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Welcome

A very warm welcome to the University of York. This guide contains useful practical information about the extensive IT facilities and services provided for staff and students by IT Services. I hope that you’ll find both this guide and our facilities and services easy to use. IT Services aim to support you in whatever role you have at the University – our staff are friendly and well informed, and will do their best to help you.

We value your feedback and will do our best to act upon it, so please do not hesitate to contact us, whether by email, comment card, in person or via our website, if there is anything we can do to improve the service we offer you.

Heidi Fraser-Krauss
Deputy Director of Information and Head of IT Services
The IT Support Office

The IT Support Office is your first point of contact with IT Services. The Office provides information and advice on IT issues and offers basic software support.

The Office is located on the first floor of the Harry Fairhurst building, and is open Monday – Friday, 09:00 – 17:00.

The Office may be closed once or twice a week for staff training, for a maximum of two hours. Closure will be notified via York Extra.

Email: itsupport@york.ac.uk
Phone: (01904 32) 3838
Report an issue online at: www.york.ac.uk/it-services/help/footprints
Using IT at York

Registration

All new undergraduates, taught graduates and research graduates are issued with a username and password as part of the registration process at the University of York. Your username and password will be emailed to you or made available for collection on campus.

If you are a member of staff, your Department will normally issue you with a username and password as part of your welcome documentation. If this doesn’t happen, contact the IT Support Office to obtain your account details.

Your username is unique to you and is made up of your initials and a number, eg abc500. You’ll use it to log in to your IT account, and to other services.

You need to register your IT Services username before using any computing facilities. Log on to the IT Services registration system at https://idm.york.ac.uk using your username and password; please note that your password is case sensitive. You will be asked to change your password, provide security data and agree to abide by the University regulations.

Rules and regulations

You’re expected to abide by the regulations concerning the use of computing facilities; these can be found at www.york.ac.uk/about/organisation/governance/governance-documents/ordinances-and-regulations/regulation-11. Please familiarise yourself with these regulations and with the Acceptable Use Policy at www.york.ac.uk/media/it-services/docs/policy/policies/ylaup.pdf.

Remember to keep your password private. IT Services staff will never ask you to reveal your password by email, in person, or on the phone.
Email

Your University email account is provided via Google Apps for Education, with 25GB of email quota.

Students are issued with an email address based on their username, eg abc500@york.ac.uk.

Staff are given an email address based on their forename and surname, eg jane.smith@york.ac.uk. If your preferred name is different from your forename, you can specify this as part of the registration procedure.

Access your email at mail.york.ac.uk – log in using your University email address. Learn more about using your University email account at www.york.ac.uk/it-services/it/email.

Filestore

You are allocated space, known as disk quota, on the central filestore in which to keep files. This appears as Documents (also known as the H: drive). The central filestore is backed-up regularly to protect your files. If you exceed your disk quota you will be unable to create new files.

My IT Account

Visit My IT Account at www.york.ac.uk/myitaccount to reset your password, check your printing account and view your filestore quota.
Google Apps

All staff and students have a Google Apps account – log in with your University email address and password to access apps including Calendar, Drive, Sites and Groups, and to use collaborative tools, enhancing the way you work with people at the University and elsewhere. Find out more at www.york.ac.uk/google.

Accessibility

IT Services aim to offer facilities suitable to all members of the University, taking into account the specific needs of users with disabilities.

Windows 7 provides enhanced Ease of Access tools including a magnifier, on-screen keyboard, narrator and high contrast. Text-to-speech is available in Microsoft Office applications on Windows 7. For further information about Microsoft Accessibility see www.microsoft.com/enable.

Microsoft Office includes Key Tips. This is a feature for users who prefer to use the keyboard rather than the mouse. Every command has a keyboard equivalent, and there is no need to remember them as they are displayed on-screen.

In addition, we provide a variety of other assistive technologies, including screen magnification and screen reading facilities, and software to help you plan and organise your work.

Most IT classrooms and study areas are wheelchair accessible, and some feature raised desks, and printers designed to be suitable for wheelchair users.

Our website (see right) provides more details, and offers advice on using our PCs, or your own machine.

For more information on IT and accessibility please see www.york.ac.uk/it-services/it/accessibility.
IT classrooms and study areas

IT Services maintain a number of IT rooms across Heslington West, Heslington East and at King’s Manor. These rooms have open-access PCs with printing facilities in or near all IT rooms. IT classrooms also have projection facilities.

Most of the rooms are open 24/7, and may be used by all students (regardless of their college) and staff. The only exception is W/N/202, a graduates only room. See the back cover for a list of IT classrooms and study areas.

IT classroom house rules

When you use the IT Services classrooms and study areas, you’re expected to abide by a number of house rules; these are displayed in the rooms and can also be found at www.york.ac.uk/it-services/it/rooms/conduct. If these rules are not being followed, you can report this to the college porter or to the IT Support Office at itsupport@york.ac.uk.

Check PC availability

Find out which IT rooms are booked and which have free PCs at: www.york.ac.uk/it-services/it/rooms
Connect your laptop, tablet, phone...

You can connect to the University of York network using the wireless network (eduroam), with wifi hotspots available across the University, or the wired NAS sockets in study bedrooms, the Library and various open access areas.

**Wireless network**

1. Connect to the wireless network called **UoY Setup**. This is an unsecured network, used to set up your computer for use on **eduroam**, the encrypted wireless network.
2. Start a web browser – you’ll be redirected to the University of York Network Setup Wizard. Click **Start** and follow the onscreen instructions.

**Wired network**

1. Connect your computer to the network socket using a network cable (you can pick one up at the IT Support Office).
2. Start a web browser – you’ll be redirected to the University of York Network Setup Wizard. Click **Start** and follow the on-screen instructions.

For more details on how to connect to the network, see [www.york.ac.uk/it-services/connect](http://www.york.ac.uk/it-services/connect).

**Connecting at other Universities**

Eduroam connections are available in many other Universities and HE institutions, in the UK and overseas. The JANET Roaming Scheme allows you to access the internet, using your University of York username and password, when visiting any eduroam-enabled site. For more information, see [www.york.ac.uk/it-services/connect/wireless/jrs](http://www.york.ac.uk/it-services/connect/wireless/jrs).

**Mobile devices**

Whether you’re using an iPhone, Android, Nokia, Blackberry or a tablet, we’ve provided instructions on connecting your mobile device to the network at: [www.york.ac.uk/it-services/connect/mobile](http://www.york.ac.uk/it-services/connect/mobile)
York Print Plus

York Print Plus is the University’s printing, photocopying, scanning and faxing service.

A range of multifunction devices (MFDs) and printers are available in open access areas and offices.

Students

There are over 30 MFDs available for student use, located in the JB Morrell Library, the Harry Fairhurst building, and in or near to most IT classrooms and study areas.

Students are able to use the MFDs to print, photocopy and scan. You can print in black and white or colour, on A4 or A3, and double or single sided. You can send your work to print from:

- IT classrooms and study areas
- the wireless network
- the VPN
- your study bedroom
- your tablet or mobile

You can then go along to any of the printers at your convenience, swipe your University Card, and release the work you have sent.

All undergraduates and taught graduates receive a free quota equivalent to 36 A4 black and white sides per term (if this is unused, it cannot be carried forward). Additional credit can be added online with a debit/credit card, or at a York Print Plus kiosk if you wish to pay by cash. You will need to ensure you have money in your account before you print, photocopy or scan.

Note: We can’t refund any credit left on your printing account at the end of your course.

Visit www.york.ac.uk/yorkprintplus where you can:

- Check your printing account.
- Add credit with a debit/credit card.
- Check printing costs.
- Find out where the printers are located, and which functions each one offers.

Staff

The staff printing system is currently being moved to the York Print Plus service. The transition is taking place by building, in close consultation with departments.

Please visit www.york.ac.uk/yorkprintplus or speak to your Departmental Computing Officer for more information.
Working off campus

The Virtual Private Network (VPN)

The VPN (www.york.ac.uk/it-services/connect/vpn) is a secure connection that allows your computer to access the University network when you are working off campus.

Through the VPN you can:

• Access IT Services personal and rented filestores, and also some departmental filestores which have been made available.
• Access Library systems and other resources that are restricted to IP addresses on campus.
• Use software that requires access to the University’s licence servers.

The Digital Workspace Service (DWS)

The Digital Workspace Service is available to staff and allows connection to a virtual desktop, on or off campus. Find out more about the benefits and how to connect at: www.york.ac.uk/it-services/connect/dws.
IT Security

Good IT security keeps your account and personal information safe, and protects the University’s network.

What we do to protect your account

- **Email**: all email is scanned for viruses and spam.
- **Backups**: we have security measures in place to protect the central filestore, including regular backups.
- **Anti-virus**: the University has a licence for Sophos Anti-Virus, which is installed on all IT Services classroom PCs and supported office PCs. It is updated regularly.

What you can do to stay safe

- Never share your password with anyone.
- Install anti-virus and firewall software on your own machine.
- If you’re using a classroom PC, make sure you log off when you’re finished.
- In offices, lock your PC if you’re leaving your desk.
- Be wary of any email asking you to share personal information – it may be a scam.
- Contact the IT Support Office if you have any IT security concerns.

Find out more about IT security, including recommended security tools for your own machine, tips for safe use of social networks, guidance on using encryption, and advice on choosing a strong password at: [www.york.ac.uk/it-services/it/security](http://www.york.ac.uk/it-services/it/security)
Training

Students

A series of online IT training modules, delivered via the Yorkshare VLE, is available to all undergraduate and postgraduate students. The training covers essential IT skills needed for study in an academic environment, and further skills in preparation for employment. Material is also available to help students identify which training is for them.

For those less comfortable working with computers and unsure of their IT skills, one-to-one mentoring is available.

For further information see www.york.ac.uk/it-services/training.

Staff and research graduates

IT Services provides courses on many aspects of computer use, from basic to advanced. The training available ranges from one-off lunch time sessions to longer, more in depth courses.

Details including a full list of the courses we offer, and the schedule for the current academic year, can be found at www.york.ac.uk/it-services/training.

A series of IT training courses, run in association with the Researcher Development Team, is also provided by IT Services. See www.york.ac.uk/admin/hr/researcher-development for details.
Help

We provide extensive information on our website at: www.york.ac.uk/it-services. If you need more advice, there are a number of ways for you to get help and support with IT issues:

The IT Support Office

This is your first point of contact with IT Services, for details please see page 4, or visit www.york.ac.uk/itsupportoffice.

Your Departmental Computing Officer

Staff: each Department should have a Departmental Computing Officer (DCO) responsible for IT support, maintenance and procurement of Departmental IT equipment, and liaison with IT Services. The responsibilities of the DCO may vary across departments and it is advised you refer to your Departmental guidelines for further information about your DCO.

Students: some queries, for example problems with course-specific software or questions about course content on the VLE, fall outside the remit of IT Services; in these instances you are advised to seek help within your Department.

For a list of Departmental Computing Officers, visit www.york.ac.uk/it-services/groups/dco/dcolist.

For more information on the help and advice available to you, please see www.york.ac.uk/it-services/help.

Footprints

This is where IT Services handle your IT issues, enquiries and problems.

To submit a Footprints issue, browse the Knowledge Base or view any ‘global issues’ (known issues which are affecting IT Services facilities), go to www.york.ac.uk/it-services/help/footprints.
## IT Dos and Don’ts

<table>
<thead>
<tr>
<th>Don’t</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forget to set your security questions.</td>
<td>Go to My IT Account (<a href="http://www.york.ac.uk/myitaccount">www.york.ac.uk/myitaccount</a>) and set meaningful security questions. This allows IT Support Office staff to verify your identity should you need to request a password reset.</td>
</tr>
<tr>
<td>Pay the maximum amount for software.</td>
<td>See what IT Services can provide for free or at a discounted price. Go to <a href="http://www.york.ac.uk/it-services/it/software">www.york.ac.uk/it-services/it/software</a> for details.</td>
</tr>
<tr>
<td>Rely on email and USB devices to transfer documents from classroom or supported office PCs to your personal computer.</td>
<td>Use the Virtual Private Network (VPN) to access University filestore when you’re not on campus (<a href="http://www.york.ac.uk/it-services/connect/vpn">www.york.ac.uk/it-services/connect/vpn</a>), or use Google Drive (<a href="http://www.york.ac.uk/it-services/it/google/docs">www.york.ac.uk/it-services/it/google/docs</a>).</td>
</tr>
</tbody>
</table>
## IT classrooms and study areas

<table>
<thead>
<tr>
<th>College</th>
<th>Room Code</th>
<th>PCs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcuin College</td>
<td>A/EW/004</td>
<td>69</td>
</tr>
<tr>
<td></td>
<td>A/EW/107*</td>
<td>24</td>
</tr>
<tr>
<td>Derwent College</td>
<td>D/L/117*</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>D/L/050</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>D/L/138</td>
<td>27</td>
</tr>
<tr>
<td></td>
<td>D/N/016</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>D/N/114</td>
<td>25</td>
</tr>
<tr>
<td>Goodricke College</td>
<td>GNU/009</td>
<td>2</td>
</tr>
<tr>
<td>Halifax College</td>
<td>HSL/LRC/001</td>
<td>31</td>
</tr>
<tr>
<td>James College</td>
<td>G/N/169</td>
<td>71</td>
</tr>
<tr>
<td></td>
<td>G/N/022</td>
<td>46</td>
</tr>
<tr>
<td>King’s Manor</td>
<td>K/120*</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>K/104*</td>
<td>1</td>
</tr>
<tr>
<td>Law &amp; Management</td>
<td>LMB/008</td>
<td>41</td>
</tr>
<tr>
<td>Ron Cooke Hub</td>
<td>RCH/018</td>
<td>26</td>
</tr>
<tr>
<td></td>
<td>RCH/101</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>RCH/201</td>
<td>8</td>
</tr>
<tr>
<td>Vanbrugh College</td>
<td>V/N/058*</td>
<td>24</td>
</tr>
<tr>
<td>Wentworth College</td>
<td>W/N/036</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>W/N/202</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>(Graduate study area)</td>
<td></td>
</tr>
</tbody>
</table>

### Library buildings

<table>
<thead>
<tr>
<th>Library</th>
<th>Room Code</th>
<th>PCs</th>
</tr>
</thead>
<tbody>
<tr>
<td>JB Morrell</td>
<td>LMO/105</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>LMO/122</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>LMO/205</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>LMO/222</td>
<td>16</td>
</tr>
<tr>
<td>Harry Fairhurst</td>
<td>LFA/007</td>
<td>57</td>
</tr>
<tr>
<td></td>
<td>LFA 2nd floor – 50 thin clients</td>
<td></td>
</tr>
<tr>
<td>Raymond Burton</td>
<td>LBU/033</td>
<td>8</td>
</tr>
</tbody>
</table>

* Not wheelchair accessible

For more information about IT facilities, see [www.york.ac.uk/it-services/it/rooms](http://www.york.ac.uk/it-services/it/rooms)