



University of
Nottingham

UK | CHINA | MALAYSIA

A large, high-resolution image of the Earth as seen from space, showing the curvature of the planet and the blue oceans. The image is centered in the background of the slide.

Introduction to IT services

Discover your IT services

nottingham.ac.uk/dts

2021/22



Be secure

A few words on IT security and policy



Stay secure and alert

Abide by the [Code of Practice](#) and [Information Security Policy](#) (requires authentication)

Never let anyone else use your login

Keep your IT account safe by creating a strong password and by setting security questions at:

password.nottingham.ac.uk

Never lend your University Card to anyone

Be alert to phone and email fraud – if in doubt, don't answer, hang up, don't reply, never click on a link, and report it

See actionfraud.police.uk for latest news, alerts and cyber crime protection advice



Login credentials

How to access different services



Gaining access to services

Your University **username** enables access to services such as :
Print, copy and scan, Moodle and NUSearch.

Your username will be similar to **eeyabc1**

The **third** letter gives you a clue who people are: UGs use a 'y', PGs use an 'x', and staff use a 'z'

Your University **email address** enables access to services such as:
Office 365, OneDrive and Wi-Fi

Your email address will be:

[username@nottingham.ac.uk](#) (undergraduate/postgraduate taught)

[first.lastname@nottingham.ac.uk](#) (postgraduate research and staff)

Use your **University Card** to access: libraries, computer rooms and print services.



Get connected

Wi-Fi access on campus



Wi-Fi on campus

Connect to [eduroam](#) Wi-Fi and get free access to hotspots at institutions [around the world](#).

Connecting to **Wi-Fi**:

- Go to **Wi-Fi settings** and select **eduroam**
- When prompted enter your University email address:
[username@nottingham.ac.uk](#)
- Enter your University **password**

For details visit the [Internet and web services](#) page where you can also find specific information for devices other than smartphones and laptops

Note: this is an essential step to complete your registration for UK students. It can take at least 24 hours for your record to be updated.





Wi-Fi on campus – key registration locations

For UK students the following locations will give you a Wi-Fi login that works for Registration

Location	Availability*
University Park	All locations including University Halls of Residence
Jubilee	All locations including University Halls of Residence
QMC	Medical School B Floor only
Sutton Bonington	All locations except Halls of Residence
Royal Derby Hospital	Medical School only

We recommend you attach your Smartphone to eduroam as it will reconnect to the Wi-Fi each time you come on campus creating multiple log events for us to pick up your attendance

***Note** Wi-Fi at all other locations is not valid for registration purposes





Wi-Fi on campus – easy configuration

We recommend using the [Configuration Assistant Tool](#)

Click on [Choose another installer to download](#) for Apple, Android and Chrome devices

The screenshot shows the eduroam Configuration Assistant Tool interface. At the top left is the eduroam logo, and at the top right is a "Start page" link. Below the logo is the text "Configuration Assistant Tool". A dark blue banner displays "The University of Nottingham". Underneath, there is a section titled "Select the user group" with a dropdown menu containing three options: "Usernames ending .ac.uk", "Usernames ending edu.my", and "Usernames ending edu.cn". Below the dropdown is a text box stating: "The University of Nottingham eduroam profile - for staff, students and associate users from all campuses." Further down, a section provides contact information: "If you encounter problems, then you can obtain direct assistance from your organisation at: WWW: <https://www.nottingham.ac.uk/go/wifi> tel: +44(0)115 9516677". Below this is the text "This entry was last updated at: 2021-06-08 15:45:39". At the bottom, there is a large blue button with the Windows logo and the text "Download your eduroam® installer MS Windows 10". To the right of this button is a smaller blue button with a white lowercase 'i' icon. Below the main blue button is a yellow-bordered button with the text "Choose another installer to download".



How we communicate

Email is the primary tool



How to access your email

We strongly recommend you get the Outlook app to use email and calendar



You can also access your email through portal.office.com

Login with your University email address:

- username@nottingham.ac.uk (undergraduate, postgraduate taught)
- first.lastname@nottingham.ac.uk (staff, postgraduate research)

We **do not** recommend you forward emails to other accounts



Stay secure and alert

Be alert to phishing and email security – see the [IT Security hub](#) for more information

Were you expecting something from this sender?

Does the address match?

Who is the email directed to?

Phishing emails are rarely specific

Companies you regularly use normally have your name

From: University of Nottingham Help Desk [<mailto:phishing@botmail.up>]
Sent: 26 September 2016 08:40
To: Recipients
Subject: HelpDesk Urgent action required!!!!!!

Dear User

We are noticing that your email account is out of date and needs upgrading.

If you do not do this your account will be no longer be available.

Please to click the following link urgently to validate your email address [here](#).

Thank you for your immediate action.

Regards

Uni of Nottm.

<http://giveusyourdetails.com/wewillusethem/againstyou.aspx>
Ctrl+Click to follow link

Be aware of any email asking for urgent action

Step back and think

If you think you've done something by mistake [change your password](#) immediately as a precaution

Hover over links without clicking

Does the link displayed look genuine or familiar?



Email like a boss

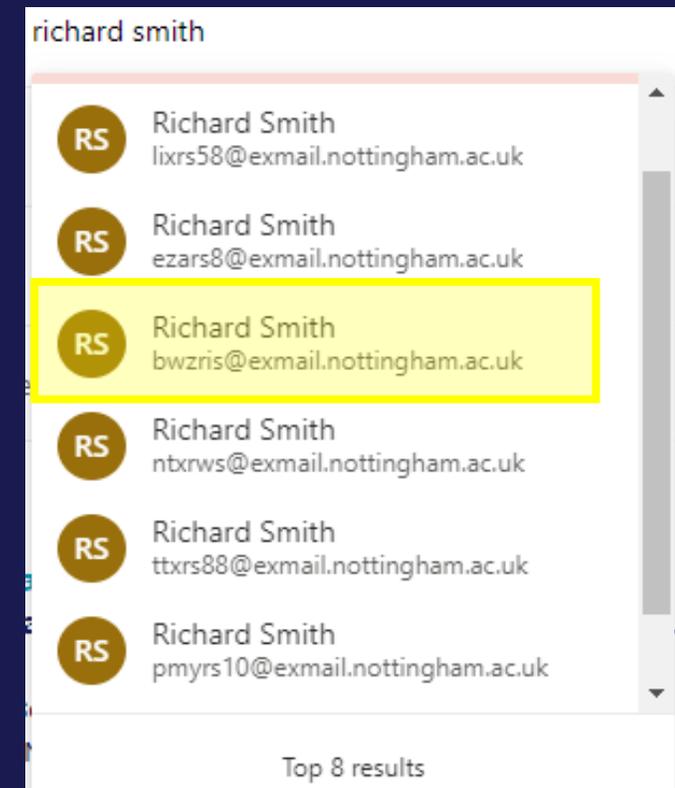


- Email is our primary mode of communication at the university
- If we need to contact you urgently, we will do so via your university email address – do not expect to receive university communications to your personal email address
- Make sure you **check your University email account regularly** for communications from the University – **we recommend daily during term-time**
- Keep an eye out for student newsletters, university announcements (such as those relating to the pandemic), communications from your school/department, and important news from your SU, Careers & Employability, Registry & Academic Affairs, etc.
- The University has an [Electronic Mail Usage Policy](#) and if you have any issues arising from misuse you can use the [Report + Support](#) service



How to email like a boss

- To find people in Outlook you can just start typing their name in the To: field and it will offer suggestions.
- Remember we mentioned how to work out if it's a student or member of staff from their username using the x, y, z?
- Set a signature with your preferred pronouns if you are comfortable doing this, plus your name, student number, year group and programme.





How to email like a boss

- Add a meaningful subject
- Choose appropriate salutations – Dear... and Hi... are ok
- Write in a professional and respectful tone and use appropriate grammar and language
- Respect the recipient's time – provide all the information you can including what action you need, and include your student number and full name
- Be clear and concise – remember that not everyone speaks English as a native language and some recipients may use screen readers
- Allow a reasonable time for the response – it won't be straight away
- Never respond in anger. If you wouldn't say it face-to-face don't say it in email



How not to email like a boss

Below is an example of an email sent by a student to an academic. It contains a few examples of bad practice. Can you spot them all?

From: Hari Seldon hari-11988@gmail.com

This student hasn't used their UoN email account – no way to tell whether this email is legitimate

Sent: 13 January 2021 16:37

Subject: (no subject) No subject line

To: Psychology_Academic@nottingham.ac.uk <lpzeag@exmail.nottingham.ac.uk>

Ella

Straight in with an over familiar use of first name – include a formal salutation and try to use their preferred title eg. Dr or Prof

Will there be a **workshop** next week Tuesday at 2-4? I need to know **ASAP**

Which workshop? Which course or module is this student on? There's no way for the recipient to know how they're connected to the sender.

Impolite and demanding tone – no use of please and thank you. If you need a response in a given timeframe, specify this and give as much notice as possible.

No use of signature where you can give useful details about yourself (full name, student ID, etc)



How to email like a boss

Dear Dr Green,

Hope you're well. I'm emailing to check the timings of the workshop next week for first year Psychology students on the Cognitive Psychology 1 Module. On my timetable it says Tuesday 2-4pm, but the Moodle announcement said the workshop would begin at 2.30pm so I wanted to check which was right? I have asked a couple of other students but they are also unsure.

Thank you in advance for your help!

Kind regards,

Hari Seldon
First Year BSc Psychology Student
Student number: 2345678X

Pronouns: He/ him

Salutation using preferred title and name

Clearly states which course or module

Clearly states what the problem is in 1-2 short sentences

Shows you tried to solve the problem for yourself

Nice sign-off. "Thanks" always appreciated

Signature has useful and helpful information about you



It's not just for email

- Make use of the calendar to help you manage your time. Appointments and Teams meetings will be in here anyway, so why not use it for all of your University life?
- Be aware calendar invites arrive in emails and integrate with the Outlook calendar, so act on these to keep up to date. They will be auto-deleted from your inbox once you accept/decline them, so check your calendar

09:00 2 hrs	Lab session
11:00 2 hrs	Project group catchup George Green Library
13:00 1 hour	Lunch with Charley Hallward Coffee Bar



Digital competencies

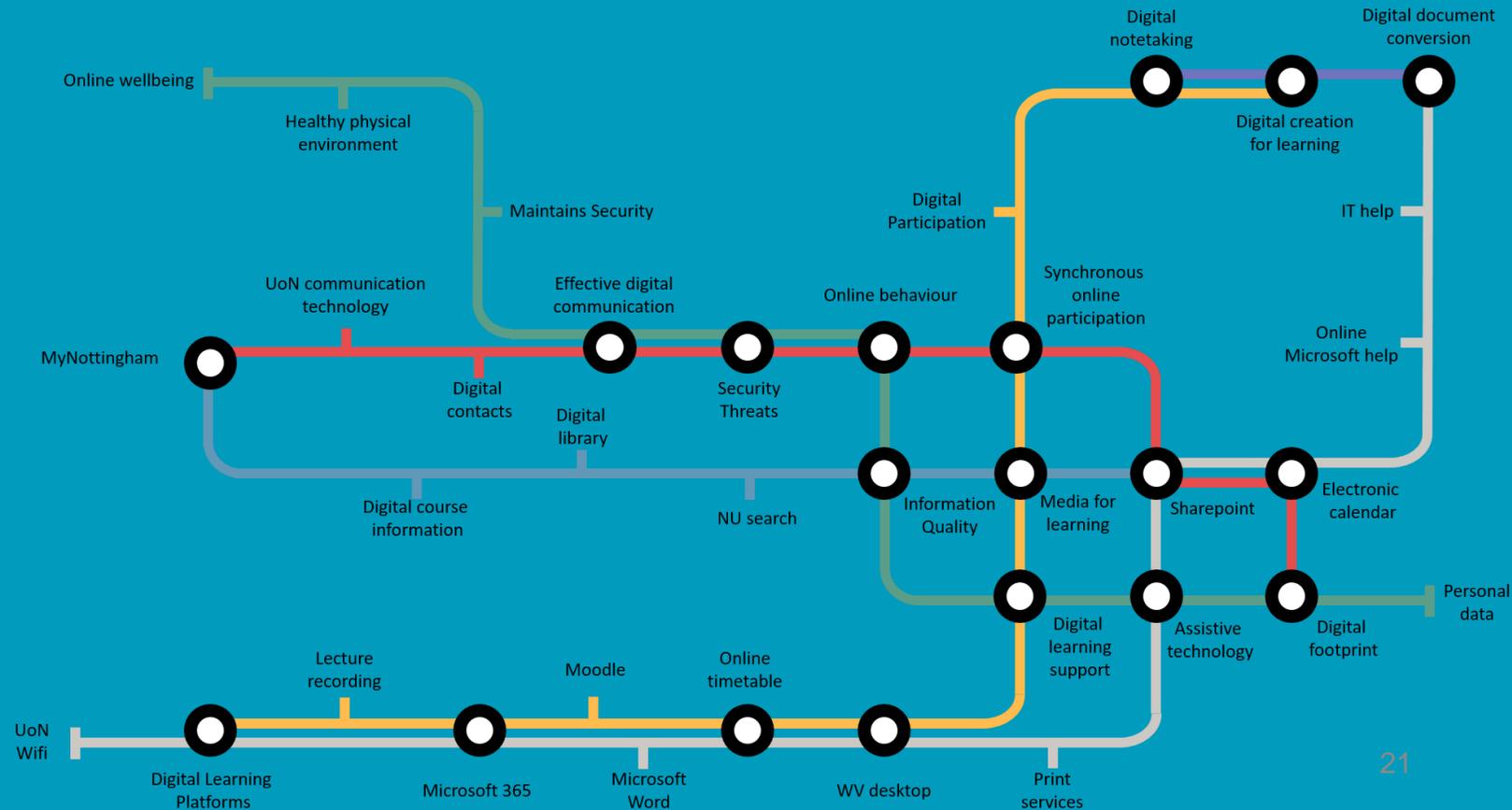
Develop your expertise in different areas of digital capability



Digital competencies

Information about digital competencies can be found on Moodle in the [Digital Student module](#)

As a first step please complete the [JISC Digital Discovery Tool](#) to assess where you are now



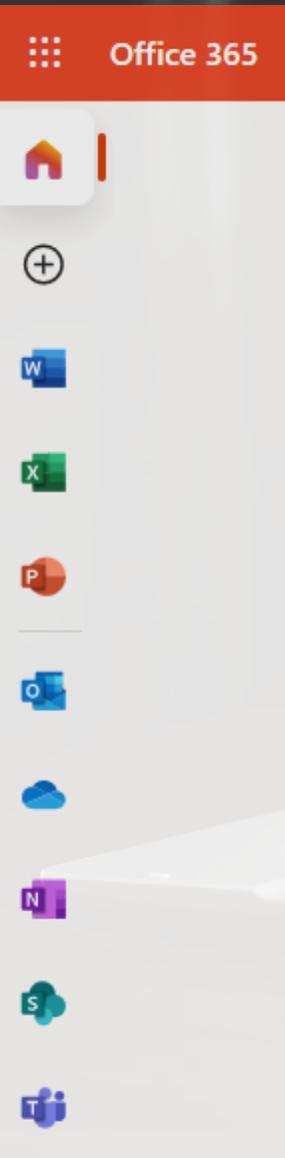


Essential software and apps

Office 365 and the MyNottingham app



Office 365



Office 365 provides access to core Office applications. Office 365 is accessible from any location, on any device with any internet connection

When to use it

You use Office 365 when accessing applications such as **Word, Excel, PowerPoint, OneNote**, as well as **Outlook**

You can collaborate and communicate via **Teams** and also save, access, share and collaborate on your files using **OneDrive** storage

See our [Office 365 guides](#) on SharePoint for lots of top tips



Office 365 – saving your work and sharing files



Start working in OneDrive via portal.office.com to keep work safe from the start. You can share and collaborate on documents from this 5TB store at any time.



If you're doing group project work why not use Teams to save and share your work?



When working on University-networked PCs or desktops, please don't save files to the default (C:) drive. They will be deleted when you log off.



To give Security a chance of reuniting you with your lost USB memory sticks or hard drives save contact details in a file. Name, course and University email will do.

Note: loss of files is not a valid excuse at hand in time – keep multiple copies in different places and save often.



Get the O365 software

Install Office ▼

Office 365 apps

Includes Outlook, OneDrive for Business, Word, Excel, PowerPoint, and more.

Other install options

Select a different language or install other apps available with your subscription.

Office apps & devices

You can install Office on up to 5 PCs or Macs, 5 tablets, and 5 smartphones.

Install Office

View apps & devices

Get Office 365 apps free on up to five of your devices

On your laptop login with your University email address to the Office 365 portal at portal.office.com and click Install Office

On your smartphone visit the app store

Microsoft



Excel



Microsoft Lens



OneDrive



Outlook



PowerPoint



Teams



Word



Authenticator

+ Add apps

Apps & devices

Office



Language ⓘ

English (United States) ▼

Version

64-bit ▼

Install Office

DEVICES ▼



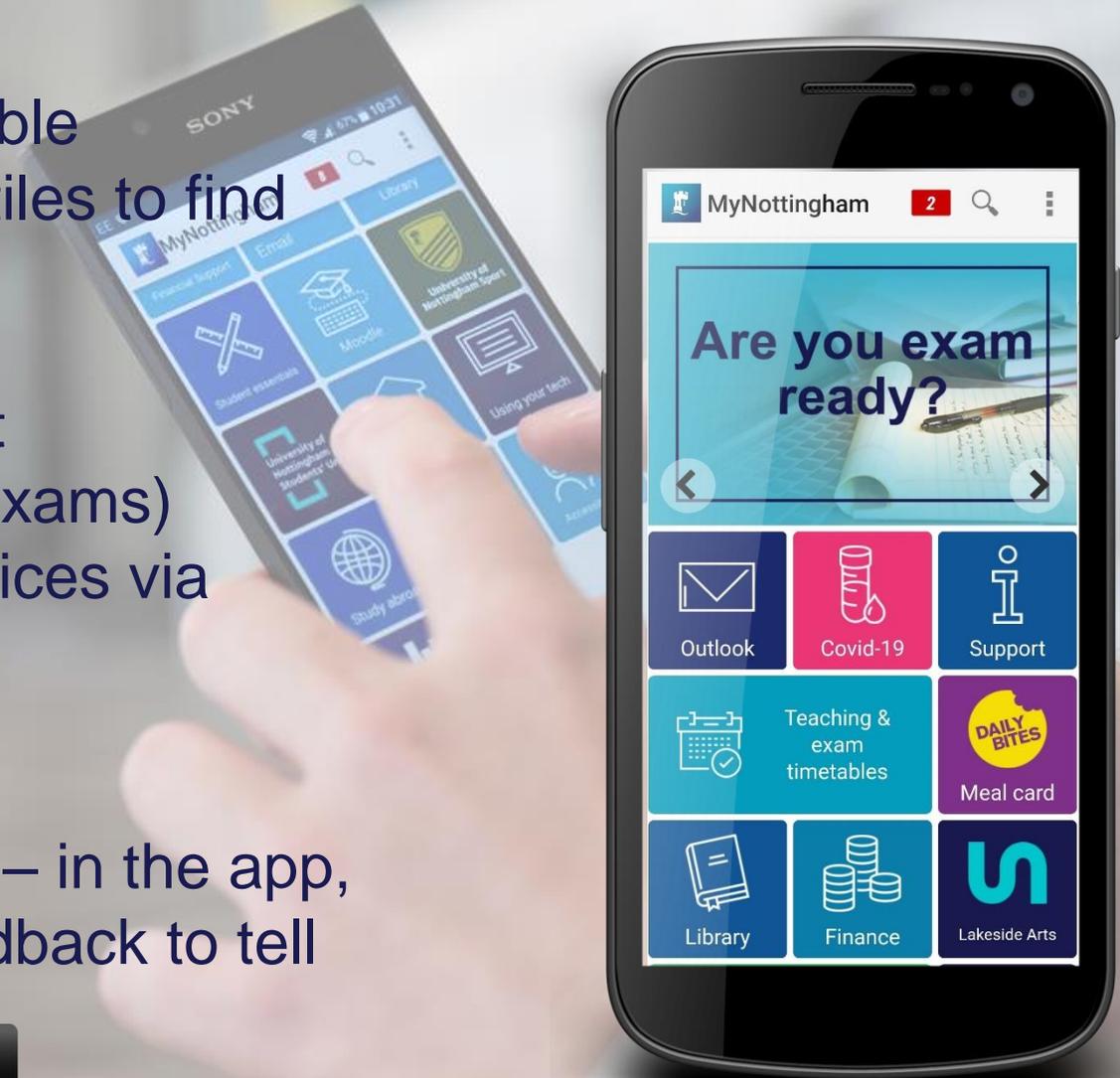
MyNottingham App

- Receive important alerts
- Get a nicer view of your personalised timetable
- Use the Maps, Find space and Hopper bus tiles to find your way around
- Outlook – for email, calendar and contacts
- Access to online learning and library content
- Pocket guides (Careers, Sport, Wellbeing, Exams)
- Easily book appointments with Student Services via Qudini

Content updated regularly...

We appreciate your feedback to make it better – in the app, select menu or settings and choose Send Feedback to tell us what you need

To get the app search MyNottingham





Additional software and apps

The Software Store



Additional software

All of the software you need is installed on our computers, but you may be entitled to install a copy for free on your own device.

Visit the [Software Store](#) to find out more and to access the Software Library

Your lecturers will advise which software you should be using



Remote working

Ways to access IT from your personal devices



Remote working – Open access applications and systems

University open access applications and systems can be accessed remotely from any device or location

When to use it

You can use open access systems at any time you need to, and you don't necessarily need to make preparations in order to use them

This includes accessing teaching and learning services such as [Moodle](#), [Timetabling](#) and [NUSearch](#)

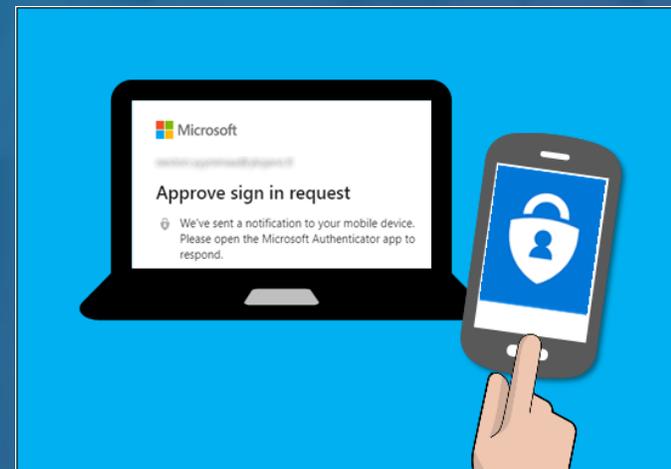
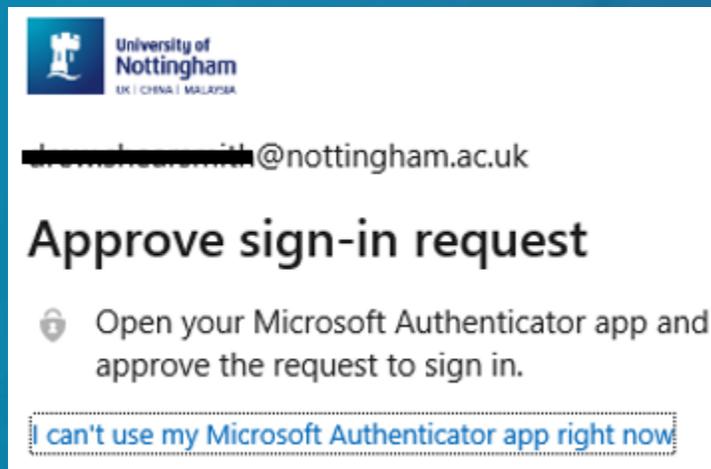


Remote working – Securely using Multi-Factor Authentication

Multi-Factor Authentication (MFA) will be required to authenticate for an increasing number of remote access services including Office 365

How can you tell?

Typically, at login it will say “Verifying your sign-in info” or similar, or you’ll see a pop-up message like this:



Note: Do not respond to approval requests you are not expecting



Remote working – Securely using Multi-Factor Authentication

Will I get prompted every time?

That depends on the service and which device you are using:-

- **Personal Devices** – you will get a prompt initially and then 90 days thereafter as long as you use the same browser to access the Office 365 services. If you use a different browser, you will receive a further prompt.
- **UoN managed Windows 10 devices** – you will not be prompted when accessing Office 365 services as long as the device is up-to-date with various security settings.
- The **Windows Virtual desktop** will prompt each time you use a different device, and every 7 days on each device you use regularly.

We recommend you have your approval device with you at all times while taking part in on/off campus activities and teaching



Remote working – Securely using Multi-Factor Authentication

In order to set up the Multi-Factor Authentication (MFA) service, you will need:

- A **computer**, such as desktop/laptop PC or Macbook, which will be used to set up your MFA account
- A **mobile device** (SIM-enabled phone or tablet/iPad), which will be used to approve access requests via MFA
- Your **university login** details

You will then need to

- use the guide to [Set up MFA](#)
- Install the recommended **Microsoft Authenticator** app on your mobile device



Remote working – Securing your Microsoft 365 account

Note – this is currently optional, but will be enforced during the Autumn term

Having set up and configured MFA, we recommend you secure your university Microsoft 365 account by completing the [Secure Microsoft 365](#) form

This will enable MFA for approving access to Microsoft 365 services and make your account more secure. Visit the [Securing 365](#) SharePoint site for further information and FAQs.



Remote working – Windows Virtual Desktop

The [Windows Virtual Desktop](#) (WVD) is a Windows 10 virtual desktop to access university applications over the Internet when off campus. It offers a similar experience to using a university networked PC and provides access to standard UoN Applications and the university network

When to use it

You can use the WVD to access standard UoN Applications that are not available on your personal device or when you're away from the teaching classroom where your course specific software is available

Gaining access

To use the virtual desktop, you will need to install **Microsoft Remote Desktop** client (recommended) or use a web browser, plus you **will need MFA configured**

Top tip: the WVD can be used when you require access to university web resources, software and other services from your personal devices



Print, copy, scan

You can print from any University PC or personal device and scan at any multifunctional device (MFD) across all buildings and campuses

First, you need to activate your print account by using any of these options:

- Login to mobileprint.nottingham.ac.uk with your university username and password, then upload a document , or
- Send a print job from a University PC / Windows Virtual Desktop, or
- Swipe your university card on an MFD card reader and log in with your university username and password

Print credit – top up and check your print balance via myprint.nottingham.ac.uk



Print, copy, scan

- You can send print jobs from any University PC or Virtual Desktop and collect up to 24 hours later
- From your own device you can print and collect up to 72 hours later
 - print via the web at mobileprint.nottingham.ac.uk
 - print via email. Simply send an email from your university account with the documents attached that you would like to print to mobileprint@nottingham.ac.uk
 - Most common file types are supported however the maximum size of document you can send via email is 10MB

Printing and copying will incur charges, scanning to your OneDrive or email is free

For further details and user guides, visit: nottingham.ac.uk/dts/print-copy-scan



Help and support

If you're stuck seek help – we'll get you sorted



We're here to help

The [IT induction web pages](#) have lots of useful information and videos

Make sure you have completed the steps listed and familiarised yourself with the essential services

Activate your IT account

You should have activated your IT account as the first part of online registration.

Please ensure that you set your security questions and change your password.

[Student IT account](#)

Connect to WIFI

Stay connected wherever you are across our UK campuses.

'eduroam' is the main wireless network and you will need to connect once you arrive.

[Get connected](#)

Set up MFA

Many services will require you to use Multi-Factor Authentication (MFA) to approve access.

We recommend installing Microsoft Authenticator app on your smartphone and setting up MFA on your account.

[Setting up MFA](#)





We're here to help

If you have a question for our IT staff join 'My IT Smart Bar' on Microsoft Teams and our staff will be happy to answer any of your queries. They will be answering your questions Monday to Friday 10am - 6pm.

Find out about the [Virtual Smart Bar](#)

The [IT Service Desk](#) can help you with all IT issues. Phone +44 (0)115 95 16677

Monday – Friday, 8am – 6pm (Excluding UK public holidays and University closure days)

An out-of-hours telephone service is provided at all other times

Get help online using the Self Service portal <https://selfservice.nottingham.ac.uk>

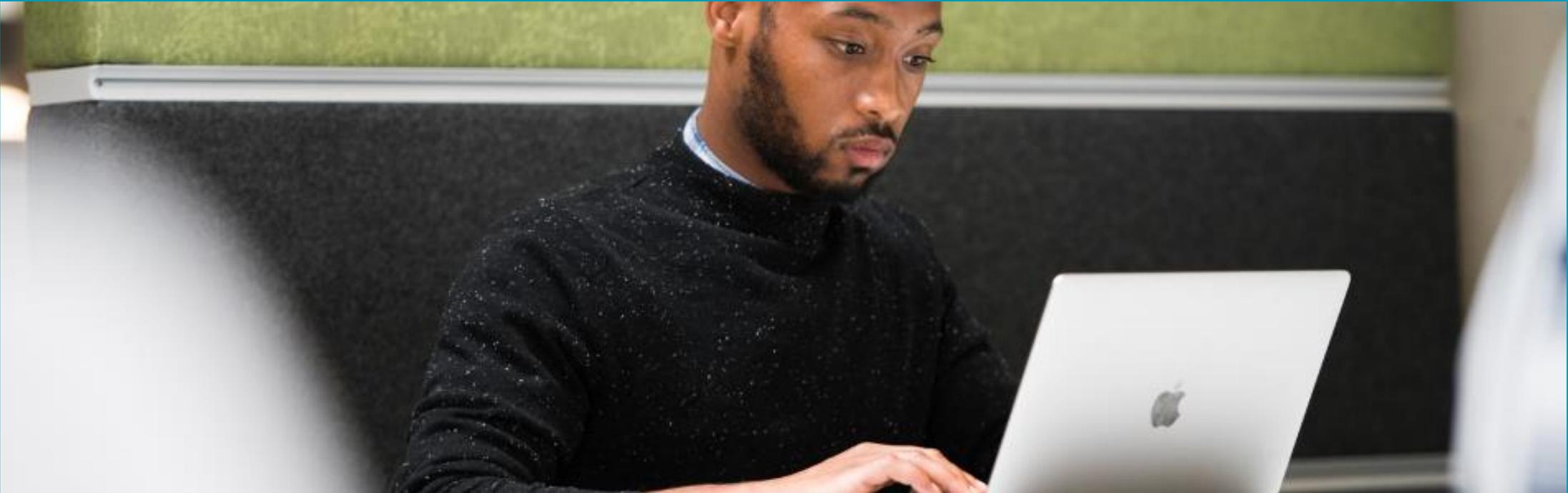
Check service status on our status pages <https://status.nottingham.ac.uk/>

Go to the [O365 SharePoint](#) for help about all O365 applications

All the information in this slide deck is available via the [Digital and Technology Services website](#)



We're here to help – laptop loan and repair



Our dedicated team, based at Portland Building, offer an on-campus repair service for student personal devices for software and operating system problems

We also offer a short-term loan service whilst your device is being repaired

For minor software issues and general IT enquiries, please use the [Virtual Smart Bar](#)



We're here to help – drop in sessions

Drop-in sessions are available if you have anything from this presentation you need to clarify.

Drop-in sessions continue every Wednesday from 2:30pm to 3:30pm until the end of October

Join a session any time at <https://nottingham.ac.uk/dts/drop-in>

Session	Date	Start time
1	Friday 17 September	2.30pm
2	Wednesday 22 September	2.30pm
3	Friday 24 September	2.30pm
4	Tuesday 28 September	2.30pm
5	Thursday 30 September	2.30pm
6	Wednesday 6 October	2.30pm
7	Wednesday 13 October	2.30pm
8	Wednesday 20 October	2.30pm
9	Wednesday 27 October	2.30pm



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Thanks for listening

nottingham.ac.uk/dts