IT Services Guide 2016-17

Your guide to the essential services available at QMUL

Queen Mary
University of London

Welcome

While you are studying at Queen Mary University of London (QMUL) you will use a number of IT services and applications, some of the main services have been included in this booklet for you.

There are some rules about what you can do and obligations on you to protect yourself and others while using IT services. These can be found on page 15 of this document.

Using these services will make your time at QMUL a little easier. Support information is available within individual applications and general IT support information can be found on our website, visit: **www.its.qmul.ac.uk/support/self-help**

If you cannot find the information you are looking for, please contact the IT Service Desk by calling: (+44)20 7882 8888, this number is staffed 24/7, 365 days a year. You can also raise a ticket with us using our self-service portal, visit: **https://helpdesk.qmul.ac.uk**

We hope you enjoy your time at QMUL and we wish you success in your studies.

IMPORTANT INFORMATION

By signing in and accessing QMUL IT services you agree to comply with all QMUL IT related policies and procedures, and to any additions and amendments made to them from time to time. To view, visit: **www.arcs.qmul.ac.uk/policy**

Your QMUL username is unique to you. Remember to keep your password private and do not leave your computer unattended. Either lock or sign out of the computer as you are responsible for any inappropriate actions traced to your account.

Remember to change your password as soon as possible. This can be done at: **https://files.stu.qmul.ac.uk/password**

Contents

Connect to Wi-Fi on campus

QMUL's Wi-Fi network is called 'eduroam'.

The eduroam service provides internet access not only in QMUL but in academic institutions across the UK and in 50 countries around the world with the same QMUL username and password.

For information about eduroam, visit: **www.eduroam.org**

When connecting to the eduroam network, your Wi-Fi username is your QMUL username followed by @qmul.ac.uk (ie ab12345**@qmul.ac.uk**)

Apple, Windows and latest Android devices

Select the 'eduroam' network in your Wi-Fi settings. This will prompt you for your username and password. You will need to enter your QMUL username in the format **ab12345@qmul.ac.uk** (please note that this is NOT your email address). You will then be asked to accept a certificate – please say yes to this.

Other devices / manual set-up

If your device cannot automatically connect to the 'eduroam' wireless network you can try the manual setup. If you already have access to a 3G / 4G or an alternative wireless connection, instructions for manually downloading the certificate and connecting your device to 'eduroam' are available, visit: **www.its.qmul.ac.uk/support/self-help/WiFi**

Open a browser, visit: **http://www.its.qmul.ac.uk/support/self-help/WiFi/index.html** and download the 'Network Support Root Certificate (PEM)' – save it as QMUL CA. Then connect to the 'eduroam' wireless network using the following settings:

• AP Method = PEAP
• Phase 2 authentication = MSCHAPV2
• CA certificate = Specified (setting not on all devices)
• User certificate = Unspecified (setting not on all devices)
• Identity = **username@qmul.ac.uk** (eg **ab12345@qmul.ac.uk**)
• Anonymous identity = none@qmul.ac.uk

If this does not work please contact IT Services.

Computers on campus

QMUL provides computers across all campuses and within all QMUL libraries. Some of the computer labs are scheduled for teaching, however students can use the room when teaching is not in progress. The computers available in QMUL libraries are not used for teaching.

In general, any computer you use on campus should have all the applications you need for your course work. There are some exceptions for more specialist software, particularly in Computer Science, Economics and Engineering. Your school will let you know where to find any specialist software that you need.

Find computers on campus

We publish an interactive map showing which computers across campus are available. This is on the QMUL app and shown on screens around campus.
Visit: **http://availability.stu.qmul.ac.uk**

The opening hours of some rooms can vary, further details can be found on the Timetabling Support website, visit: **www.teachingbookings.qmul.ac.uk/PC%20Labs**

Using QMUL computers on campus

Sign out: Please remember to sign out when you have finished with the computer. If you forget, the computer will automatically sign you out after 45 minutes of inactivity, but other students might be waiting to use it.

Lock it: If you have to walk away from the computer for a few minutes, it is important to lock the computer in order to protect your work and prevent others using your account or signing you out and losing your work.

Forgot something? Don't forget to take your USB memory stick, hard drive and other belongings with you. If you leave it behind, check at a Library Welcome Desk or Security to see if someone has handed it in.

For more information about computers on campus, visit:
www.its.qmul.ac.uk/services/students/finding-PCs

Please remember that misuse of QMUL services, such as using computers for junk mail, pornography, harassment, games or hacking, will lead to the loss of computing privileges and possible disciplinary action.

IT service updates

You can check the status of the key IT services, covering applications and infrastructure, and any planned maintenance by visiting: **http://status.its.qmul.ac.uk**

Email

QMUL supplies all students with a university email address. This will be the address which the university, including your lecturers and tutors, will normally use to communicate with you. You can check your email from a phone, tablet or computer so you can always access your mail from anywhere with an internet connection.

To sign in you will need your QMUL username (eg ab12345) and password. The general format for your student email address is: **initial.name@facyy.qmul.ac.uk**

- 'fac' is the code for the Faculty in which you are registered
- 'yy' is the year you started the course
- If you have a middle name your initials will be separated by a full stop (eg **j.h.smith@hss15.qmul.ac.uk**)

To check your email online, visit: **https://mail.qmul.ac.uk**

For instructions on how to access QMUL email from your own device, visit: **www.its.qmul.ac.uk/services/students/email**

QMplus

QMplus is the university's online learning environment and is used by your school to provide detailed information about your course and specific modules. Many schools require you to submit your work electronically through QMplus so make sure you are familiar with the site.

To access QMplus visit: **http://qmplus.qmul.ac.uk**

You can sign in to QMplus from a phone, tablet or computer so you can always access your content from anywhere with an internet connection.

You can also view your timetable through QMplus once it has been published by your school. If you get an 'Error finding timetable' message, contact your school to find out when it will be published.

MySIS

The university keeps your student record on a system called MySIS. This system is used by students to enrol, register for modules, view exam timetables, view past and provisional results and to keep your personal information up to date.

MySIS is owned by the university's Academic Registry and Council Secretariat (ARCS) and they are your first point of contact for assistance with MySIS. For more information about your MySIS record, visit: **www.arcs.qmul.ac.uk/students/mysis-record**

Q-Review

Q-Review is a service set up in some lecture theatres that records live lectures and teaching materials. Presenters can choose to record their lectures and make them available in QMplus, so you can view the content from a phone, tablet or from anywhere with an internet connection.

More information is available at:
www.elearning.capd.qmul.ac.uk/learning-applications/q-review

QMUL app

QMUL's app is available for Android and iOS devices, all you need to do is search for 'QMUL' in your app store. Once installed you will have access to a wide range of QMUL, local and transport information and IT services through a single interface from your device.

For more information, visit: **http://my.qmul.ac.uk/app**

iPay account

Printing, copying and library fines are paid by using your iPay account, which is linked to your student ID card. When you join QMUL a complimentary £4 of printing credit will be added to your iPay account. As well as topping up your account using cash kiosks located in each of the Libraries at Mile End and Whitechapel you can top-up, check your balance and your account history online, by visiting: **https://i-pay.library.qmul.ac.uk/webcentre**

Print, copy and scan

QMUL has a wireless printing service. You can upload your documents to a QMUL printer from a phone, tablet or from anywhere with an internet connection. To access the wireless printing service, visit: **https://eprint.stu.qmul.ac.uk**, and sign in with your QMUL username and password.

Alternatively you can sign in to a QMUL computer on campus and print from there.

You can collect documents you have sent to be printed at any printer within 24 hours. All you need to do is swipe your student ID card at the terminal and choose which document(s) you would like to print.

Photocopying and scanning facilities are also available at all QMUL libraries. For more information, visit: **www.its.qmul.ac.uk/services/students/printing**

OneDrive

OneDrive allows you to store all your files in one location in Microsoft's cloud environment, with the ability to access your files from a phone, tablet, computer or from anywhere with an internet connection.

For more information, visit:
www.its.qmul.ac.uk/support/self-help/free-and-discounted-software/162190.html

CopyShop

The CopyShop on Mile End campus provides students with high-quality digital printing, photocopying and binding services. Whether you want one or multiple copies, business cards, large banners, passport photos or a favourite picture on canvas, research posters, your thesis printed or anything to do with print, come and see us. There is a walk-in service for students, so no appointment is needed.

To find out more about our services and details on where to find us, visit:
www.copyshop.qmul.ac.uk

Software and hardware offers

As a student at Queen Mary, you have access to a range of offers on IT that you can use to save money.

Software: For free or discounts on software, visit:
www.its.qmul.ac.uk/support/self-help/free-and-discounted-software

Hardware: For discounts on hardware, inducing Apple Store for Education and Dell VIP Club, visit: **www.its.qmul.ac.uk/services/catalogue/items/143162.html**

Microsoft online training

Online training is available for all of the Microsoft Office products, Windows operating systems and other Microsoft products. Whether you are novice or expert you can refresh your Microsoft skills. To access the free training, all you need to do is sign in to QMplus and search for 'Microsoft' in the search bar.

IT rules and regulations

By signing in and accessing QMUL IT services you agree to comply with all QMUL information and IT related policies and procedures.

Electronic media (such as emails and web browsers) must not be used knowingly for transmitting, retrieving, processing or storing any data that is:

- Prohibited by UK Law
- Discriminatory or defamatory
- Harassing or threatening
- Derogatory to any individual or group
- Obscene or pornographic
- Engaged in any purpose that is illegal or contrary to QMUL policy or business interests
- Likely to bring QMUL into disrepute.

QMUL monitors IT systems for the purposes of operational integrity, policy enforcement and crime prevention. To find out more, visit:
http://www.arcs.qmul.ac.uk/policy

Cyber security awareness training

ITS Services provide cyber security awareness training for staff and students. The course is designed to help you have a better appreciation of the importance of information security. The training has been created by a consortium of universities specifically to address the need for Cyber Security Awareness training in the higher education sector.

You can self-enrol for the training on QMplus:

The URL to the course: **http://qmplus.qmul.ac.uk/mod/scorm/view.php?id=405017**

The self-enrolment joining phrase: CyberSecurity

The course should take about an hour to complete. There is a short test at the end of the course. If you do not succeed in achieving the pass mark, the system will only retest on topics where the pass mark was not achieved.

Please email **its-helpdesk@qmul.ac.uk** if you cannot access the training.

Contact IT Services

Call us 24/7:
020 7882 8888

Raise a ticket:
http://helpdesk.qmul.ac.uk

Visit us: Queens' Building, Room W209,
Mile End Campus

Office hours:
8am-6pm Monday to Friday

IT service updates:
http://status.its.qmul.ac.uk

IT Services website:
www.its.qmul.ac.uk

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