

IT booklet for University of Greenwich students



Find out how to access all the IT and Library support you need to study on and off-campus

Scan the QR code to download our booklet

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Your username and password

Your university username and password are your keys to everything - from the Portal and Moodle to Microsoft Teams and your student record.

One login, many services

We use single sign-on (SSO), so you only need to remember one set of details to access our systems.

Changing your password

You can change your password anytime. Click the '**Change password**' link at the top of the Portal homepage.

Resetting your password

You're automatically registered for self-

service password reset when you set up your security preferences.
Follow our **password** guide to get started.

Password expiry

Your password will expire every 18 months.
Don't worry - we'll remind you before it happens.



Multi-Factor Authentication (MFA)

MFA adds an extra layer of security to your university account - especially when you're off campus.

Set up MFA with the Microsoft Authenticator app

We recommend using the “receive notifications for verification” option - it's the quickest and easiest way to approve logins.

How it works

When you log in, you'll need to enter the number on screen into your app. This is number matching, and it helps keep your account safe.

Top tip: If you have more than one device, set up MFA on both. That way, you'll still have access if one goes missing.





Your Greenwich Gateway Card

Your **Greenwich Gateway Card** is your student ID - and so much more.

You'll need it to:

- Visit our campuses (please carry it with you at all times)
- Access and use the libraries
- Enter university buildings
- Print, scan and copy documents

Getting IT support

Need help with IT?

Visit [**servicedesk.gre.ac.uk**](https://servicedesk.gre.ac.uk) and sign in with your university username and password. With IT self-service you have one place to manage your IT support that you can access at any time, from any device, anywhere.

Here's what you can do:

- Find answers to common questions
- Chat with our chatbot to get quick answers or log a ticket
- Use smart forms that guide you through what we need to help you
- Track your support tickets in real time

New to IT self-service?

Our [**quick-start guide**](#) will help you find your way. You can also contact us Monday to Friday, 9am–5pm (excluding bank holidays and university closures).

We'll try to resolve your issue straight away. Your request will be prioritised based on how urgent and impactful it is - and you can follow its progress online.

Having trouble with a specific service?

Check the [**status of our digital services**](#) before getting in touch.



Keeping your information secure

We all play a part in protecting university data.

Why it matters

Without strong security, years of research, personal data and sensitive documents could be at risk.

Your role

Be mindful of how you store, share and access information. Follow university **information security guidance** and report anything suspicious.

The Portal

Log in with your university account

Use your full username (e.g. ab1234c@gre.ac.uk) and password to sign in at **portal.gre.ac.uk**.

From the Portal, you can:

- Access Moodle (our virtual learning environment)
- View your courses and grades
- Check your library account
- Read university news and announcements
- Explore the full range of student services





Your university email

Your university email is where we'll send:

- Induction details
- Event invitations
- All important communications

You can access it via Outlook on PC, Mac or mobile, or through the Portal.

Please check it regularly - this is how we'll stay in touch with you throughout your time with us (we don't use your personal email account).

Your account stays active for the full duration of your studies.



Wi-Fi on campus

Stay connected wherever you are. eduroam Wi-Fi is available across all university buildings.

Set up before you arrive

To connect automatically when you reach campus, **set up your Wi-Fi profile in advance.**

Use your full university login:
username@gre.ac.uk (e.g. ab1234c@gre.ac.uk) and your university password.

The **geteduroam app** is available for iOS, Android (version 8+), and Windows. It makes all the necessary changes to your device for a smooth connection.



Microsoft 365 on your own devices

As a Greenwich student, you get free access to the full Microsoft 365 suite, including Word, Excel, PowerPoint, Teams and OneDrive.

Install on up to 10 devices

That's 5 PCs or Macs, and 5 tablets or phones.

To install:

1. Go to **login.microsoftonline.com** on the device you want to use
2. Click on Apps, then 'Install apps'
3. Choose your version and download the installer
4. Once installed, sign in with your university username and password

Microsoft apps are also available in the iOS and Android app stores.

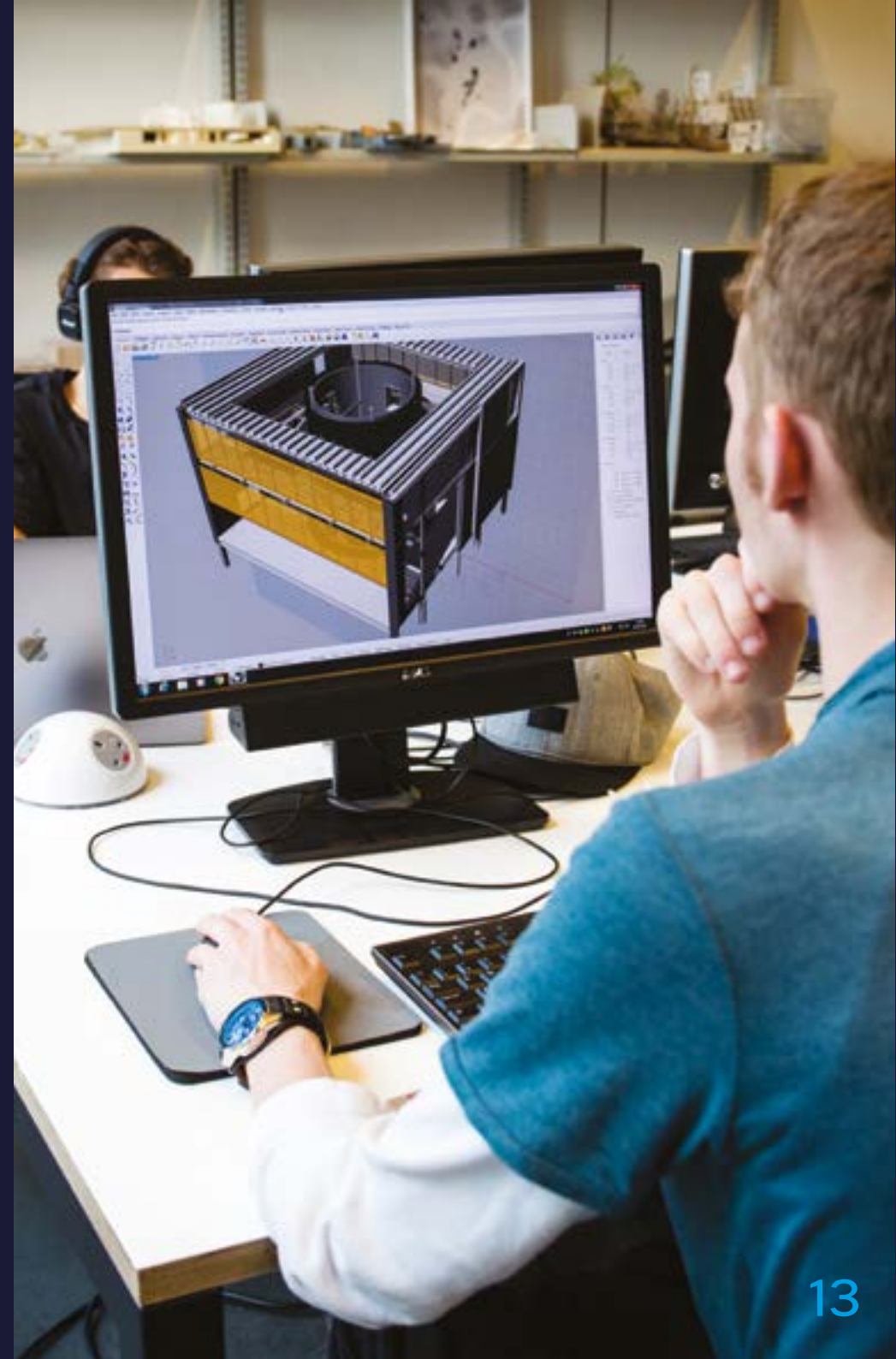
Software Center

Need extra software for your studies?
You've got access to a range of licensed applications through the Microsoft Software Center when you log in to student PCs on campus.

How to open it:

- Click the Start button (bottom left of your screen)
- Look for the Software Center tile under 'Tools'
- Or type "Software Center" into the search bar

From there, you can browse and install the software you need.





Your personal file storage

Every student gets 1TB of cloud storage with **OneDrive for Business**.

Why use OneDrive?

- Store and access your files from anywhere
- Share documents with staff and fellow students
- Keep your work safe and backed up

Please don't try to save files to the local hard drives in IT labs.

Studying remotely

You can access most university IT services from anywhere - whether you're at home, in a café, or travelling.

Stay connected, stay secure

Our remote access guidance shows you how to:

- Reach the tools you need quickly
- Keep your data safe while working off campus





Panopto lecture capture

Missed a lecture? Catch up anytime. We use **Panopto** to record and share lectures, events and training sessions securely.

You can watch recordings on your PC, Mac or mobile device via Moodle.



Timetable changes

You can now **subscribe to receive updates on timetable changes**. If a class or room changes, you'll get an email, and your calendar will be synced to keep you up to date. You'll still access your timetable via the Portal the same way.

Subscribe for updates

This is an opt-in service. When you subscribe, you'll get real-time email notifications about changes happening in the next 10 days – so the information is timely and relevant.

Calendar changes might not show immediately - check your email notifications for timely updates.

Library access

Your **campus libraries** are here to support you. You'll find us at:

- Avery Hill (Southwood Site)
- Greenwich (Stockwell Street, Building 10)
- Medway (Drill Hall Library)

Each library includes:

- Computing facilities
- Group study areas
- Academic Support Hubs

Opening hours

Libraries are open late most days during term time, with 24-hour access during exam periods.

Email us:

Greenwich: **library@gre.ac.uk**

Avery Hill: **library@gre.ac.uk**

Medway: **dhlhelp@medway.ac.uk**





Academic and digital skills support

Boost your skills and confidence

Our Academic and Digital Skills Team is here to help you study more effectively.

We can support you with:

- Essay writing and referencing
- Research and critical thinking
- Dissertation preparation
- Presentation skills
- Digital capabilities

What's available?

- Integrity Matters: an e-learning module on academic integrity
- NextLevel: an online course covering library, study and digital skills
- Building Digital Skills: a workshop series to help you get confident using Microsoft 365 tools and other key platforms for your studies

IT labs and laptop loans

Need a quiet place to work or a device to borrow?

Open access IT labs

Available on all campuses - no booking needed. Many are open late, and some offer 24/7 access during busy times.

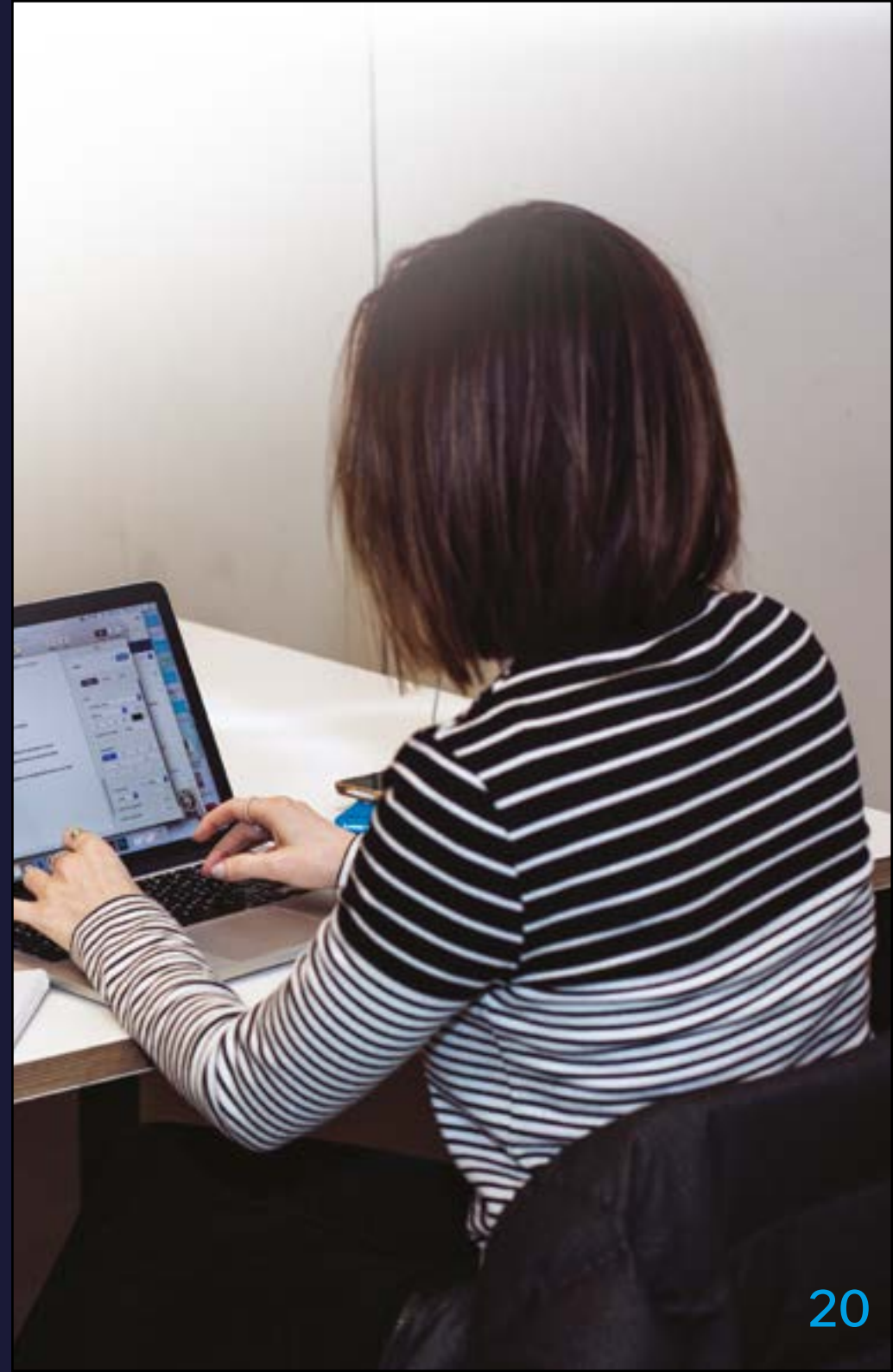
Library study areas

Each campus library has desktop PCs or laptop docks, and multi-function devices (MFDs) for printing, copying and scanning.

Laptop loans

Borrow a laptop from your campus library.

They're secure, ready to print, and come with all the standard student software - including Microsoft 365.





Printing, copying and scanning

You'll find our multi-function devices (MFDs) across all campuses. These let you print, photocopy and scan with ease.

How to print:

Send your document to:

- GM-MFD-Print (Greenwich and Avery Hill)
- ME-MFD-Print (Medway)

Go to any MFD and tap your Greenwich Gateway Card (or enter your username and password) to release your print job.

Top up your print credit

Visit printcredit.gre.ac.uk while on campus.

Registering your attendance

Scan the QR code

To register your attendance at lectures and seminars, scan the QR code provided in the room.

Make sure you're connected to eduroam Wi-Fi before scanning - mobile data might not work well in some of our spaces.



SafeZone app

Your safety matters

Downloading the **SafeZone app**, available free from your usual app store.

It connects you quickly with:

- On-campus first aiders
- Security teams
- Emergency responders

Getting started

Use your university email address to log in and provide a mobile number (landlines won't work).

Learn more: **gre.ac.uk/articles/public-relations/safezone**



Useful links

Here are some quick links to help you get started and stay connected:

- Academic & Digital Skills Support: gre.ac.uk/academicskills
- Workshops & Events: libcal.gre.ac.uk
- Campus Maps: gre.ac.uk/about-us/travel
- Digital Student Centre: studentcentre.gre.ac.uk
- Geteduroam: geteduroam.app/
- IT & Library Services: gre.ac.uk/it-and-library
- IT Policies & procedures: gre.ac.uk/it-and-library/about/policies-and-procedures
- IT self-service: servicedesk.gre.ac.uk
- IT self-service guide: servicedesk.gre.ac.uk/article/using-self-service
- IT service status: servicedesk.gre.ac.uk
- LibGuides: libguides.gre.ac.uk
- LibrarySearch: librarysearch.gre.ac.uk
- Microsoft 365 login: login.microsoftonline.com
- Password help: gre.ac.uk/it-and-library/password
- Portal: portal.gre.ac.uk
- Remote access: gre.ac.uk/it-and-library/remote-access
- SafeZone safezoneapp.com
- Wi-Fi access: gre.ac.uk/wifi