

IT Services for Staff and Research Postgraduates

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 (eg 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. Log a ticket via our Service Portal – myit.abdn.ac.uk. All calls are logged and tracked centrally. You can also visit us in person on both the Old Aberdeen and Foresterhill campuses. Further details of our opening hours and locations can be found on [StaffNet's IT Services pages](#).

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*¹.

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, eg business process development, teaching initiatives, restructuring of areas, new buildings, 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 on [our Help and Support page](#).

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 365** cloud-based service. Access your email and calendar on your desktop at work via *Outlook* and remotely via *Outlook on the web*.

Outlook on the web (commonly referred to as *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 – or contact the team at tad@abdn.ac.uk.

Multi-factor Authentication (MFA)

You are required to set up MFA on your University IT account on registration.

MFA is an approach to online security that requires you to provide more than one type of authentication for a login or other transaction. [Find out more about MFA on StaffNet](#).

Password changing

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

- Staff: [Passwords page on StaffNet](#)
- Research Postgraduates: [Passwords and Password Management](#)

Remote Access

University managed devices

f5 VPN

- f5 VPN seamlessly connects your University owned and managed 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.

Personal devices

Web Virtual Private Network (VPN)

- Use Web VPN for secure, authenticated access to certain University web-based resources off campus.
- Web VPN is a browser-based, remote access solution for personal devices (Windows, Mac and Linux). All you need is an internet connection.
- Log in to the Web VPN with your usual University username, password and Multi-factor authentication method.

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: via your web browser or by installing the VMWare Horizon client on your computer or mobile device.
- The number of users who can log into VDI at any one time is limited. The VDI will prompt you if there are no virtual desktops available; you can try connecting again later.

Find out more about our Remote Access solutions in the Toolkit: [Remote Access resource](#).

Documentation

You'll find a range of fact sheets, user guides, links and video guides in [Toolkit](#). Or download self teach workbooks for MS Office and Adobe applications from [our IT Training pages](#).

Computers – Purchasing, set-up, faults

Laptop computers

There is one standard specification for laptop computers. Standard laptop computers should be purchased through IT Services. Requests for non-standard computers and other hardware should be directed to the Service Desk. See [our Computers and Hardware page on StaffNet](#).

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 [our Software page on StaffNet](#).

Computer Classrooms

Information about computer classrooms is available at [our PC Classrooms page on StaffNet](#)

To find out more 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 [our Print, Copy, Scan page on StaffNet](#).

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 [our Wireless page on StaffNet](#).

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 [our Media Services pages](#).

Web, Internet and Electronic resources

Web publishing services

The Directorate of Digital and Information Services (DDIS) offers a number of [web publishing services](#) to the University's Schools and Directorates in support of their activities.

Website maintenance

We provide training for our OpenText Enterprise level CMS (content management system); details can be found on [the OpenText CMS section of our Digital Resources Hub](#). Contact digital-comms@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*².

Web-based Resources

The University Library provides useful links to Primo, AURA (the University's institutional repository), Exam Papers Database and other internet resources. [Primo](#) provides access to our catalogues and is a gateway 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 include MS Office suite (Word, Excel, PowerPoint), Outlook Email and Calendaring, MS Teams, 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.

Digital Research

The [Digital Research team](#) at the University of Aberdeen is designed to help researchers find specialist services, tools and advice in support of their research projects. This support is available at every stage of the research project including: planning, costing, data governance/data management, and equipment/software acquisition. Contact us at digitalresearch@abdn.ac.uk.

² IT policies are published in the Policy Zone on StaffNet – see www.abdn.ac.uk/staffnet/governance/

Media Services

Audiovisual (AV) equipment

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

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 [our Media Services pages](#).

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 (design@abdn.ac.uk) offers a professional design service, including production of posters for scientific displays and advertising, and lamination. You can also collect posters printed by UniPrint from the Medical Illustration team at Foresterhill, rather than needing to go to Old Aberdeen. See [our Medical Illustration page](#).

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.

Find out more on [our Print Services pages](#).

Assistive Technology

Assistive Technology aims to empower students and staff to be independent in their studies or role, and support the University in delivering an accessible environment supporting diversity and equality.

The University offers a range of assistive technology software and hardware. 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 [our Assistive Technology pages](#).