



University of
Nottingham

UK | CHINA | MALAYSIA

A large, high-resolution image of the Earth as seen from space, showing the Western Hemisphere with North and South America. The image is framed by a thin white border.

Introduction to IT services

Discover your IT services

nottingham.ac.uk/dts

2022/23



Be secure

A few words on IT security and policy



Stay secure and alert

Abide by the [Acceptable Use Policy](#) 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

Never forward email to other accounts

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**',
permanent staff use a '**z**' and Associates use an '**a**'

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



Eduroam (education roaming) is a free and secure, world-wide roaming access service

It allows students, researchers and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions

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.

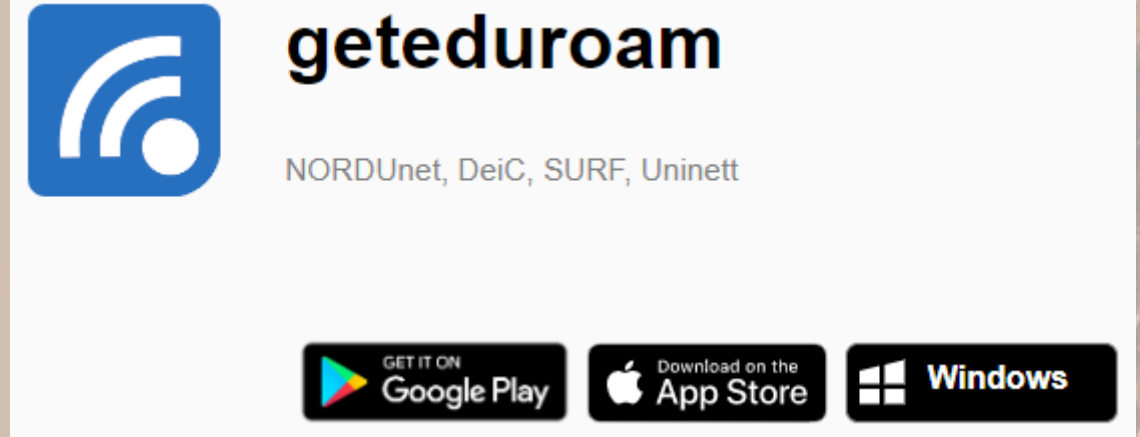


Wi-Fi on campus – easy configuration

We recommend using the [geteduroam app](#)

For Windows follow the link above

For Apple and Android devices visit the App Store or Google Play and search **geteduroam** to download the app





Wi-Fi on campus – easy configuration

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

To get this onto your laptop you may need to login on a University PC and download the installer onto a memory stick to be able to install it on your laptop

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



Configuration Assistant Tool

[Start page](#)

The University of Nottingham

Select the user group

Usernames ending .ac.uk
Usernames ending edu.my
Usernames ending edu.cn

The University of Nottingham eduroam profile - for staff, students and associate users from all campuses.

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

This entry was last updated at: 2021-06-08 15:45:39



Download your eduroam® installer
MS Windows 10



[Choose another installer to download](#)



Completing Registration

This is an essential step



Completing Registration is an essential step

Everyone

- Ensure you have completed your online registration via the [NottinghamHub](#)

Home students

- Get logged in to Wi-Fi using your University username and password. Note this is **not** your applicant details

International students

- Make sure you attend your [Registration event](#)

EU students

- May or may not be required to attend in person registration depending on whether you have EUSS settlement scheme permission. Please see the [in person registration](#) page for details.





Completing Registration is an essential step

Registration deadline

- 17th October all standard start taught students
- 21st October for all 1st October PGR students

Note: Your record may be closed if you fail to register by the deadline.

Registration complete

You will only receive a “Registration complete” email once you have successfully completed all of the steps required.

If you do not receive this and believe you should have, there is an [enquiry form](#) for any registration queries which are not login related.

Please use the IT Service Desk or Smart Bars for login issues (details for these are provided at the end of this presentation)

From: noreply@Nottingham.ac.uk <noreply@Nottingham.ac.uk>
Sent: Monday, Sep 26, 2022 12:21 PM
To: liyob@nottingham.ac.uk <liyob@nottingham.ac.uk>
Subject: Registration complete



University of
Nottingham
UK | CHINA | MALAYSIA

Hi Olive

We are happy to confirm that you are now fully registered for 2022 academic year.

Here are the key details about your programme of study:

Full name:	Olive Balci
Student ID:	20220163
Date of Birth:	1-Jun-03



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
City Hospital	Clinical Sciences building 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

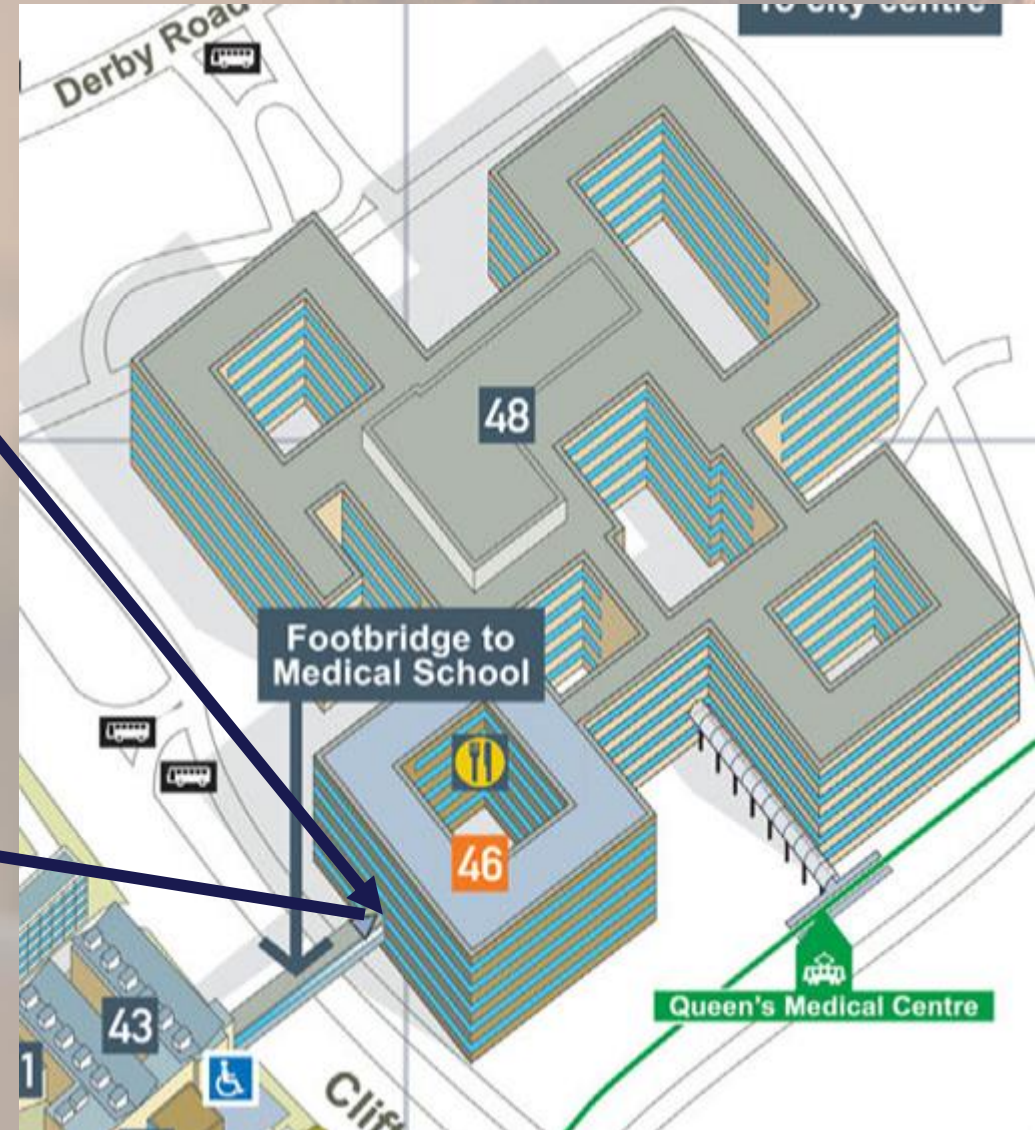




Wi-Fi on campus – key registration locations

At our hospital sites only specific areas will work

Location	Availability*
QMC	Medical School B Floor only
City Hospital	Clinical Sciences building only
Royal Derby Hospital	School of Health Sciences Education Centre only

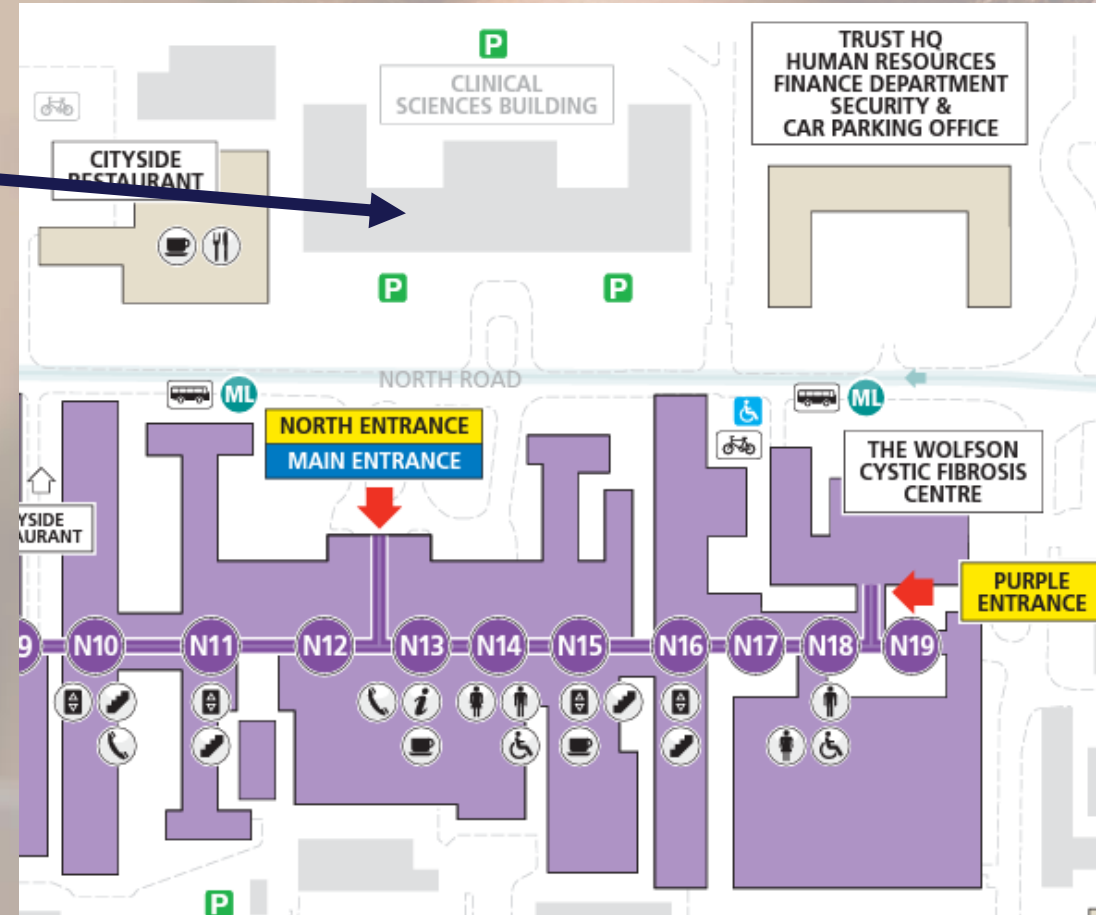




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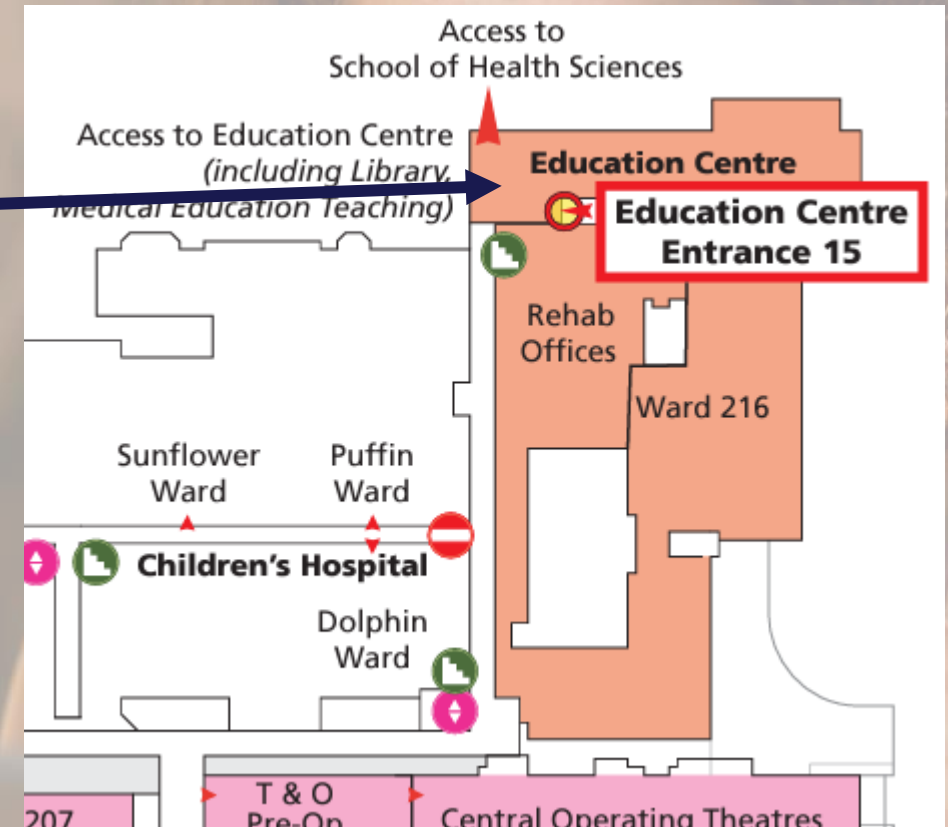




Wi-Fi on campus – key registration locations

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Location	Availability*
QMC	Medical School B Floor only
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How we communicate

Email is the primary tool



How to access your email

EMAIL
LIKE A BOSS

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:

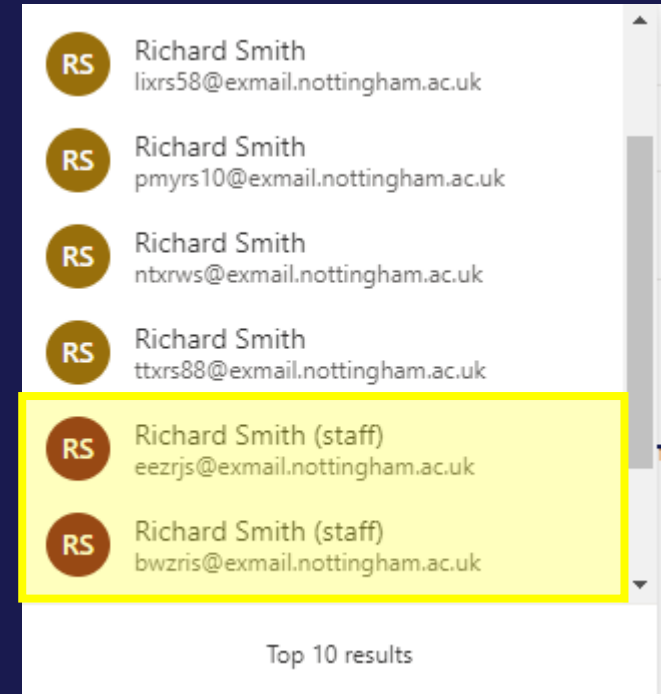
- username@nottingham.ac.uk (undergraduate, postgraduate taught)
- first.lastname@nottingham.ac.uk (staff, postgraduate research)

Do not forward your University email to other accounts



How to find people

- 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?
- Notice all permanent staff have (staff) after their names and Associates do not



- Still not sure? Once you've added the name to the 'To' field click on it to get more details





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?



Stay secure and alert – real example



This phishing email caught people out **this time last year**

In this instance the user's account was compromised due to a weak password and then used to send out this phishing attack, so it looks more legitimate as it is a Nottingham address – but were you expecting an email from this person?

From: Adam West <tlxaw21@exmail.nottingham.ac.uk>
Sent: 17 September 2021 13:12
To: Adam West <tlxaw21@exmail.nottingham.ac.uk>
Subject: Re: University of Nottingham

SECURITY ALERT. !!!

Attention Server user,

With the strengthening of our security system and improving your mailing experience, We have detected your mail settings are out of date. To enhance computer system security and comply with the audit requirements, ITS requires all Sever Users to update their account, kindly click ITS to update your account to the latest Outlook Web App. click the below link by filling out the requirements correctly to update your account.

<https://bit.ly/2xzulph>
Ctrl+Click to follow link

Click here to secure your account to avoid deactivation: [PORTAL.NOTTINGHAM.AC.UK](https://portal.nottingham.ac.uk)

Thanks,
The University of Nottingham
Technical support team
CODE: 927663

Be aware of any email asking for urgent action

Step back and think

Hover over links without clicking

This one is disguised as a bitly link, so you have no idea where it will go

The University don't work in this way. If we are aware of an issue the first action we take is to disable your account. That normally incentivises people to phone the IT Service Desk for help, at which point we do security checks to confirm your identity and ensure you reset your password.

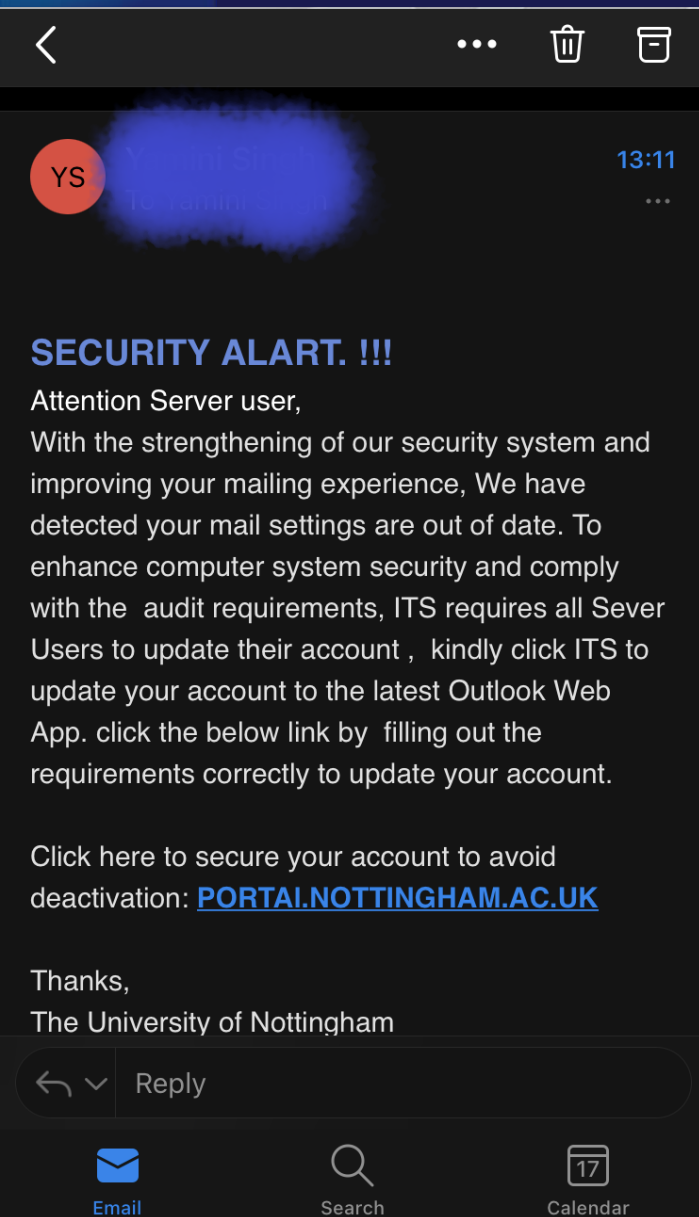
We never send out emails about accounts in this way

Remember phishing emails are rarely specific because they don't know your name

Spelling errors – alart not alert and portai not portal



Stay secure and alert – real example



It's less obvious on your smartphone, so take extra care!

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



Appropriate conduct

- We expect everyone in our community to treat each other with respect, and this extends to our online platforms.
- We do not tolerate any form of cyberbullying, including but not limited to:
 - Maliciously spreading rumours, lies or gossip
 - Intimidating or aggressive behaviour
 - Offensive or threatening language/content
 - Posting comments/photos deliberately mocking an individual with the intent to harass or humiliate
- The university has an [Electronic Mail Usage Policy](#) and if you have any issues arising from misuse of email you can use the [Report + Support](#) service.



How to email like a boss



Check your email regularly



- 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** (get the Outlook app)
- 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.

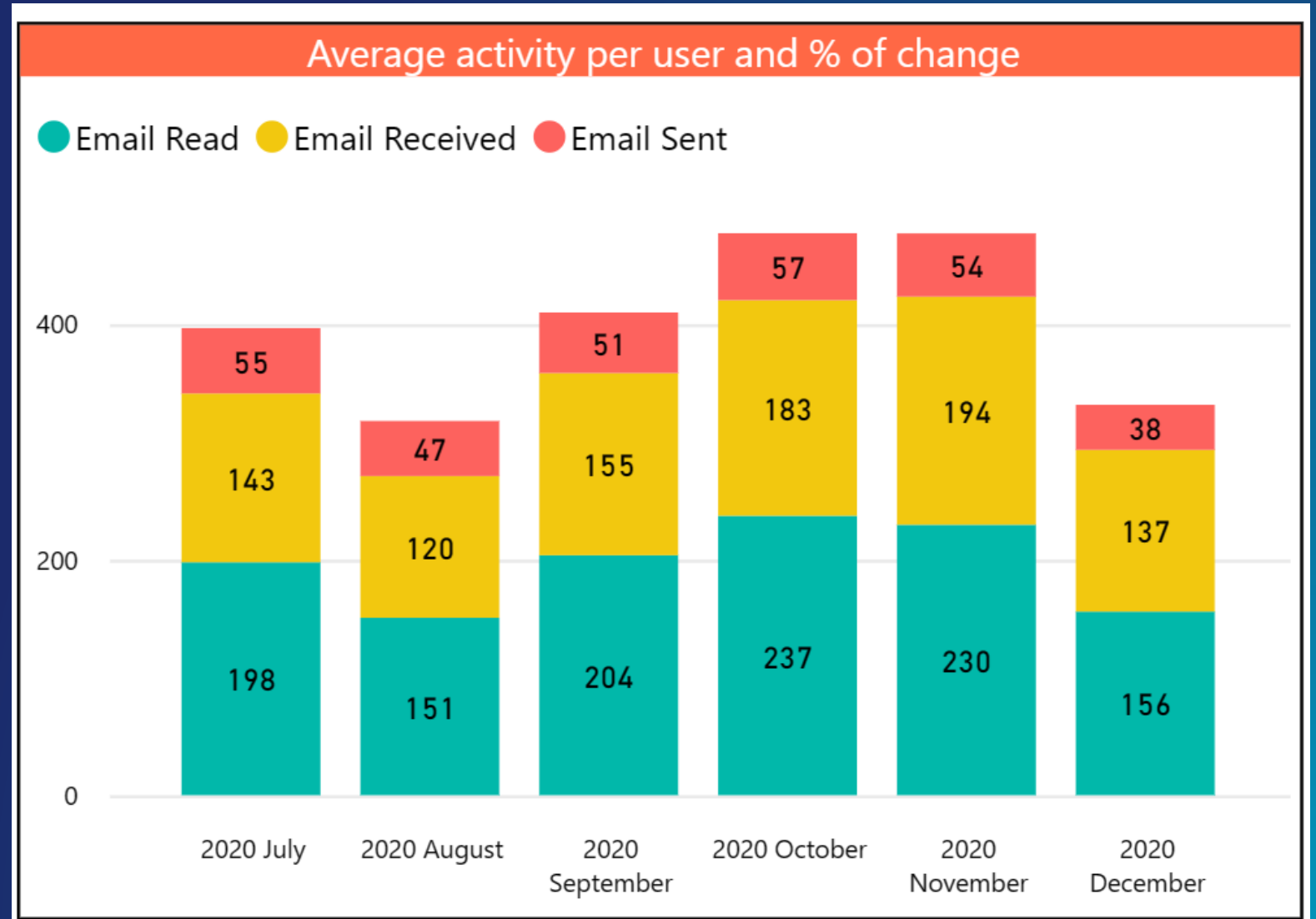


Does it need to be an email?

Before you send an email, think about whether you can find the answer elsewhere, or whether it's a question that can wait until you next see your tutor.

The graph opposite shows how many emails the average UoN staff member receives compared to how many they have time to send.

If your email isn't essential, they may not be able to reply to you in a timely manner.





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
- Set a signature with your preferred pronouns if you are comfortable doing this, plus your name, student number, year group and programme.



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

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.

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.

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 with the links you need to be able to join online sessions, so why not use it for all of your University life?
- By using it, it helps as lecturers might do a busy search to book time with you
- 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



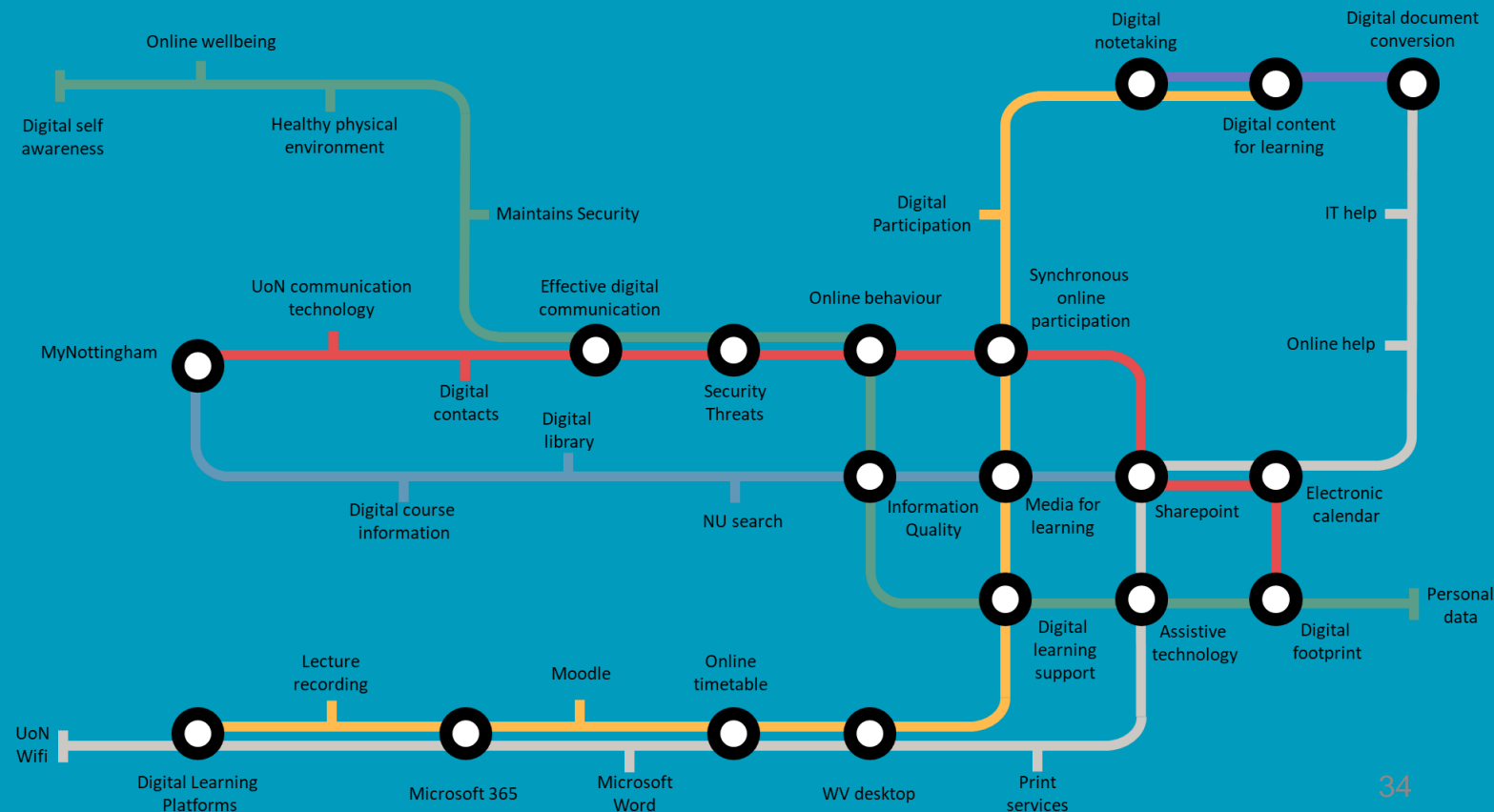
Digital competencies

Develop your expertise in different areas of digital capability



Digital competencies

Go to <https://www.nottingham.ac.uk/library/studying> and click on The Digital Student to gain access to the Moodle resource and the video shown during the IT Induction presentation



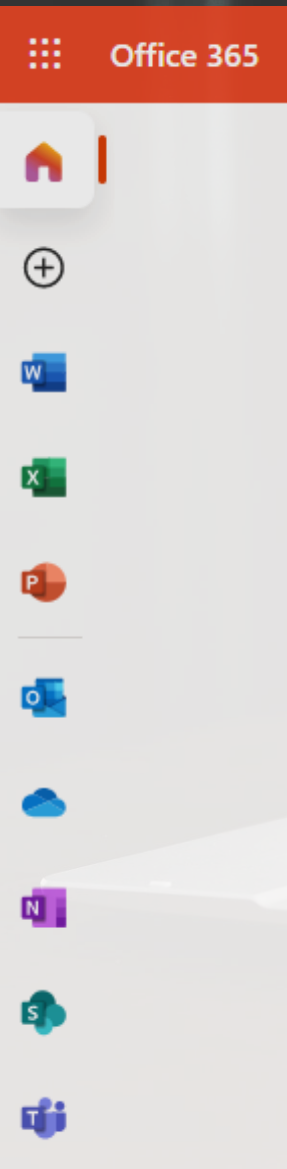


Essential software and apps

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

Apps & devices

Office



Language ⓘ

English (United States) ▾

Version

64-bit ▾

Install Office

DEVICES ▾

Microsoft



Excel



Microsoft
Lens



OneDrive



Outlook



Power-
Point



Teams



Word



Authentic-
ator

+ Add apps



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)
- Book appointments with Student Services via the Support tile
- 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




Online learning

Get to know Moodle



Moodle online learning environment

Moodle is the University's online learning environment

- Each module you study has its own Moodle space with learning materials and activities such as:
 - Submitting coursework  
 - Accessing reading lists 
 - Watching recorded lectures 
- You'll keep access to all your Moodle pages throughout your time at the University.



Moodle online learning environment

Go to

<https://workspace.nottingham.ac.uk/display/StudentMoodle/Student+Moodle+Help>

to find the Introduction to Moodle video shown during the IT Induction, plus lots more help and advice





Moodle online learning environment

- Find Moodle at: <https://moodle.nottingham.ac.uk>
- Login with your University username and password
 - Have you **changed your default IT password**?
If not, you won't be able to login to Moodle.
- Be sure to **complete your online registration process**
 - Check personal accounts for UoN emails
 - Your Moodle account will appear next (working) day
- Keep an eye out for – and read – emails from Moodle
- Modules will appear on your Dashboard the next working day after they've been added to your student record in the NottinghamHub.
 - If you still can't see them, check with your lecturer (who has to make them visible to you)



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](#)

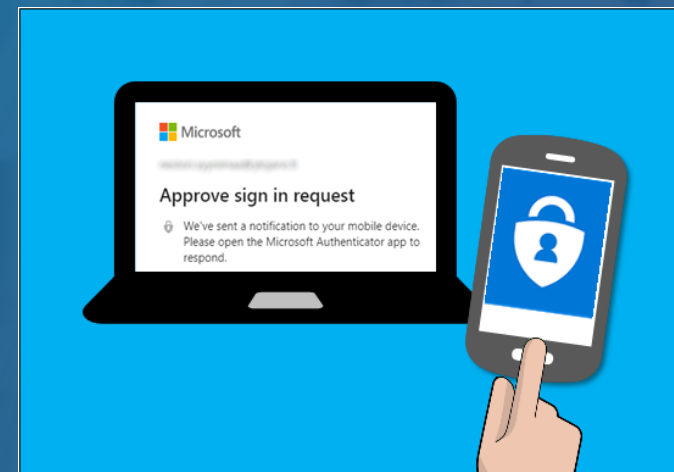


Remote working – Securely using Multi-Factor Authentication

Multi-Factor Authentication (MFA) is 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

- Use the recommended **Microsoft Authenticator** app on your mobile device
 - we know these work and are secure
 - we know we can help you if you get stuck
- This is an essential tool, so if you are aware of others having issues please help them or direct them to our support services
- If you lose or change your device we can easily help you to get Microsoft Authenticator working on your new one



Stay secure and alert – MFA hacks

Also watch out for SIM swap scams, which would allow someone to try and leverage access to the 2nd factor of authentication on your accounts

If you think this has happened to you your mobile providers can block any number changes made without your knowledge.

Contact them immediately





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](#)

 IT induction slides



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](#)



University of
Nottingham

UK | CHINA | MALAYSIA

Thanks for listening

nottingham.ac.uk/dts