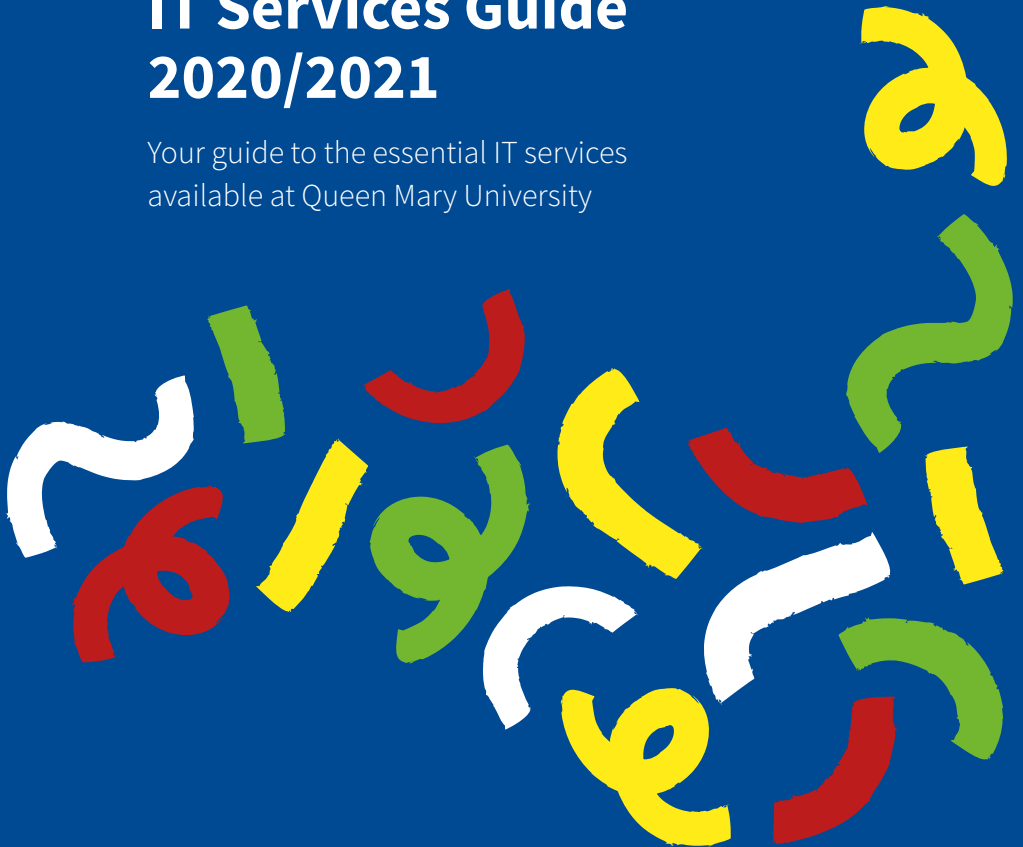




Queen Mary
University of London

IT Services Guide 2020/2021

Your guide to the essential IT services
available at Queen Mary University



Welcome

While at Queen Mary you'll use a number of IT services and applications and we've outlined the main ones in this booklet.

Please familiarise yourself with the rules in place to protect yourself and others. These can be found under "IT and IT related policies" arcs.qmul.ac.uk/policy

General IT support information can be found on our website its.qmul.ac.uk/support/self-help

If you cannot find the information you are looking for, please contact the IT Service Desk by:

- Visiting the ITS website and use Live Chat its.qmul.ac.uk
- Emailing servicedesk.qmul.ac.uk or
- Raising a ticket with us servicedesk.qmul.ac.uk

Important information

By signing in and accessing Queen Mary IT services you agree to comply with our IT related policies and procedures, and to any additions and amendments. To view, visit arcs.qmul.ac.uk/policy

Your username is a combination of two letters and five numbers e.g. **ab20123**

Your email address will be initials.surname@facultyyear.qmul.ac.uk, e.g. **r.begum@se20.qmul.ac.uk**

Set your password as soon as possible at sspr.qmul.ac.uk. There are short video guides online at its.qmul.ac.uk/support/self-help/self-service-password-reset

It is sometimes difficult to distinguish between letters and numbers e.g. O and 0 or l and 1 – we recommend that you **use *Consolas Italic font to verify letters and numbers in your account.***



IT Blended Teaching and learning

The guides and FAQs included are intended to help students in the blended learning environment can be found here:

<https://www.its.qmul.ac.uk/blendedteaching/>

Virtual Learning Environment

A number of learning technologies are used across Queen Mary, which include:

- **QMplus** – Virtual Learning Environment
- **Q-Review** – Lecture Capture
- **QMplus Media** – Video streaming service
- **QMplus Hub** – E-Portfolio System
- **Blackboard Collaborate** – Virtual seminar platform
- **MS Teams** – Microsoft own virtual meeting/ seminar platforms
- **Turnitin** – Plagiarism Detection Service

Find range of guidance material on their help and support page

elearning.qmul.ac.uk/help-and-support

Microsoft Office 365

Students at Queen Mary can download the Microsoft Office Suite free.

You can install it on up to five personal devices, both PC and Mac OS X.

Office 365 includes the latest versions of Microsoft Word, Excel, Powerpoint, OneNote, Access, Publisher, Outlook and One Drive for Business

For instructions on how to get Microsoft 365 for free, visit [youtube.com/watch?v=58FIAelSoO4](https://www.youtube.com/watch?v=58FIAelSoO4)

Email

To sign in to your university email address you will need your Queen Mary username (e.g. ab20123) and password.

To check your email online, visit mail.qmul.ac.uk

You login with your username@qmul.ac.uk e.g. **ab20123@qmul.ac.uk**

For instructions on how to access Queen Mary email from your own device, visit its.qmul.ac.uk/services/students/email

Wi-Fi on campus

To establish a secure Wi-Fi connection, use the eduroam® Configuration Assistance Tool (CAT).

Android users must first install the eduroam CAT app – available from the Play Store.

All users go to cat.eduroam.org then click on “Click here” to download your eduroam® installer.

Choose Queen Mary University of London from the institution list.

Click on the installer and follow the on-screen prompts.

When prompted, enter your username plus @qmul.ac.uk e.g. **ab20123@qmul.ac.uk**

See its.qmul.ac.uk/wifi for more detailed instructions.

Important! To login to Wi-Fi on campus called **Eduroam**, please enter your full account name followed by **@qmul.ac.uk**. e.g. **ab12345@qmul.ac.uk**. (Note: this is not your email address - this is your IT account on the Queen Mary domain.)

Connect to the eduroam network quick guides for Windows, Android and iOS devices.

Windows devices:

Step 1



Step 2

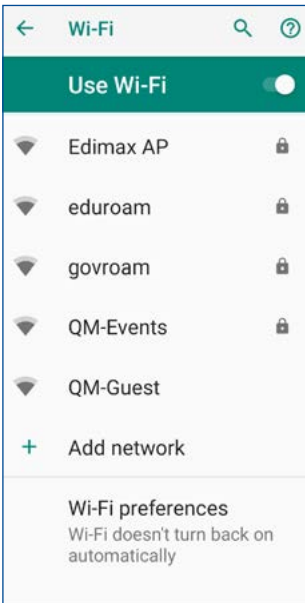


Step 3

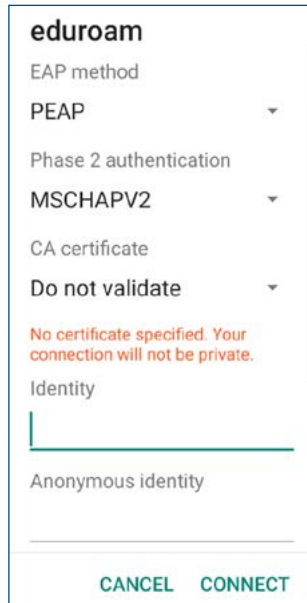


Android:

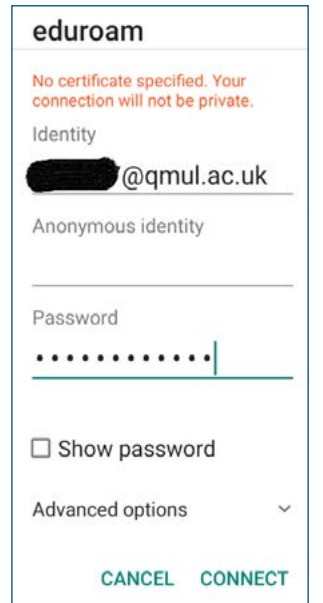
Step 1



Step 2

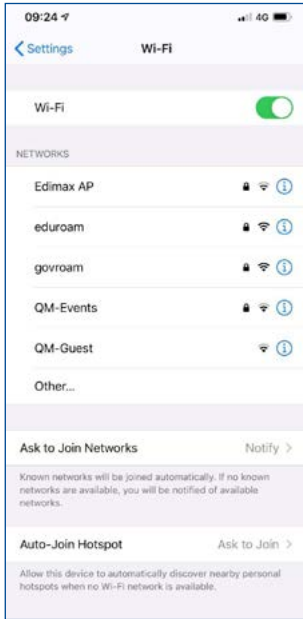


Step 3

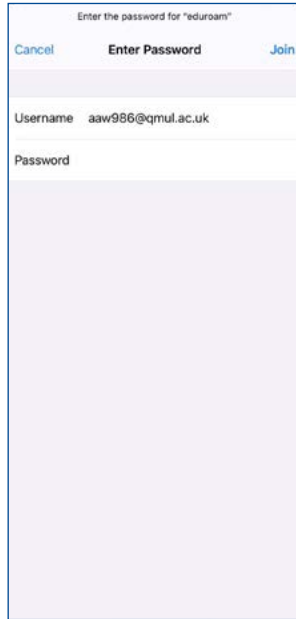


iOS devices:

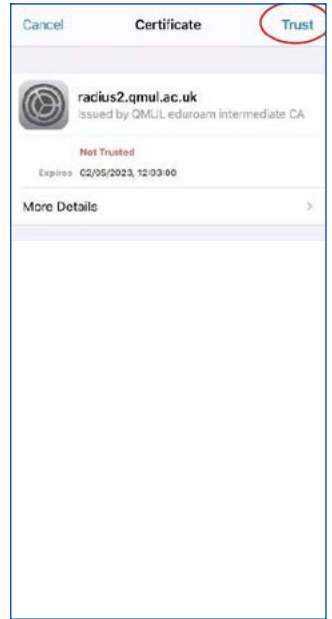
Step 1



Step 2



Step 3



Printing and photocopying on campus

Facilities are in all Library buildings and Student PC labs.

Print credit is topped up using your QM iPay account. You can do this and check your balance at i-pay.library.qmul.ac.uk/webcentre

Print wirelessly from eprint.stu.qmul.ac.uk/ or from the student PCs.

Once you send your documents to print you can pick them up at any student printer within 24 hours.





Specialist Applications

Our new **'AppsAnywhere'** service allows you to access some of Queen Mary's specialised apps when away from your department or off campus. You can also access them from your own device through Apps Anywhere service its.qmul.ac.uk/services/students/appsanywhere

There are also several rooms around the campus that contain computers for your use. Some are used for teaching, so we ask that you vacate these 10 minutes before the class is scheduled.

In general, any computer will have the applications you need for your course.

Your School will let you know where to find any specialist software that you need (e.g. in Computer Science, Economics and Engineering).

We have an interactive map showing which computer rooms have empty seats. This is available here availability.stu.qmul.ac.uk



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