An introduction for STUDENTS & STAFF 2019/20
CONTACT US

The Library & IT Help Desk is your first point of contact with IT Services. See page 17 for more information about IT support.

Visit us in the Library

Mon - Fri, 9am - 7pm
Sat & Sun, 10am - 6pm

Phone

(01904 32) 3838
Mon - Fri, 9am - 5pm

Email

itsupport@york.ac.uk
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, so please do not hesitate to contact us, whether by email, comments 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 Registrar and Director of Corporate & Information Services

Top in the Russell Group for IT in the NSS Survey 2019
Registration

All new undergraduates, taught graduates and research graduates are issued with a username and password as part of the University’s registration process. Your username and password will be emailed to you.

If you're 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 IT Support to obtain your account details.

Your username is unique to you and stays the same as long as you remain at the University.

It is made up of your initials at the time of registration and a number, eg abc500.

You’ll use it to log in to your IT account, and to other services.

Some services, notably Google Apps, require you to log in with your email address, for example abc500@york.ac.uk (for students) or jane.smith@york.ac.uk (for staff).

Before using any computing facilities, you’ll need to register your IT Services username:

1. Log in to the IT Services registration system at https://idm.york.ac.uk using your username and password

2. You will be prompted to change your password, provide security data and agree to abide by the University regulations.

All staff, including students who are employed at the University, are required to change their password annually, or more frequently if they have access to restricted data.

For more details, go to york.ac.uk/it-services/security/password

My IT Account

Visit My IT Account at york.ac.uk/myitaccount to reset your password, check and top up your printing account and view your filestore quota.
Google Email, Calendar, etc

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.

Find out more at york.ac.uk/google

Email

Your University email account is provided via Google Apps. You have unlimited storage across both Mail and Google Drive.

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 name, 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.google.com - log in using your email address.

Learn more about using your University email account at york.ac.uk/it-services/services/email

Rules and regulations

You’re required to abide by regulations concerning the use of IT facilities and specific IT security policies; these can be found at york.ac.uk/information-services/directorate-policies Please familiarise yourself with these and with the Acceptable Use Policy.

In line with new legal requirements, IT Services will block access to any websites identified as containing illegal material. Exceptions to this policy for academic purposes can be made by prior arrangement with the Director of Information Services.

“I have always found IT Services staff to be helpful, professional, and knowledgeable.”
SAVE, SHARE AND COLLABORATE

We provide a number of ways to safely store your work and share it with others. If what you’re working on is important, we recommend backing it up. Using google docs means you’ll always have an up-to-date copy available. You can find out more about the different options for saving your files at york.ac.uk/it-services/filestore

Filestore

You’re allocated space on the central filestore, known as your ‘user filestore’, in which to keep files. This appears as Documents (also known as the H: drive) and can be accessed from managed office and classroom PCs, study bedrooms or through the Virtual Private Network (VPN) or Virtual Desktop Service (VDS). The central filestore is scanned for viruses and backed up regularly to protect your files.

Each department has additional shared filestore, which should be used for large data storage and collaboration - contact your Departmental Computing Officer to find out how to access it. If you require additional personal filestore, please contact your Departmental Computing Officer or IT Support to discuss this.

Google Drive

Google Drive is part of your Google Apps account, and gives you an easy way to create, edit and share documents. It provides unlimited storage for documents including Google Docs, Sheets, Slides and uploaded files in other formats eg .docx, .xlsx, .pdf, .rtf.

DropOff Service

Our DropOff Service lets you exchange files with others securely, whether they’re inside or outside the University. It can be used to transfer files that are too large to send as email attachments, or data which cannot be stored on an external system like the University's Google Mail service, for example because of research grant requirements. The DropOff Service can be accessed at york.ac.uk/it-services/services/dropoff
Be careful with...

**USB sticks**

Don’t use USB sticks to store your files. They can become corrupt and are easily lost.

Use Google Drive or our central filestore instead. If you must use a USB stick, don’t use it to save the only version of your document.

University policy prohibits placing confidential or personal data (e.g., student marks or research data) on an un-encrypted USB stick or other removable storage.

For information about encryption and keeping your files safe, visit [york.ac.uk/it-services/security](http://york.ac.uk/it-services/security).

**Email attachments**

When you open an email attachment, ensure that you save it to your filestore, or to Google Drive, before editing it. If you click Save without selecting a folder, the document may be saved in a temporary folder and your work could be lost when you log off.

We recommend sharing documents via Google Drive, rather than as email attachments.
CONNECT YOUR LAPTOP, TABLET, PHONE...

You can connect to the University of York network using wifi (eduroam) across the University and in York city centre, or through the wired sockets in study bedrooms, the Library and other open access areas.

You can also connect to eduroam at other universities using your University of York account.

Wifi

1. Connect to the wifi network called UoY Setup. This is an unsecured network and is only used to set up your device on eduroam.

2. Start a web browser - you’ll be redirected to the University of York Network Setup Tool. If you’re not redirected, go to york.ac.uk/network-connect.

3. Click Start and follow the on-screen instructions.

Wired network

1. Connect your computer to the network socket using a network cable (you can pick one up at the Library & IT Help Desk).

2. Start a web browser – you’ll be redirected to the University of York Network Setup Tool. Click Start and follow the on-screen instructions.

3. If you’re not redirected, go to york.ac.uk/network-connect

For more details on how to connect to the network, see york.ac.uk/it-services/connect/

Mobile devices

Whether you’re using an iPhone, Android, Windows phone or a tablet, we’ve provided instructions on connecting your mobile device to the network and other services at york.ac.uk/it-services/connect/mobile

Other Devices

The Mydevices network lets you connect home devices such as:

Amazon Echo/Dot, Amazon Fire TV/ Stick, Xbox, Playstation, Nintendo and Roku.

For more information, see york.ac.uk/it-services/services/wifi/
IT ROOMS

IT Services provide IT rooms across Campus West, Campus East and at the City Centre Campus.

The majority of IT rooms have PCs running Windows 10, but we also have some with Apple Macs and some with dual boot Linux and Windows PCs.

Printing facilities are available in or near most rooms. All bookable IT classrooms also have projection facilities.

Most rooms are open 24/7, and may be used by all students (regardless of their college) and by staff. Please see the back cover for a list of IT rooms.

Check PC availability

Find your nearest free PC by visiting https://www.york.ac.uk/it-services/rooms

Get popular software for free

Staff and students can obtain a range of software through IT Services including: Microsoft Office, EndNote Online, SPSS and MindGenius.

Some software can be downloaded free of charge, some can be obtained at a reduced price.

For more information on the software available, see york.ac.uk/it-services/software

IT classroom house rules

When using IT Services classrooms and study areas, you’re expected to follow guidelines for behaviour, available at york.ac.uk/it-services/rooms/behaviour

If these rules are not being followed, you can report this to the reception staff.

Alternatively, email itsupport@york.ac.uk or text 07919 293133 with details and we’ll take appropriate action.

Laptop loans

The Library offers a self-service laptop loan facility.

Find more information at york.ac.uk/library/borrowing/laptops
YORK PRINT PLUS

York Print Plus is our printing, copying and scanning service.

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

Students

There are over 40 MFDs available for student use, located in the Library buildings and in or near to most IT rooms.

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 wifi network
- the Virtual Private Network (VPN)
- your study bedroom
- your tablet or mobile

EPrint

EPrint enables you to email or upload files that you wish to print, giving you an easy way to print from your tablet or mobile. Email documents to printcloud@york.ac.uk or upload them at https://print.york.ac.uk
You can then go along to any MFD, tap your University Card, and print your documents.

All undergraduates and taught graduates receive a free annual quota equivalent to 108 A4 black and white sides per academic year.

Any free quota left unused at the end of the academic year won’t be carried forward to the next year.

You can add more credit online with a debit or credit card.

You'll need to ensure you have money in your account before you print, photocopy or scan.

Staff

The majority of staff printing uses the York Print Plus service; some departments are still in the process of moving to the system.

Visit york.ac.uk/printing or speak to your Departmental Computing Officer (see p 17) for more information.
WORKING OFF CAMPUS

You can access many of our facilities when you're working off campus, including email, filestore and some software.

The Virtual Private Network (VPN)

The VPN is a secure connection that allows your computer to access the University network when you're working off campus.

Through the VPN you can:

- Access University filestores
- Use software that requires access to the University’s licence servers

The Virtual Desktop Service (VDS)

The VDS gives you secure access to the University Virtual Windows desktop and software.

It's available on and off campus, and from a range of devices, including mobile.

Find out more about the benefits of both the VPN and VDS, and how to connect to them at york.ac.uk/it-services/work-off-campus
RESEARCH AND HIGH PERFORMANCE COMPUTING

IT Services provide access to advanced research computing facilities for researchers in all departments.

We have a local HPC facility with 7,500 cores and 2.5Pb of storage which researchers can use for any data analysis or computational activity beyond the capacity of their desktop computer.

In addition, we run a number of free specialised courses (eg Introduction to the Linux Shell, Programming in Python and Introduction to YARCC), and we can work with you to speed up your code.

For more information visit york.ac.uk/it-services/research-computing
IT SECURITY

There are people who want to steal your password and identity - we want to help you stay safe online. 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 known viruses and spam. You should still remain vigilant, and learn how to spot spam and phishing email.

Backups: we have security measures in place to protect the central filestores, including regular backups.

Quarantine: if we become aware of an infected machine or account we’ll quarantine it and contact you to let you know.

Firewalls: our next generation firewall blocks known malware and phishing sites on the University network.

Anti-virus: the University has a licence for McAfee, which is installed on all IT Services managed PCs. It is updated regularly, and is available to staff for installation on home machines.

We recommend that students install an anti-virus package on their own PCs and laptops (Windows 8 and later has an anti-virus package built in as part of Windows Defender). If you don’t already have anti-virus software, we suggest you install Microsoft Security Essentials.

What you can do to stay safe

Never share your password with anyone. IT Services will never ask you to reveal your password by email, in person, or on the phone.

Install anti-virus and firewall software on your own machine. If your machine doesn’t have appropriate anti-virus software, you may be prevented from accessing the network.

If you’re using a classroom PC, make sure you log off when you’re finished.

Lock your PC or log off if you’re leaving your desk.

Consider setting up 2-Step Verification on your Google Apps account - find out how on Google’s help pages: support.google.com
Spotting the phishers

Phishing is the use of fake email messages that claim to be from someone you trust. They aim to gather your password, and access your account. There are clues you can use to spot and avoid them:

- Be wary of emails asking you to share personal information.
- Look out for messages that say you need to verify or validate your account.
- Phishing emails may be poorly written, with spelling mistakes and odd formatting. However, phishers are changing their approach to make their emails far more convincing - so don’t automatically assume that a well-written message is genuine.
- The emails may have a sense of urgency and warn that you could lose access to your account.
- Be suspicious of links in emails. Hover over them to check where they’re going.

Use encryption on mobile devices that contain, or give access to, sensitive data. This is a requirement for staff, who can install McAfee Encryption on their University owned Windows laptops (newly purchased managed laptops will already have it installed).

Contact IT Support if you have any IT security concerns.

Staff should complete the mandatory Information Security Awareness training - you’ll be sent details as part of your induction.

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

If you think your machine has been attacked or other activity of concern is taking place, email the York Computer Emergency Response Team (CERT) at cert@york.ac.uk
ACCESSIBILITY

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

Windows 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.

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.

For further information about Microsoft accessibility, see microsoft.com/enable

Google Apps offer features including compatibility with screen readers, and keyboard shortcuts.

We provide assistive technologies including screen magnification/reading facilities, and software to help plan and organise your work.

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

For more details, and for advice on using our PCs or your own device, see york.ac.uk/it-services/connect/accessibility
TRAINING

Students

A range of material, from booklets to interactive online modules and video guides, is available to all undergraduate and postgraduate students. These resources cover essential IT skills needed for study in an academic environment, and further skills in preparation for employment. We also provide workshops on key themes, offered either through departmental programmes or as sessions open to all.

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

For further information on the training we provide, see york.ac.uk/it-services/training

Staff and research graduates

IT Services provide courses and self-guided learning material on a range of common applications.

If our existing resources don’t meet your requirements, we may be able to provide bespoke training.

Details of the courses we offer, and the schedule for the current academic year, can be found at 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. For details, see york.ac.uk/admin/hr/researcher-development

For information on training in High Performance Research Computing, please see page 12.

"I can now do things with software packages I didn't know were possible."
HELP AND SUPPORT

IT Support

The IT Support team is your first point of contact with IT Services.

Our staff are here to offer help and advice on using IT at York, including how to connect to the network and software enquiries.

IT Support is available in person at the Library & IT Help Desk.

You can also get in touch with us by email or phone:

Email: itsupport@york.ac.uk
Phone: (01904 32) 3838

For more information, please see www.york.ac.uk/it-support

Repair service

We work with a local company to provide a computer repair service. Drop your machine off with the IT Support team, and the company will collect it, diagnose the problem and give you a quote to carry out the work.

Your Departmental Computing Officer

Staff: Most departments 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; please refer to your departmental guidelines for further information.

Students: Some queries, for example problems with course-specific software or questions about course content on the VLE (Virtual Learning Environment), fall outside the remit of IT Services; for these we suggest you seek help within your department.

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

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

“The IT support team have helped me several times and not only is their service incredibly helpful, I never expected the university to provide me with it for free. I am really grateful!”
KEEP IN TOUCH WITH IT SERVICES

Website: york.ac.uk/it-services

IT Services news: york.ac.uk/it-services/news

Video guides: youtube.com/yorkinformation

Scheduled work & events: york.ac.uk/it-services/news/work

Inspiring Minds blog: informationdirectorate.blogspot.co.uk

Social media:

 twitter.com/uoyitservices
 facebook.com/uoyitservices

Photographs by John Houlihan: johnhoulihan.com
IT ROOMS

Alcuin College
A/EW/004 - 59 PCs
(Dual boot Windows & Linux)
A/EW/107 - 24 PCs

Biomedical Science Building
BR/012 - 122 PCs
(Dual boot Windows & Linux. Access by card. Non-Biology students should contact Wentworth reception)

Computer Science
CSE/270 - 84 PCs
(For Computer Science & Campus East students, dual-boot Windows & Linux)

Derwent College
D/N/114 - 25 PCs

Halifax College
HSL/LRC/001 - 16 PCs

James College
G/N/169 - 89 PCs
(Dual boot Windows & Linux)

King’s Manor
K/120* - 18 PCs
K/104* - 1 PC

Law & Management

LMB/008 - 41 PCs

Library buildings
Morrell:
LMO/105 - 20 PCs
LMO/122 - 14 PCs
LMO/205 - 16 PCs
LMO/222 - 16 PCs
A further 26 PCs are in the silent study zones’ individual study rooms on floors 1 and 2.

Fairhurst:
LFA/015 - 57 PCs
(Dual-boot Windows & Linux)
Floor 1 - 36 PCs, 14 Macs

Burton:
Floor 1 - 8 PCs, 8 Macs

Ron Cooke Hub
RCH/018 - 35 PCs
(Dual-boot Windows & Linux)
RCH/101 - 8 PCs
RCH/201 - 8 PCs

Vanbrugh College
V/N/058* - 24 PCs

Wentworth College
W/N/036 - 23 PCs

* Not wheelchair accessible

For more information about IT facilities, see york.ac.uk/it-services/rooms