IT Services – Facilities for Students

This guide describes the computing facilities available to Undergraduate and Taught Postgraduate students and gives some guidance on how to make best use of them.

All use of University computing facilities is subject to the **Conditions for Using IT Facilities**, published by IT Services. Please read and comply with these Conditions; ignorance is not an acceptable excuse for misconduct: IT Policies.

Connected

Registering for an IT account

When you receive your acceptance letter from the University, you are asked to register immediately for your University IT account and email account. On registering, you are allocated a personal **username** and **password**.

Your username is in the format **u99jb19** (undergraduate) or **t99jb19** (taught postgraduate).

Getting online

You have secure, encrypted access to online resources through the wireless network **eduroam**, available in all University buildings and halls of residence. In University halls, you can also use the **UoA-Gaming** service.

For more information, see our Wireless page.

Checking your email

Access your University email via Microsoft 365 at https://outlook.com/abdn.ac.uk, logging in using your username@abdn.ac.uk, eg **u99jb19@abdn.ac.uk**.

Your email address is in the format **j.bloggs9.19@abdn.ac.uk**.

Find out more on our Email for students page.

Printing, copying, scanning

MFDs (printers with scanning and copying facilities) are located in or near all PC classrooms and clusters, and there is at least one MFD on each floor of the main library. See our printing web pages for more on printing and print budgets: Printing, Copying & Scanning.

Enabled

Managing your details

Access the University's **Student Hub** at www.abdn.ac.uk/studenthub to view, check, and update your personal details, course enrolments, class timetable, exam timetables and results, and more.

Out of hours access

Your **student ID card** enables access to IT facilities and services at weekends and after 7pm on weekdays. The system checks that you are a valid student and records entry into buildings. Do not lend your ID card to anyone or use it to let anyone else in.

Finding a PC

When not booked for teaching, **computer classrooms** are open for use. Please do not enter while a class is in progress unless you have permission to do so.

For more information visit our Computer Classrooms pages.

Accessing electronic resources

The **Shibboleth** authorisation scheme (also referred to as UK Federation) enables access to a range of electronic resources including IBSS, BioMed Central, Web of Knowledge, LexisNexis, Science Direct etc. For more details, see the Library's Accessing e-resources guide.

Secured

Sign in and out classroom PCs

Press **Ctrl + Alt + Delete** , select **Other user**, then type in your username and password to sign in.

To protect your files and print budget, always remember to log off when you are finished by pressing **Ctrl + Alt + Delete** and choosing **Sign Out**. You will automatically be logged off after 20 minutes of inactivity.

Changing your password

Change your password regularly, using our secure **Password Reset** service described on our IT Account page.
It is also possible to reset forgotten passwords using this service.

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, as you do for online transactions such as online banking. Find out how to set up MFA on Toolkit.

Saving your files

You have **10GB** of **personal server file space** on which you can store your files. On PCs, this file space appears as your **H drive** and is the quickest and safest method of storing files. Contact the Service Desk for help with managing your file space.

You also have access to **OneDrive for Business**, cloud-based file storage that is an integral part of Microsoft 365. Find out more on our OneDrive for Business page.

Working off campus

When working off campus on your personal device you can use our **Virtual Desktop Infrastructure (VDI)** to access your **H drive,** electronic resources and software.

For more information, visit our Remote Access page.

Supported

Getting help

If you have a problem or would like information regarding University IT facilities, you can contact the **Service Desk** on servicedesk@abdn.ac.uk or log a call via our Support Portal.

You can also visit us in person on the Old Aberdeen and Foresterhill campuses. Further details of our opening hours and locations can be found on our IT Help and Support pages.

Accessing assistive technology

Our individual occupancy **Assistive Technology Booths** (ATBs) are equipped with specialised equipment. You'll find ATBs in **Edward Wright**, **The Sir Duncan Rice Library**, **MacRobert**, **Polwarth** and **Suttie** Buildings.

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

For more information, see our Assistive Technology pages.

Improving your IT skills

A wide range of user guides and videos are available in the **Toolkit**: www.abdn.ac.uk/toolkit.

Self-training workbooks and online learning materials for Microsoft Office are available on the IT Services web pages for students at Resources for Learning IT.

Giving feedback

If you have any questions about the University's IT service, you can contact the **Service Desk** at servicedesk@abdn.ac.uk.