

A guide to IT for New Staff at the University of Greenwich

Welcome to the University of Greenwich

As a new member of staff you will be issued with a username and password to access your IT account. This document will help you get started using that account.

You should be aware of the in-house Staff IT Help Desk staffed by ICT professionals who are ready to assist you with any IT issues you may encounter.

How to contact the Help Desk

Telephone: 020 8331 7555 (external) or x 7555 (internal)

Email: helpdesk@gre.ac.uk

Web: www.gre.ac.uk/helpdesk

Your Staff ID Card

All members of university staff should obtain a Staff ID Card. The provision of the ID card enables the following:

- notification of computer user account, for access to email and networked services
- access to secure buildings
- access to Self Service systems (BannerWeb)
- access to library services
- access to electronic learning resources
- confirms identity as a staff colleague for access to other services, e.g. student union, Sparrows Farm
- access to WebCT if appropriate

In order to produce your ID card you have to attend a Student Centre to have your photograph taken. It is advisable to telephone the nearest Student Centre to ensure they have the information they need to produce your card.

Campus	Telephone extension	Location
Avery Hill	8444	A004, Southwood House
Greenwich	9111	Room 40, Queen Mary building
Medway	8337 & 9794	Blake building

When you attend you will be asked to provide some proof of identify. Once you have had your photograph taken the ID card will be sent to you a few days later.

Once you have an ID Card you should keep it securely with you at all times when on University premises. When you leave the employment of the University you should return the card to the Personnel Office for disposal.

Requests for new and replacement staff ID cards should be sent to: staffcard@gre.ac.uk

Obtaining your IT account details

Before you can log on to the University IT network you will need to obtain your login details. All staff are entitled to computing account which will be created from your details in the Personnel staff database. If you have not already been issued with your account details you should contact the Help Desk who can check that your account has been created and give you the information you will need to get started. Your account information will consist of the following:

Username:

This is unique to you and will consist of two letters and two numbers. For example: **sj99**

Email Address:

A University of Greenwich email address. For example: **j.smith@gre.ac.uk**

Login Password:

Finally you will need a password. You need to ensure that no one else knows your password and to keep it secure we ask that you collect it in person from any campus student computing lab.

You will be asked to provide photographic ID to the lab staff in order for them to supply your password. This is a security measure to prevent anyone but you accessing your computing account and is necessary to protect the security of your data on the network. The labs are can be found here:

Campus	Lab name	Location
Avery Hill Southwood Site	Fry Computing Lab	Fry Building, Floor 1
Avery Hill Mansion Site	Mansion Computing Lab	Mansion Building, Room 010
Greenwich	Dreadnought Computing Lab	Dreadnought Building, Room 250
Greenwich	Queen Mary Computing Lab	Queen Mary Building, Floor 4
Medway	Drill Hall Library	IT Helpdesk, Drill Hall Library

What you get with your computing account

The account allows you access to a variety of resources including:

- access to the Internet
- access to the University intranet
- a University of Greenwich email account
- a secure storage area for your files
- on-line training via WebCT
- access to the University of Greenwich Portal (portal.gre.ac.uk)
- remote access via the University Remote Desktop Service
- WiFi access to the University network via Eduroam
- a range of software packages available from your Novell window. This will differ depending on your school or office. All staff can access the Microsoft Office Suite and Acrobat Reader.

Further details of these services can be found on the ILS web pages:

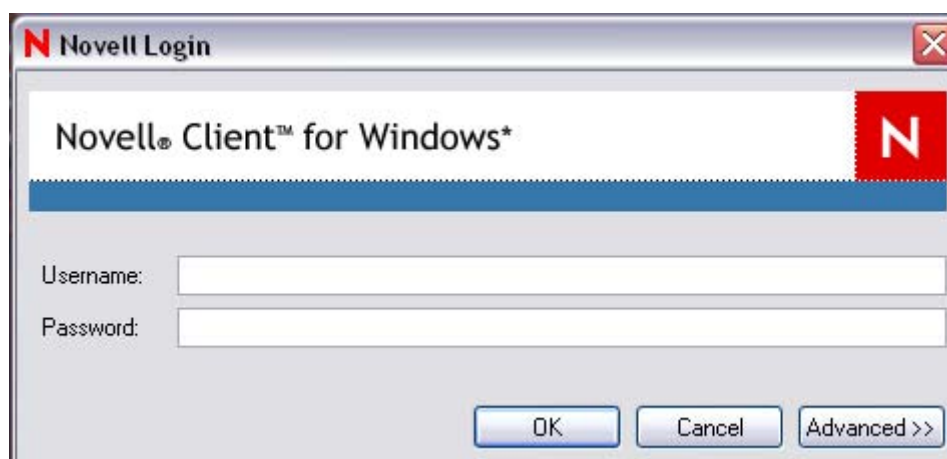
www.gre.ac.uk/ils/

Logging on to the system

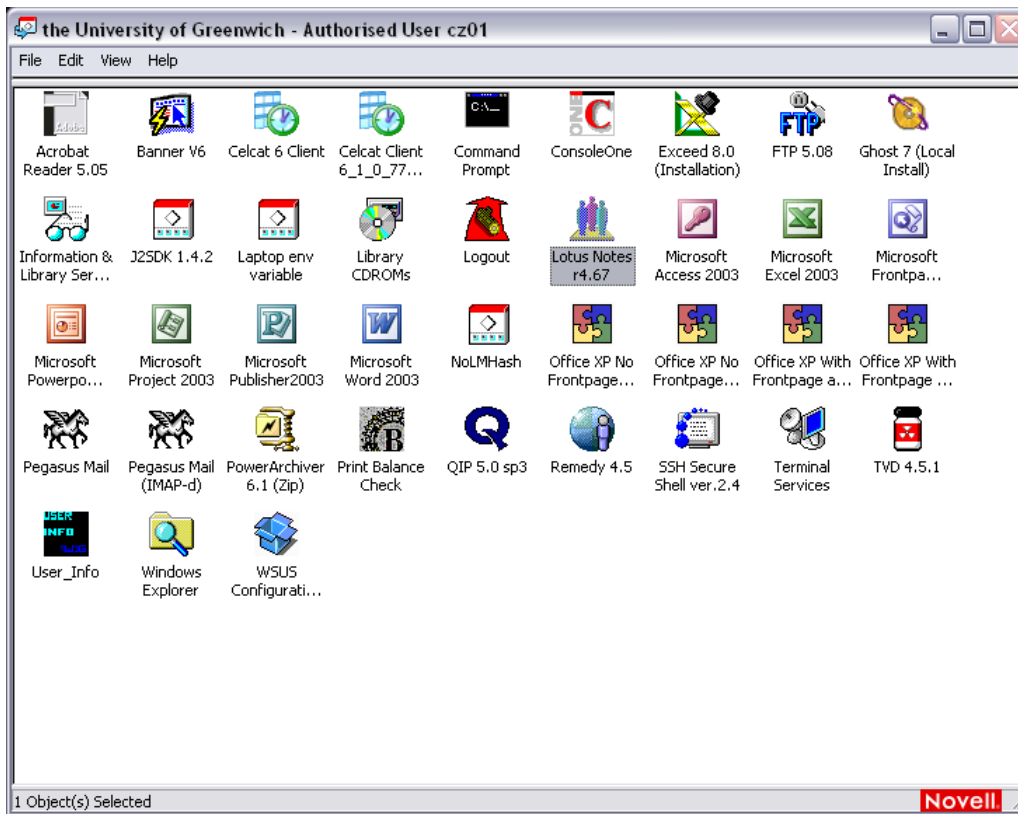
Once you have your account details and your school/office has arranged for you to have access to a computer you will be able to login to the network.

Once your PC has started up press **Ctrl+Alt+Del** on your keyboard to begin the login process.

You will see the following screen:



Enter your username and password in the appropriate boxes and click on **OK**. Passwords and usernames are case sensitive so make sure the caps lock key is not enabled. After a few moments you will see a screen similar to this one:



This is your **Novell Window**. The Novell window contains icons that you can use to launch various applications that are available to you. In addition, more applications are available from the Windows Start Menu. You can access your Start Menu by clicking on the **Start** button on the bottom left-hand corner of your screen.

Further information on applications that you can find on your Novell window and start menu can be found on the ICT web pages:

www.gre.ac.uk/ils/ict

Codes of Conduct and Regulations

Please remember to use your computing account wisely. You have agreed to abide by the following policies:

www.gre.ac.uk/offices/ils/ict/policies

Your computer is connected to the University network. We will keep the systems maintained and networked services available to agreed service levels. It is your responsibility to ensure you back-up any vital data.

Remember, if you have any questions. The Help Desk are available 9 - 5 Monday to Friday on extension 7555 or email helpdesk@gre.ac.uk

Further ICT Services for Staff

ICT offer further services as follows:

- Classroom Support** www.gre.ac.uk/offices/ils/ict/services/cs
- Video Conferencing** www.gre.ac.uk/offices/ils/ict/services/vcon
- Voicemail** www.gre.ac.uk/offices/ils/ict/services/switchboard
- TV Studio** www.gre.ac.uk/offices/ils/ict/services/vu