

Your Edinburgh Napier University Laptop A Guide for Overseas Colleagues

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1.0 Introduction

1.1 Welcome to Edinburgh Napier University from Information Services!

This guide will help you get started with your Edinburgh Napier laptop and the University's IT services.

1.2 Contacting Information Services (IS)

If you need to contact us, you should get in touch with the IS Service Desk in the first instance.

Telephone and email support is available 24 hours a day, 365 days a year:

- The IS Service Desk is open Monday to Friday, 8:45am - 5pm (GMT).
- Out with these hours IT support is provided by the NorMAN Helpline, in which case you'll receive a response from it.normanhelpdesk@northumbria.ac.uk.



Email: ISServiceDesk@napier.ac.uk

Telephone: +44 (0)131 455 3000.

Online: <https://napier.unidesk.ac.uk> from a University laptop and click Use Self-Service Portal

You can also:

- Check the **Status of the University's Online Services** via the Service Status Screen: <https://www.napier.ac.uk/service-status>
- Visit our **IT intranet pages** for news and further information about our services: <https://staff.napier.ac.uk/services/cit/Pages/info-services.aspx>

1.3 Cyber security

Before you use Edinburgh Napier University's IT Services you must complete the **Cyber Security Training** and read the **Information Security Policy**.



The Cyber Security Training can be found at:

<https://staff.napier.ac.uk/services/cit/infosecurity/Pages/InformationSecurityTraining.aspx>



Links to the Information Security Policies can be found at:

<https://staff.napier.ac.uk/services/cit/infosecurity/Pages/InformationSecurity.aspx>

2.0 Accessing the University Network

2.1 Your University laptop

You can access all the University's software and services detailed in this guide using your University Windows laptop.



- Find out more about the **Managed Laptop Service**: <https://staff.napier.ac.uk/services/cit/Managed%20Laptop%20Service/Pages/Managed-Laptop-Service.aspx>

Automatic updates are regularly applied to your University laptop to keep it up to date and secure. We recommend that you:

- **Log in to your laptop at least once per month.** This is important – if you don't do this then your laptop may need to be manually updated on campus by Information Services.
- **Power off your laptop at the end of each workday** so that updates can be applied when restarting your machine.

2.2 Your network account and password

You will have been issued with an 8-digit Edinburgh Napier login ID (also sometimes referred to as username or staff number), University email address and password.

You use these credentials to log in to your University laptop and other University online services.

The first time you logged on to the network you will have changed your password and registered for Multi-Factor Authentication (MFA) and the Self-Service Password Reset (SSPR) service. The SSPR enables you to:



- **Reset** a forgotten password.
- **Change** your password.

Access the SSPR at: <https://mypassword.napier.ac.uk/>

It is your responsibility to protect your password:

- Keep your **password secret** – do not give it to anyone else or write it down
- Always remember to **log out** at the end of a session
- **Lock your screen** any time you leave your PC unattended – even for a minute!

Learn more about protecting your password:

<https://staff.napier.ac.uk/services/cit/infosecurity/Pages/Password.aspx>

Learning more about Multi-Factor Authentication (MFA):

<https://staff.napier.ac.uk/services/cit/infosecurity/Pages/Multi-Factor-Authentication.aspx>

If you have any **problems** changing your password or registering for the SSPR please contact the **IS Service Desk** (contact details are in section 1.2).

3.0 Connecting to University Wi-Fi – eduroam

The main wireless network for Edinburgh Napier staff and students is **eduroam**.



When on campus you can connect to eduroam by clicking on the **wireless icon** on the bottom right of your screen:



You log in using your staff number, in the format **[your_staff_number]@napier.ac.uk**, and University **password**.

Once connected to eduroam you have wireless access both on campus and at **other participating institutions**.

Further information and connection instructions can be found on the staff intranet.

<https://staff.napier.ac.uk/services/cit/OnCampusService/WirelessService/Pages/WirelessService.aspx>

4.0 Your University email

Your Microsoft 365 account includes MS Outlook email which you can access using the **MS Outlook email client** on your University laptop. You can also access it by visiting the **Microsoft 365 website** on the browser of a University owned device.



4.1 The MS Outlook Desktop Client

The first time you log in to the desktop version of Outlook you will need to create a profile:

1. Double click on the **MS Outlook icon** on your desktop or click on the **Start** button and navigate to **MS Outlook**.
2. Follow the **on-screen instructions** to set up your profile.

Your profile will be created, and you will be ready to use MS Outlook.

We recommend that you **turn off your Focussed Inbox** the first time you access Outlook as this will ensure you don't miss important emails. Instructions for turning off your Focussed Inbox can be found on the Microsoft website:

<https://support.microsoft.com/en-us/office/turn-off-focused-inbox-f714d94d-9e63-4217-9ccb-6cb2986aa1b2>



Further information about MS Outlook can be found on the staff intranet: <https://staff.napier.ac.uk/services/cit/StaffEmail/Pages/StaffEmail.aspx>

4.2 Outlook on the Web (Microsoft 365)

You can also access Outlook using the Microsoft 365 Outlook Web Interface on your University laptop, either:

- Log in to <https://www.office.com> and click **Outlook**
- Log in **directly** at: <https://outlook.office365.com>
- Click on the Email link of the **Staff Intranet**:



If prompted, log in using your University email address and password.



Full instructions for logging in to Microsoft 365 can be found on the staff intranet: <https://staff.napier.ac.uk/services/cit/O365/Pages/Office-365.aspx>

For guidance on **Email Management** visit the Governance Intranet pages:

<https://staff.napier.ac.uk/services/governance-compliance/governance/records/email/Pages/default.aspx>

5.0 Online meetings and calls

For online meetings and calls you can use **MS Teams** which is pre-installed on University laptops. MS Teams enables instant chat, audio and video conferencing, online meetings and screen sharing.



Find out about MS Teams on the staff intranet:

<https://staff.napier.ac.uk/services/cit/O365/Pages/MS-Teams.aspx>

You will find out more about MS Teams telephony here:

<https://staff.napier.ac.uk/services/cit/telecommunications/Pages/Unified-Communications-Project.aspx>

6.0 Accessing University software

You have access to the Microsoft Office apps from your University laptop. Access MS Office via the **Start menu**.

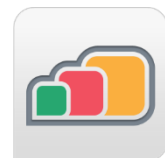
You can also access University software via **AppsAnywhere** and the **Software Center**, and you can download software on to your own device using the **Software Download Centre**.

If the software you require is not available then you can **request** it with authorisation from your Line Manager. Find out how to request software here:

<https://staff.napier.ac.uk/services/cit/Managed%20Laptop%20Service/Pages/Managed-Laptop-Software-Request.aspx>

6.1 AppsAnywhere

AppsAnywhere gives you access to over 200 University applications. Access AppsAnywhere from your University laptop via the AppsAnywhere icon, the Start menu or web browser.



- Further information about AppsAnywhere can be found on the staff intranet: <https://staff.napier.ac.uk/services/cit/OnCampusService/WorkstationsSoftware/Pages/AppsAnywhere.aspx>

6.2 The Software Center

You can download operating system updates and software from the Software Center on your University laptop.

- Find out how to access and use the Software Center at: <https://staff.napier.ac.uk/services/cit/OnCampusService/WorkstationsSoftware/Pages/Software-Center.aspx>

7.0 Saving your Files

7.1 MS OneDrive

Your Microsoft 365 account includes OneDrive which is a Microsoft managed online storage option. OneDrive enables you to:



- Store up to **1 Terabyte** of files
- Easily **upload files** from anywhere via the web
- **Edit documents** stored on your OneDrive account using Office Online
- Create **new Office documents** online and store them on your OneDrive account
- **Share** documents with others

You can access OneDrive from a web browser on your University laptop. Log in to <https://www.office.com/> and click **OneDrive**.

Further information about OneDrive, including guidance on what can be saved to OneDrive can be found on the intranet:

<https://staff.napier.ac.uk/services/cit/OnCampusService/SavingFiles/Pages/OneDrive.aspx>

7.2 MS SharePoint

Microsoft SharePoint is used by many departments and teams within the University for collaborative working.



The relevant Team Site Administrator will give you access if required.

You can access SharePoint using a web browser on your University laptop. Use one of the following methods to access SharePoint:

- Log in to <https://www.office.com/> and click **SharePoint**.
- Access your SharePoint dashboard **directly** by logging in to: https://livenapierac.sharepoint.com/_layouts/15/sharepoint.aspx
- Direct **SharePoint teamsite URLs** (usually provided by SharePoint Site Owners)

Further information about SharePoint can be found on the intranet:

<https://staff.napier.ac.uk/services/cit/OnCampusService/SavingFiles/Pages/Office365SharePoint.aspx>

8.0 The Edinburgh Napier app

Staff and students get personalised access to the University's online services such as email, LibrarySearch and HR Connect via **the Edinburgh Napier app, or My Account**:



You can log in to either via a **web browser** or by downloading the **app**.

To access via a web browser:

- Go to: <https://myaccount.napier.ac.uk/>
- You can also click on **My Workplace** link on the Staff Intranet homepage:



Instructions for downloading the Edinburgh Napier app can be found on My Napier: <https://my.napier.ac.uk/it-support/how-do-i/studying-off-campus/edinburgh-napier-university-app>

9.0 Printing, scanning and copying when on campus

When on campus, you have access to print, scan and copy using the **University's Multi-Function Devices (MFDs)**. There are MFDs located within the **libraries and computer suites**. Access the MFDs by scanning your staff card (if relevant) or log in manually.

Further information can be found on the staff intranet:

<https://staff.napier.ac.uk/services/cit/OnCampusService/MFDs/Pages/Multi-Function-Devices.aspx>

10.0 Lock your screen or log off!

Once you have finished using any computer or managed laptop you **MUST remember to lock your screen or log off**. If you leave your desktop unlocked and someone else may be able to access your information and make changes to your account.

To lock your screen: press the **Windows Key** and "L" at the same time.

To log off: click on the **Start button** on your desktop, click on **your image** and choose **Sign out**.

