IT Facilities for your Students – a guide for Staff

IT Account Registration

All computers and UNIX systems supported by IT Services require a login via a personal username and password.

As soon as students receive their acceptance letter from the University of Aberdeen, they are asked to register for their University IT account and email account, and set their password.

Students are asked to register before they arrive on campus via the portal at www.abdn.ac.uk/it/account-registration/

Students retain the same username and email address throughout their course of study.

Service Desk

If your students, have a problem or would like information regarding University IT facilities, they should contact the Service Desk on servicedesk@abdn.ac.uk or log a call using MyIT: https://myit.abdn.ac.uk

Students can also visit us in person at locations across campus. Further details of our opening hours and locations can be found at www.abdn.ac.uk/it/student/help/

Passwords

Passwords must be kept secret. They protect files and print budgets from unauthorised access.

Encourage students to change their passwords regularly, using our Password Management service: www.abdn.ac.uk/it/student/help/password

It is also possible to reset forgotten passwords using this service.

Printing and Print Budgets

Printers with scanning and copying facilities (MFDs) are sited around campus. See our web pages for further details on printing and student print budgets www.abdn.ac.uk/it/student/print/

Hardware Problems

If students find a PC or printer that is not working properly, please encourage them to report it to the Service Desk. They should then leave a note on the system, recording the date and time they reported the fault.

Software

For details of classroom software, refer to www.abdn.ac.uk/staffnet/working-here/pc-classrooms

Students can download a copy of MS Office Professional Plus 2016, or MS Office 2016 for Mac, or Office for iPad at no charge – see www.abdn.ac.uk/it/student/pcs/

Where do I find a PC?

A list of Computer Classrooms and Study Places can be viewed online at www.abdn.ac.uk/it/student/class/where-pc

See live updates of locations of unused PCs: www.abdn.ac.uk/mobile/free-pcs/

Getting Online?

Registered users have secure, encrypted access to internet-based resources through the eduroam wireless network, available in all University buildings and in halls of residence. For more information, see: www.abdn.ac.uk/it/student/wireless
Improving IT Skills

A wide range of user guides, videos and links to external resources are available in the Toolkit www.abdn.ac.uk/toolkit

For workbooks and online learning, see www.abdn.ac.uk/it/student/help/guides

Research postgraduates may book on IT training courses at www.abdn.ac.uk/coursebooking/

Enabling Access

All classroom PCs have assistive technology to help disabled users with issues such as visual impairment or dyslexia.

Edward Wright provides individual occupancy computer booths, which open onto the corridor; each is equipped with assistive technology. There are similar booths in the Library, in MacRobert, Sutte and Polwarth.

For more about Assistive Technology, and how to access the booths, isit www.abdn.ac.uk/assistivetechnology

Filespace

Undergraduates, Taught Postgraduates and Research Postgraduates are given up to 10GB of filespace on a central server.

If they need more, the Service Desk can, on request, increase this. Requests for even more space require a supporting letter from a member of the teaching staff. Research Postgraduates will require a supporting letter from a member of teaching staff for increases over 500MB.

This filespace appears as drive H: on the PCs. Encourage students to use drive H: as it is quicker and safer than using USB sticks. When it fills up, however, the student will need to backup some files to make room for new ones on their H: drive.

Student Hub

Remind students to log into Student Hub at https://www.abdn.ac.uk/studenthub, to view, check, and update personal details, for course enrolments, class timetable, exam timetables and results, and more.

The home page provides news from around the University. In the Studies section, students can view their courses, programmes, academic awards, and download their academic record card. Students in third year or above will also be able to apply to graduate.

The Help and Support section provides emergency contact numbers, information on University support services, and links to external resources such as Toolkit and InfoHub Services and Support site.

Conditions for using IT Facilities

Remind students that they must abide by the Conditions for using IT Facilities.

During registration, students agree to terms set out by the Classroom Code of Conduct. See www.abdn.ac.uk/it/student/class/code-of-conduct

Email and other services

All registered undergraduate and taught postgraduate students can access their University email account via the Outlook Web App hosted by Office 365.

Students should login to OWA at https://outlook.com/abdn.ac.uk using their username@abdn.ac.uk, e.g. u01jb19@abdn.ac.uk

Find out more about student IT services at www.abdn.ac.uk/it/student/

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