is available in some teaching areas, and can be temporarily installed in others. We can advise you about equipment in specific rooms, and demonstrate its use. A quick practice run-through in advance of using an unfamiliar room, or new equipment, is advised. We also offer advice on the purchase/renewal of AV equipment, and can recommend a choice of competitive sources. For further information, including contact details see: www.abdn.ac.uk/it/services/media/

Medical Illustration

Medical Illustration provide a comprehensive range of design, photography, audio visual and video production services for teaching, research and publication for University of Aberdeen and NHS Grampian.

The Design section offers a professional design service, including production of posters for scientific displays and advertising, lamination and ‘same day’ printing service. See www.abdn.ac.uk/it/services/media/

UniPrint

The UniPrint team provides a comprehensive design, print, and binding service. They offer high speed, quality digital printing and copying in colour and black and white, from files or hard copy, and on a variety of different materials.

You can also use the managed print service for the secure, digital printing and copying of confidential materials such as exam papers or other sensitive documents.

Assistive Technology

The University of Aberdeen offers a range of assistive technology that may be useful for disabled students. All classroom and library PCs have assistive software, available through shortcuts along the top of the classroom Desktop.

For more information, including documentation and guides, a list of available software and equipment, visit: www.abdn.ac.uk/it/services/atech