

IT booklet for University of Greenwich partner students (TNE)

How to access all the IT and Library
support you need for your studies

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The IT Service Desk

The **IT Service Desk** is the first point of contact for all issues and queries relating to our services and software.

The **IT Service Desk** operates Monday to Friday from 9.00am – 5.00pm GMT/BST (excluding Bank Holidays and university closures).

Your call will be assigned a priority based on impact and urgency.

If you're having trouble accessing a specific service, please check our IT Service Status page before contacting us:
servicestatus.gre.ac.uk



The IT Service Desk

- Email:** itservicedesk@gre.ac.uk anytime – your messages will be automatically logged into our system.
- Live Chat:** Available from the [IT and Library web pages](#)
- Phone:** +44 20 8331 7555 9.00am – 5.00pm (GMT/BST)

When contacting the [IT Service Desk](#) please ensure you provide:

- Your name and username
- Location
- The name of any applications you may be encountering problems with
- As much information as you can about the problem (including screenshots with details of any error messages if possible)

Username and password

You need your username and password to access all of the the university's IT services. We use single sign-on (SSO) to allow you to access all of our systems with the same credentials.

Password expiry policy

Your password will expire every 18 months, but you will be reminded as the date approaches.

Changing your password

When you initially set up your security preferences, you will automatically be registered for password reset - see our guide at gre.ac.uk/it-and-library/password.

You can change your password at any time using the 'change password' button at the top of the Portal homepage. Please see our [password and MFA policy](#) for guidance on choosing a strong password.



Connecting to the university

Most university IT services are accessible to students registered with an overseas partner.

Find out the fastest way to the services you need to work and study effectively, and how to keep your data secure.

Our remote working for students page at gre.ac.uk/it-and-library/remote-access/remote-access-for-students contains all the information you need to get started.



Multi-Factor Authentication (MFA)

Set up MFA with the Microsoft Authenticator app to get fast, easy and secure access to university IT services.

We recommended that all students use the Microsoft Authenticator app set to 'receive notifications for verification' as it provides the fastest and easiest method of MFA approval.

MFA provides an additional layer of security to all our services, by requiring an extra piece of information in addition to your username and password to log in.

All students, staff and affiliates must use MFA when logging on to our systems.

MFA uses number matching - meaning you need to enter the number shown on the login page into your Microsoft Authenticator app to approve the authentication request.

Once set up, MFA is easy to use and provides added protection against cyber-attacks, which is especially important now as many of us are connecting remotely.

Setting up MFA

See our guidance at gre.ac.uk/it-and-library/infosec/protect-yourself/mfa

If you have more than one device, we recommend setting up MFA on both in case one is lost or becomes unusable.

Microsoft 365 on your personal devices

Microsoft 365 gives you access to Microsoft applications in the cloud, including the Office suite, such as Word, Excel and PowerPoint, which allows you to create and share your work.

Microsoft 365 also offers collaboration and communication tools such as Teams and OneDrive. As a partner student of the University of Greenwich, you have access to the full Microsoft 365 suite for PC or Mac for free for the duration of your studies.

Microsoft 365 can be installed on up to 10 devices (5 PC/laptop/Mac, 5 tablet/mobile). To download and install the software log into your Microsoft 365 account (login.gre.ac.uk) from the PC or Mac you wish to install it on.

- Click on the link entitled: Install Office
 - Select the version you wish to install
 - The installation file will download to your device.
 - After installation, activate the software by entering your university username and password.
- Microsoft also provide apps for iOS and Android devices, which are available in the app stores.

Personal file storage

OneDrive for Business is a cloud hosted storage system, on which you can store and share files with any staff or students at the university.

Find out more on our OneDrive support page:

gre.ac.uk/it-and-library/software/microsoft-365/onedrive.

You have a terabyte of cloud storage enabling you to access your personal files anywhere.

Your personal home area is a secure place for you to keep your personal university work.



Information security

We all need to take the security of information very seriously.

Information protection and management is of critical importance to the university - without adequate security measures, years of research data, personal information or sensitive documents could be put at risk.

The security of confidential information is everyone's responsibility.

gre.ac.uk/it-and-library/infosec

The Portal

Use your university account to log in to the Portal and access Moodle (our virtual learning environment), view your courses and grades, access your library account, read university news and announcements, and find out about the range of services available to students.

When signing in to the portal, use your **username@gre.ac.uk**

portal.gre.ac.uk



Wi-Fi (eduroam)

The university is part of an international agreement to use the eduroam wireless system, allowing you to connect to the network at over 280 universities, colleges and institutes in the UK, and thousands world-wide.

To access eduroam you must use your full **username@gre.ac.uk** login credentials, e.g. ab1234c@gre.ac.uk, plus your university password.

The [geteduroam app](#) is the easiest way to make all the changes your device needs to connect to the eduroam service. The app is available for iOS, Android 8 onwards, and Windows. Full information is available on our wireless support page.

<https://www.gre.ac.uk/it-and-library/connect/wireless>





University email

Your University of Greenwich email is available through Outlook on PC, Mac, and mobile devices.

Any official communications will be sent to your university email account and not your personal account.

You can access your email from:
portal.gre.ac.uk

Your account will remain active for the duration of your study at the university.



Academic support

Our Academic and Digital Skills Team can help you to study more effectively by developing your academic skills such as essay writing, research, referencing, dissertation preparation, critical thinking, presentation skills and assessing your digital capabilities.

Our support includes Integrity Matters (an e-learning module to promote and support academic integrity), NextLevel (an online course covering library skills, study skills and digital skills), and GREFest and WinterFest (our induction programmes for new and continuing students). Find out more: gre.ac.uk/academicskills/

Prepare for online and digital learning - catch up on past Academic Support workshops on our [Recordings page](#) and find a [short course](#) to boost your academic capabilities.

Library resources

Our electronic collections of books, journals and databases can be accessed with your username and password via the portal. Ebooks and electronic journals are searchable via LibrarySearch. You will have access to a set of databases – please refer to our [eresources access rights summary](#) to find out what's available to you.

Contact us:

Stockwell Street Library: +44 (0)20 8331 7788

library@gre.ac.uk

Avery Hill Library: +44 (0)20 8331 9651

library@gre.ac.uk

Drill Hall Library: +44 (0)1634 883878

dhl-feedback@greenwich.ac.uk



Useful links

Academic Support: gre.ac.uk/academicskills

Academic Support workshops & events libcal.gre.ac.uk

IT and Library Services: gre.ac.uk/it-and-library

IT Service Status: servicestatus.gre.ac.uk

LibGuides: libguides.gre.ac.uk/partners

LibrarySearch: librarysearch.gre.ac.uk

Microsoft 365 login: login.gre.ac.uk

Password change: gre.ac.uk/it-and-library/password

Policies and Procedures: gre.ac.uk/it-and-library/about/policies-and-procedures

Student Portal: portal.gre.ac.uk

Studying remotely: gre.ac.uk/it-and-library/remote-access