Getting Started with the IT Services Guide for New Staff

Edinburgh Napier UNIVERSITY | Information Services

Contents

1.0 Introduction

1.1 Welcome to Edinburgh Napier University from Information Services!

This is an introduction to the University's IT services. It will help you get started whether you are working on or off campus.

You can use the **checklist** in Appendix 1 to ensure you have completed all the setup steps.

1.2 Contacting Information Services

If you need to contact Information Services (IS) 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 – 4:45pm.
- 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: ext. 3000 or +44 (0)131 455 3000 from an external line.
Online: https://napier.unidesk.ac.uk 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. You'll find links to our intranet pages throughout this document.

- Find out how you can discover and build your digital capability by visiting the **Digital Skills** page: Digital Skills intranet page

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.**

- Go to the Cyber Security Training intranet page
- Go to the IS Policies intranet page

## 2.0   Accessing the University Network

2.1   Your managed laptop

Whether you are working on or off campus you will be able to access all the University's software and services using your **Windows managed laptop**.

From your managed laptop, you connect to the University network via the **Cisco Virtual Private Network (VPN).** You can check whether you're connected to the VPN by clicking on the **Cisco VPN icon** on the bottom right of your screen:

If you are not connected, then click **Connect**:
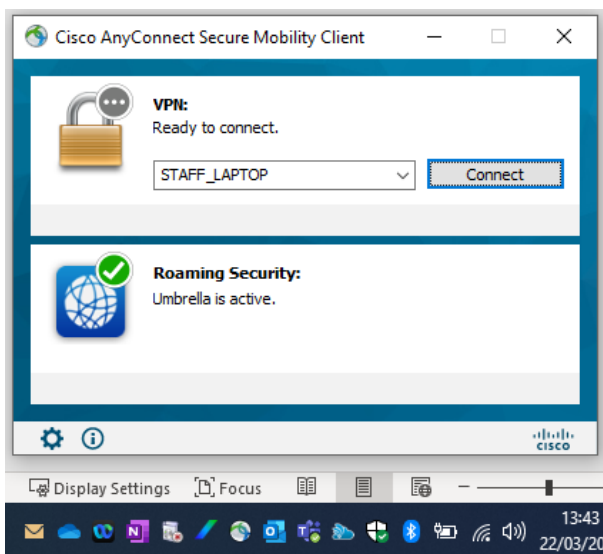
Automatic updates are regularly applied to your University laptop to keep it up to date and secure. We recommend that you:

- **Log in to your laptop at least once per month.** <u>This is important</u> – 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.

Find out more about the **Managed Laptop Service** by visiting the <u>Managed Laptop Service intranet page</u>.

2.2   Docking stations and on-campus desktops

When on campus you can **connect your managed laptop to a docking station**. When connected to a docking station you will not be connected to Wi-Fi, or the Virtual Private Network (VPN).

- Find out more about the docking stations by visiting the <u>Docking Guidance intranet page</u>.

You can also access the University network using an **on-campus desktop**: whether it is in your own office or in a shared workspace or computer suite.

- Find out more about **staff workstations and software** by visiting the Staff Workstations and Software staff intranet page.

Some colleagues have access to an Apple Mac for teaching or specific work:

- Find out more about the **Mac service**: by visiting the Apple Mac intranet page.

2.3 Other IT equipment

The End User Device Policy outlines the IT equipment that is provided to staff for office and home use. If you need to request additional **University IT equipment,** e.g. a mobile phone, you will need **authorisation** from your manager / department before it can be purchased.

- Read the **End User Device Policy** which you will find on the IS Policies intranet page.

- Find out how to **request additional IT equipment** by visiting the Request IT Equipment intranet page.

Please note: University owned mobile phones will need to be enrolled for Intune **Mobile Device Management (MDM).**

- Find out how to enrol for **Intune Mobile Device Management (MDM)** by visiting the Mobile Device Management page.

2.4 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 managed laptop and / or University on-campus desktop, and other University online services.

The first time you log on to the network you will need to **change your password,** register 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** by visiting the [Your Password and Desktop Settings intranet page](#).

Learn more about **Multi-Factor Authentication (MFA)** by visiting the [MFA intranet page](#).

If you have any **problems** changing your password or registering for the SSPR please contact the **IS Service Desk on ext. 3000 (externally: 0131 455 3000).**

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 [Wireless Service intranet page](#).

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 desktop. You can also access it by visiting the **Microsoft 365 website** on the browser of a University owned device.

For guidance on **Email Management** visit the [Governance intranet pages](#):

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. 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: Turn off Focused Inbox

Further information about MS Outlook can be found on the Email intranet page.

4.2 Outlook on the Web (Microsoft 365)

You can also access Outlook using the Microsoft 365 Outlook Web Interface from a University desktop or device, either:

- Log in to https://www.office.com and click **Outlook.**
- Log in **directly** at: https://outlook.office365.com
- Click on the Email link on the **Edinburgh Napier app** – you will find out more about the Edinburgh Napier app in section 10.2.
- Click on the Email link of the **Staff Intranet**:

You log in using your University email address and password.

Full instructions for logging in to Microsoft 365 can be found on the Microsoft 365 intranet page.

5.0 Online Meetings and Calls

5.1 MS Teams

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

Find out about MS Teams on the MS Teams staff intranet page.

The University's **telephony** is provided via MS Teams. MS Teams **softphones** are available for all staff members on request.

Find out about MS Teams Telephony on the MS Teams Telephony intranet page.

6.0   Accessing University Software

You have access to the Microsoft Office apps from your University managed laptop / on campus desktop - access MS Office via the **Start menu**.

You can also access University software via **AppsAnywhere** and the **Software Center**.

Please note: you do not have administrative access to your laptop and therefore will not be able to install software that is not available on AppsAnywhere or the Software Center.

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 by visiting the Managed Laptop Software Request intranet page.

6.1   AppsAnywhere

AppsAnywhere gives you access to over **200 University applications**. Access AppsAnywhere from a University desktop via the AppsAnywhere icon, the Start menu or a web browser. You can also access it from any device on or off campus by visiting: https://apps.napier.ac.uk.

Further information can be found on the AppsAnywhere intranet page.

6.2   The Software Center

You can download **operating system updates and software** from the Software Center on University desktops including managed laptops.

Find out how to access and use the Software Center by visiting the Software Center intranet page.

7.0   Saving your Files

You have access to a range of cloud and networked storage options. You must **not store any data to your C drive** as it is not backed up and may be lost.

7.1   MS OneDrive

Microsoft OneDrive is a Microsoft managed online storage option which enables you to:

- Store **100GB** 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 using a web browser on a University desktop or managed 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 OneDrive intranet page.

7.2   MS SharePoint

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

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

You can access SharePoint using a web browser on a University desktop or managed 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 SharePoint intranet page.

7.3   Network Drives

All colleagues have access to storage on the network: a **personal data area (H drive)** and a shared, **departmental data area (S drive**). Depending on your role, you may also have access to a **Research Network Drive**.

Your H Drive:

- Provides **secure** data storage – it is protected by your **password.**
- Is **backed up** regularly.
- Gives you **10GB storage** on the University network.
- Files within your **"Documents" folder** are held on your H drive.

You would access files on your H drive by clicking on the **File Explorer icon**:

In File Explorer you will see your H drive listed as "**Documents**" but also as **"H: [your login ID]**" under This PC:
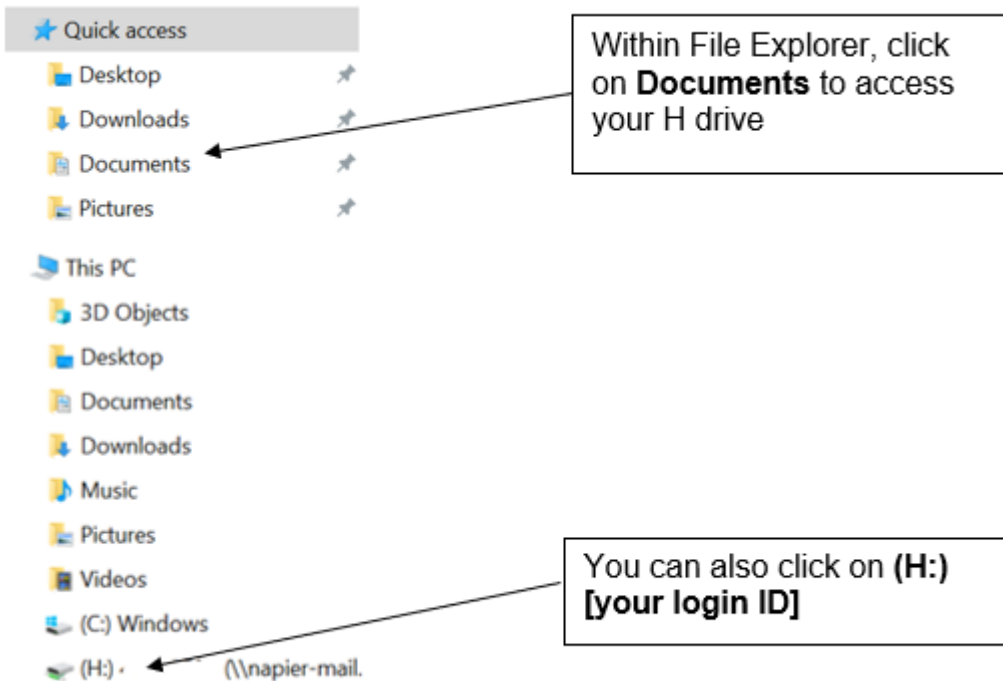
Your Departmental S Drive:

If you need to share files with your colleagues, you would either use SharePoint (see section 7.2) or the **departmental S drive** which is accessible to all members of your school / department and is useful for sharing documents.

You should speak to your Line Manager to find out how the S drive is used within your department.

Further information about your H drive and the S drive can be found on the Saving Files intranet page.

Research Network Drive:

Depending on your role, you may also have access to the Research Network Drives.

 Further information can be found on the Storing Data intranet page.

8.0   Learning Technologies

If you are a new member of **academic staff,** you will find lots of useful information about the learning technologies available via the Learning Technology Hub including details of your **campus Learning Technologist**.
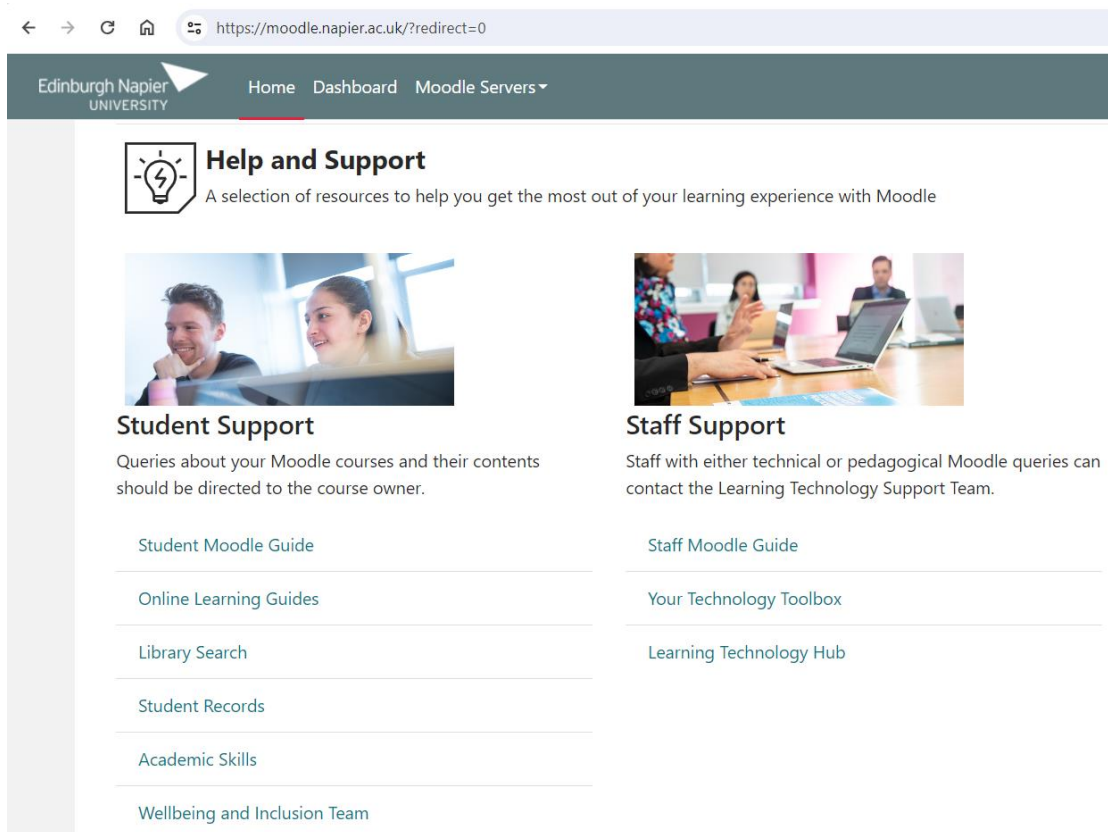
moodle

Visit the Learning Technology Hub for further information.

Details of your **subject librarian** can be found on the My Librarian intranet page.

8.1 The Virtual Learning Environment (VLE) – Moodle

The University's VLE is Moodle which is a **web-based system for supporting learning, teaching and assessment**. Moodle integrates a number of features including access to electronic documents, communicating with students, and managing formative and summative assessments.

- To access Moodle, go to: **https://moodle.napier.ac.uk**

- For help with Moodle click **Home** and then scroll down to the Help and Support section where you'll find **Staff Support**.

8.2 Online Teaching and Meetings – Webex

Webex is a real-time, collaborative **web conferencing tool,** for teaching and meetings. It is available for all staff and students using standard University login IDs and passwords.

You can access Webex from the **Moodle plugin** so that the meetings (and recordings) are conveniently available to enrolled students.

Further information about Webex can be found on the Webex page of the Learning Technology Hub.

8.3   Lecture Recording - Panopto

The University offers a **lecture recording service** using the Panopto platform which allows for the simultaneous capture of audio, video, and desktop applications such as PowerPoint.

Information about Panopto can be found on the Panopto page on the Learning Technology Hub.

9.0   Printing, scanning and copying

When on campus, you have access to print, scan and copy using the University's **Multi-Function Devices (MFDs).** There are MFDs located within a short distance of everyone's workspace as well as within the Libraries and Computer Suites.

To send a print job to the MFD go to print and select "**Follow Me Q**". Release a print job from the MFDs by scanning your staff card, or log in manually.

Further information can be found on the Multi-Function Device intranet page.

10.0   Additional online services

10.1   Accessing the network off campus without a managed laptop

If you do not have a Managed Laptop and you need to access the University's software and services off campus using a personal device, you can use the **Virtual Desktop Service (VDS)**.

The Virtual Desktop Service (VDS) enables you to **connect to a University desktop** from anywhere on almost any device by downloading a VM Horizon client.

Further information and installation instructions can be found on the Virtual Desktop Service intranet page.

10.2   My Account

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

You can log in via a **web browser**:

- Go to: https://myaccount.napier.ac.uk/

- You can also click on **My Workplace** link on the Staff Intranet homepage:

Academic colleagues can also access My Account via the **Edinburgh Napier App** (primarily aimed at students).

 Instructions for downloading the Edinburgh Napier app can be found on the Edinburgh Napier App My Napier page.

11.0 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**.

12.0 Getting help

You will find our **contact details** along with links to our **web pages** and **service status** information at the start of this guide.

If you have any specific questions or would like further information about any of the topics covered in this guide, then you may benefit from a **one-to-one IT Induction** session. This would involve a member of staff from IS giving you a call or visiting you at your workstation (if possible) and running through anything that you are unsure about and/or answer any questions you may have.

You can request a one-to-one IT Induction by contacting the IS Service Desk.

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

Appendix 1 - Checklist

Use this checklist to ensure you have completed the steps required to get set up on the University's IT Services:

I know how to contact Information Services	
I have collected my managed laptop and can connect to University services	
I have completed the Cyber Security Awareness Training	
I have read the Information Security Policy	
I have registered for the Self-Service Password Reset service	
I know how to save files to my personal data area (H drive)	
I know how to access the software I need via AppsAnywhere	
I have enrolled University owned devices into Mobile Device Management (if relevant)	
I have set up my mobile device / laptop for eduroam wireless access	
I have familiarised myself with Webex and MS Teams	
I have set up Multi-Factor Authentication	
Complete the following steps if you are an academic colleague	
Visit the Learning Technology Hub	
Find out about your local Learning Technology Advisor and Subject Librarian	