

# 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, before they arrive on campus, they are asked to register for their University IT account and email account, and set their password via the portal at [www.abdn.ac.uk/it/account-registration](http://www.abdn.ac.uk/it/account-registration).

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

## 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 Reset** service: [Password management](#).

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

## Multi-factor Authentication (MFA)

The University has implemented Multi-factor Authentication (MFA) on all student and staff University IT accounts. MFA is an approach to online security that requires you to provide more than one type of authentication for a login or other transaction.

Students are required to set up MFA on their University IT account on registration.

[Find out more about MFA](#).

## Email

All registered undergraduate and taught postgraduate students can access their University email account via the Outlook on the web hosted by **Microsoft 365**.

Students should login to Outlook on the web at <https://outlook.com/abdn.ac.uk> using their *username@abdn.ac.uk*, eg *u99jb19@abdn.ac.uk*

## 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 – [Printing, Copying and Scanning](#).

## Classroom PCs

A list of Computer Classrooms and can be viewed online on our [Where do I find a PC?](#) page.

## Log on and off Classroom PCs

Press **Ctrl + Alt + Delete** then type in your **username** and **password** to log on. To protect files and print budgets, students must always remember to log off when finished by clicking **Start**, then their **user icon** and **Sign out**. Users will be automatically logged off after 20 minutes of inactivity.

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## Classroom hardware problems

If students find a Classroom 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.

## Wireless access

Registered students have secure, encrypted access to internet-based resources through the **eduroam** wireless network, available in all University buildings and in University halls of residence. For more information, see our [wireless page](#) for students.

## Software

For details of classroom software, refer to our [PC Classrooms page on StaffNet](#).

Students can download Microsoft 365 apps at no charge – see our [Software pages for students](#).

## Service Desk

If your students have an IT problem or would like information regarding University IT facilities, they should contact the **Service Desk** on [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk) or log a call via the Service Portal at [myit.abdn.ac.uk](http://myit.abdn.ac.uk). They can also use the **Chat** service via the Portal.

Students 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 our [Help & Support page for students](#).

## 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](http://www.abdn.ac.uk/toolkit).

For workbooks and online learning, see our [Resources for Learning IT](#).

Students may book on IT training courses at [www.abdn.ac.uk/coursebooking](http://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.

There are single occupancy computer booths equipped with assistive technology in Edward Wright, The Sir Duncan Rice Library, MacRobert, Suttie and Polwarth.

For more about Assistive Technology, and how to access the booths, visit our [Assistive technology pages](#).

## 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.

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Students also have access to **OneDrive for Business** – an integral part of Microsoft 365 providing cloud-based file storage for course-related files. Find out more on our [OneDrive for Business page for students](#).

## Student Hub

Remind students to log into **Student Hub** at [www.abdn.ac.uk/studenthub](http://www.abdn.ac.uk/studenthub), to view, check, and update personal details, for course enrolments, class timetable, exam timetables, 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**<sup>1</sup>.

During registration, students agree to terms set out by the **Classroom Code of Conduct**. See our [Classroom Code of Conduct and Etiquette](#) page.

## Find out more...

Find out more about student IT services at [www.abdn.ac.uk/it/student](http://www.abdn.ac.uk/it/student).

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<sup>1</sup> IT policies are published in the Policy Zone on StaffNet – see [www.abdn.ac.uk/staffnet/governance/](http://www.abdn.ac.uk/staffnet/governance/)