Getting Started on the Windows Service
A Guide for New Staff Members

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### INTRODUCTION

#### 1.1 WELCOME TO EDINBURGH NAPIER UNIVERSITY FROM INFORMATION SERVICES!

This guide is designed to introduce new staff members to Edinburgh Napier University's IT services. By the time you have worked through this guide and looked at the associated intranet links you should be able to log in and find your way around the University's IT systems and services as well as know where to go for further help and information.

Directions to further information on the staff intranet can be found in the grey boxes. The Staff Intranet homepage can be found at: [http://staff.napier.ac.uk/](http://staff.napier.ac.uk/)

You can use the checklist in Appendix 1 to ensure you have completed all the steps required to get you set up on the IT services and to ensure you have all the information you need.

#### 1.2 ABOUT INFORMATION SERVICES

Information Services support and administer the University's communications and IT systems including AV services and staff telephones.

If you need to contact Information Services you should contact the IS Service Desk in the first instance. Telephone and email support is available 24 hours a day, 365 days a year:

**Email:** ISServiceDesk@napier.ac.uk  
**Telephone:** ext. 3000 or +44 (0)131 455 3000 from an external line.

You can also log and track your own support calls via UniDesk Self Service: [https://napier.unidesk.ac.uk/](https://napier.unidesk.ac.uk/)

For up-to-date information about the status of the University's online services visit the Service Status Screen at: [http://www.napier.ac.uk/service-status](http://www.napier.ac.uk/service-status)
Further information about contacting Information Services can be found in the Contact Us section of the Information Services intranet pages:

Go to Staff Intranet Homepage > Service Depts > Information Services > IT > Contact Us

1.3 ABOUT THE UNIVERSITY’S IT SERVICES

Your Information Services network account gives you access to:

- Your University email account (MS Outlook)
- The internet, staff intranet and myNapier (student portal)
- Wireless services
- Your telephone handset
- Various software applications including MS Office
- Printing, scanning and copying via the Multi-Functional Devices (MFDs)
- Data Storage
- The Virtual Private Network (VPN) and Virtual Desktop Service (VDS) enabling you to access services remotely
- The Virtual Learning Environment (Moodle)

1.4 INFORMATION SECURITY

Before you use Edinburgh Napier University’s IT Services you must read the Information Security Policy, you should also complete the Information Security Awareness Training. Links to the Policy and Training can be found in the Information Security section of the intranet along with other information such as: Virus Protection, Encryption, and current security alerts:

Go to Staff Intranet Homepage > Service Depts > Information Services > IT > Information Security

1.5 ABOUT YOUR WORKSTATION

Most Edinburgh Napier University staff members have access to a networked PC as the main way of accessing the IT services within the University.

Information Services develop and run a centralised desktop service for all fixed Edinburgh Napier University staff PCs. The desktop is built on a distributed image, which is regularly revised and updated to maintain performance and functionality. The most recent image is based upon a Windows 7 desktop.

Further information about the desktop image, including details of how to get your PC updated to the latest image can be found on the Staff Workstations and Software page:

Go to Staff Intranet Homepage > Service Depts > Information Services > IT > On Campus Service > Staff Workstations and Software
2.0 LOGGING IN TO THE NETWORK

2.1 LOGGING IN

You should have had a personal login ID (also termed user name) and password issued to you via your Line Manager by Information Services.

To log in to the network:

1. Press the **Ctrl, Alt and Delete** keys simultaneously.
2. Enter the **login ID** issued to you by Information Services.
3. Enter the **password** issued to you by Information Services.
4. Click on the **Enter** key on the keyboard or the **arrow / logon** button.

If you have any problems logging in to the system please contact the **IS Service Desk on ext. 3000**.

2.2 YOUR PASSWORD

You will be prompted to change your password when you first log on:

- You **must change your password** when prompted otherwise you will not be able to log on in future.
- Your password must be at least **7 characters containing at least 1 number and 1 letter**.
- You **must not let anyone else know** your password.
- You can use your login ID and password to **access any staff or student PC** within the University but please be aware if you are logging into a different machine you may not be able to access all of the applications available to you on your own PC.

When prompted to change your password:

1. Click **Yes**
2. Follow the **onscreen instructions** to change your password.

Once you log on you **must enrol for the Password Manager** which enables you to reset a forgotten or expired password any time on or off campus.

To enrol for the Password Manager from an on campus PC:

1. Click on the **enrolment notification** which appears in the bottom right of your screen once you log on.
2. Follow the **onscreen instructions** to enrol for the Password Manager:

![Password Reset Enrolment](image)

Full instructions for enrolling for the Password Manager both on and off campus are available on the intranet along with instructions for changing and resetting your password:
If you have any problems changing your password or enrolling for the Password Manager please contact the IS Service Desk on ext. 3000.

2.3 KEEP YOUR WORKSTATION SECURE

You must always lock your workstation if it’s left unattended. To quickly lock your workstation:

- Press the Windows key: and “L” at the same time.

Or

- Press Ctrl, Alt, Del and select Lock this Computer.

Further information about Information Security can be found on the intranet:

3.0 YOUR EMAIL

Microsoft Outlook is the email program used by staff within the University. The most recent version is MS Outlook 2016 which is part of the MS Office 2016 suite however some PCs are still running older versions of MS Outlook.

If your PC is running a previous version of MS Outlook (e.g. MS Outlook 2013) then you are advised to upgrade to MS Outlook 2016 as the previous versions will eventually be phased out. Instructions can be found on the intranet:

The first time you log in to Outlook you will need to create a profile:

1. Double click on the Outlook icon on your desktop.

OR

2. Click on the Start button, click All Programs, click Microsoft Office and click Outlook on the list of programs:
3. On the Outlook Startup screen, click **Next**. The Account Configuration screen will appear:

4. Ensure **Yes** is selected and click **Next**. The following screen will appear with the “Your Name” and “Email Address” fields automatically populated with your details:

5. Click **Next**. The following screen will appear:
6. Click **Finish**. Your profile will be created and your email account will open.

You will only need to complete the above procedure the first time you log in to Outlook. In future, access Outlook by double clicking on the Microsoft Office Outlook icon or navigating via the Start menu.

Further information about using Outlook can be found on the intranet:

![Email configuration screen](image)

### 3.2 ACCESSING EMAIL REMOTELY

There are a variety of ways of accessing your email account remotely. The main method is via the Web using the Office 365 Outlook web interface which you can access by clicking on the Email link of the Staff Intranet:

![Staff Intranet homepage](image)

Alternatively you can go directly to: [http://outlook.office365.com](http://outlook.office365.com)

Instructions on how to use the Office 365 web interface and details of the other methods of connecting to your email account remotely (including via Mobile Devices) can be found on the intranet:

![Remote access link](image)
4.0 ACCESSING SOFTWARE APPLICATIONS

4.1 ACCESSING THE SOFTWARE APPLICATIONS ON WINDOWS 7

To access the standard applications:

1. Click on the **Start button** which can be found on the bottom left of your desktop:

2. Click on **All Programs**.
3. Navigate to the **program** you wish to use:

To access the networked applications:

1. Click on the **Zenworks icon** on the Taskbar:

The following screen will appear:
2. Use the menu on the left to navigate between the folders and in the right window double click on the **program** you wish to use.

### 4.2 FURTHER INFORMATION ABOUT SOFTWARE

For further information about your desktop and software please visit the intranet:

**Go to Staff Intranet Homepage > Services Depts > Information Services > IT > On Campus Service > Staff Workstations and Software**

**Go to Staff Intranet Homepage > Services Depts > Information Services > IT > Off Campus Services > Software for Home Use**

### 5.0 SAVING YOUR FILES

#### 5.1 NETWORK DRIVES

**Your Personal Data Area (H Drive)**

Each staff member is allocated 1GB of disk space on the University network. This space is called your H drive or Personal Data Area.

*Information Services strongly recommend that you always save files to your H drive for the following reasons:*

- It provides secure data storage
- It is backed up regularly
- It can only be accessed by you unless you share your log in details

Save to your H drive by selecting “(H:) Personal Data [your login ID]” from the Save As screen.
The Department Data Area (S Drive)

Each department is allocated an area of disk space on the University network. The area is accessible to all members of that particular department and is useful for sharing documents between users within the same department. You should speak to your Line Manager to find out how the S drive is used within your department.

Save to your S drive by selecting “(S:) Departmental Data” from the Save As screen.

5.2 REMOVABLE STORAGE DEVICES

Depending on your PC’s specifications you may be able to save to removable storage devices such as USB sticks, DVDs, CDs and so forth.

5.3 FURTHER INFORMATION ABOUT SAVING FILES

Further information about saving files, including instructions on how you can recover lost data from your H drive can be found on the intranet:

![Go to Staff Intranet Homepage > Services Depts > Information Services > IT > On Campus Service > Saving Files and Data Storage](image)

6.1 ACCESSING YOUR FILES IN WINDOWS 7

To access your files in Windows 7:

1. Click on the Windows Explorer icon which can be found on the Taskbar at the bottom left of your Desktop:

![Windows Explorer icon](image)

2. On the left column click Computer to see a full list of your drives:

![Computer list](image)

3. Double click on the drive you wish to view

4. Once you have navigated to the relevant file double click on the file to open it.
6.2 SHAREPOINT

SharePoint is used in some departments for collaborative working. The Team Site Administrator will give you access if required.

To access SharePoint:

- Go to the **Staff Intranet**: [http://staff.napier.ac.uk](http://staff.napier.ac.uk) and click on My Workplace.
- Or go to straight to **My Workplace**: [https://staffworkplace.napier.ac.uk](https://staffworkplace.napier.ac.uk)
- Or enter the **URL** of your Team Site.

Further information can be found on the intranet:

| ![i] | Go to Staff Intranet Homepage > Services Depts > Information Services > IT > On Campus Service > Saving Files and Data Storage > SharePoint |

7.0 PRINTING, SCANNING AND COPYING

All staff have access to print, scan and copy using the University's Multi-Functional Devices (MFDs)

Further information can be found on the intranet:

| ![i] | Go to Staff Intranet Homepage > Services Depts > Information Services > IT > On Campus Service > Multi-functional Devices |

8.0 TELECOMMUNICATIONS

8.1 YOUR TELEPHONE HANDSET

Most staff members have an IP (internet protocol) telephone handset on their desk.

- Telephone numbers within the University start 0131 455 ....
- You should have been given your telephone number by your Line Manager

When using your office telephone:

- Dial 9 to get an **outside line**

Please be aware: the IP telephones within the University are provided and owned by Information Services. If, during your time at the University you move job position or room you should take your IP telephone with you.

Further information about your telephone handset including links to reference cards and an online training package can be found on the intranet
8.2 THE USER OPTION WEB PAGES

The User Options Web Pages enable you to forward calls remotely, give you access to add speed dial entries, Personal Address Book contacts, Fast Dials and change your user settings.

To log in to the User Options Web Pages:

1. Go to the Quick Links section of the Information Services Intranet pages and click on IP Telephony User Options Web Pages.
2. Log in using your University login ID and password.

8.3 VOICEMAIL

Staff members have the option of having Voicemail set up on their telephone. Information about requesting and using Voicemail can be found on the intranet:

9.0 REMOTE ACCESS TO SERVICES

We’ve already mentioned remote access to email in section 3.2 but there are a range of other services and software that will enable you to work away from the office.

Guidelines for getting started working from home can be found on the intranet.
9.1 VIRTUAL PRIVATE NETWORK (VPN)

The VPN allows you to securely access the University network from anywhere that has internet access. When connected to the VPN you can remotely connect to your office PC enabling you to carry out your work using your home PC as you would on your office PC.

You are automatically registered to use the VPN but there are a few steps you need to complete on your office PC before you can use it. You also need to ensure you have anti-virus software and a firewall on your home PC.

You will find instructions on how to set up your office and home PCs on the intranet:

Go to Staff Intranet Homepage > Services Depts > Information Services > IT > Off Campus Services > Remote Access to the Network > Virtual Private Network (VPN)

9.2 VIRTUAL DESKTOP SERVICE

The Virtual Desktop Service (VDS) enables staff and students to access an Edinburgh Napier desktop from anywhere, anytime on almost any device. From your own device you can access all the services and desktop applications available to you on a University PC.

Further information including set up instructions and a full list of supported devices can be found on the intranet:

Go to Staff Intranet Homepage > Services Depts > Information Services > IT > Off Campus Services > Virtual Desktop Service

10.0 OTHER IT SERVICES

This section of the document gives basic information about some of the other IT Services you may or may not use depending on your role.

10.1 THE WIRELESS NETWORK

The majority of the public areas within Merchiston, Sighthill and Craiglockhart are covered by a Wireless network. Further information and installation guides can be found on the intranet:

Go to Staff Intranet Homepage > Services Depts > Information Services > IT > On Campus Service > Wireless Service
10.2 THE VIRTUAL LEARNING ENVIRONMENT (MOODLE)

The University’s VLE is Moodle which is a web based system for supporting learning, teaching and assessment. It integrates a number of features including access to electronic documents, communication and assessment tools.

- To access Moodle go to: https://moodle.napier.ac.uk
- For help with Moodle click on Staff Links and Moodle Help from within Moodle:

10.3 AUDIO VISUAL (AV) SERVICES

Information Services provide fixed and portable AV equipment for teaching and meeting rooms as well as Video Conferencing equipment. Further information including a list of equipment available can be found on the staff intranet:

10.4 THE STAFF INTRANET

The staff intranet hosts University and Departmental information. It is also where important news, events and announcements are posted. You should check the Staff intranet at least once a day to see if there is any relevant news. The Staff Intranet uses SharePoint to aid in collaborative working.

Access the staff intranet at: http://staff.napier.ac.uk
10.5 THE STUDENT PORTAL (myNapier)

The Student Portal, myNapier, provides students with the web based resources they need to study at Edinburgh Napier University. As well as providing easy and secure access to University services and information, myNapier includes a powerful search facility as well as news, events and announcements.

Access myNapier by visiting http://my.napier.ac.uk

11.0 FINDING FURTHER HELP AND SUPPORT

11.1 ONLINE HELP

Service Status Screen

For up-to-date information about the status of the University’s online services visit the Service Status Screen at: http://www.napier.ac.uk/service-status

askNapier Knowledge Base

Get answers to your IT questions by visiting the askNapier Knowledge Base: https://ask.napier.ac.uk/

UniDesk Self Service

Log your own support calls via UniDesk, our Service Management System: https://napier.unidesk.ac.uk/

IT Intranet Pages

Access the latest staff IT news, useful links, User Guides and much more: http://staff.napier.ac.uk/services/cit/Pages/info-services.aspx
11.2 TELEPHONE AND EMAIL SUPPORT

Information Services telephone and email support is available 24 hours a day, 365 days a year.

**Email:** ISServiceDesk@napier.ac.uk  
**Telephone:** ext. 3000 or +44 (0)131 455 3000 from an external line.

Further information about contacting the Information Services can be found on the intranet:

![Go to Staff Intranet Homepage > Service Depts > Information Services > IT > Contact Us](image)

11.3 ONE TO ONE IT INDUCTION SESSION

If you have any specific questions or would like further information about any of the topics covered in this Getting Started guide then you may benefit from a 1 to 1 IT Induction session. This would involve a member of staff from Information Services visiting you at your workstation and running through anything that you are unsure about and/or answer any questions you may have.

You can request a 1 to 1 IT Induction by contacting:

**Email:** ISServiceDesk@napier.ac.uk  
**Telephone:** ext. 3000 or +44 (0)131 455 3000 from an external line

12.0 REMEMBER TO LOG OFF!

Once you have finished using the computer you MUST remember to log off.

If you do not log off then someone else may be able to access your personal information and make changes to your account.

To log off:

1. Click on the **Start** button.
2. Click **Log off**.
## APPENDIX 1 – CHECKLIST

Use this checklist to ensure you have completed the steps required to get you set up on the PCs

<table>
<thead>
<tr>
<th>I know how to contact Information Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I have read the Information Security Policy</td>
<td></td>
</tr>
<tr>
<td>I have changed my password</td>
<td></td>
</tr>
<tr>
<td>I have enrolled for the Password Manager</td>
<td></td>
</tr>
<tr>
<td>I have set up my email profile</td>
<td></td>
</tr>
<tr>
<td>I know how to save files to my personal data area (H drive)</td>
<td></td>
</tr>
</tbody>
</table>

**Complete the following steps if you will be working away from your desk:**

| I have set up my home and office PC to use the Virtual Private Network (VPN) |  |
| I have set up my device to use the Virtual Desktop Service (VDS) |  |
| I have set up my mobile device / laptop for Wireless access |  |