IT booklet for University of Greenwich staff

How to access all the IT and Library support you need to work on and off-campus

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UNIVERSITY OF GREENWICH

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Introduction

As a member of staff, you have access to a comprehensive suite of digital tools and support services designed to help you work effectively - on campus and remotely.
This guide outlines the key systems, services, and resources available to you.

How we share IT information with you

We share important IT updates and guidance through a range of internal channels to help keep you informed and supported. These include **IT self-service**, where service status updates are regularly posted, faculty Teams channels, Viva Engage, our **website**, university newsletters, and Portal announcements.

Our updates cover a wide variety of topics - from IT security alerts and service interruptions to planned maintenance and new features. Whether it's a reminder to stay cyber-aware or news about system enhancements, we aim to keep you connected and confident in using our digital services.



Your username and password

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

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. You can also press Ctrl+Alt+Delete on a university device (Intune laptop or staff PC) and select "Change a Password"

Resetting your password

You're automatically registered for self-service password reset when you set up your security preferences.
Read 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.

Login problems?

Check our **staff login and access troubleshooting guide** for answers to common issues.



Multi-Factor Authentication (MFA)

MFA adds an extra layer of security to your university account. It's mandatory for all staff, affiliates and students.

Set up MFA with the Microsoft Authenticator app

Install the Microsoft Authenticator App on your mobile device from your usual app store and **follow our setup guidance**. 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 to your university account, you’ll need to enter the number on screen into your app. This is number matching, and it helps keep your account safe.

Tip: If you use more than one device, setting up MFA on both means you’ll always stay connected.





Your Greenwich Gateway Card

Your Greenwich Gateway Card is your staff ID.

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

To collect your Greenwich Gateway Card, please visit your nearest Student Centre where your ID photograph will be taken.

We recommend contacting the centre in advance to ensure they have all the necessary details to produce your card.

When attending, please bring proof of identity - your letter of appointment is suitable for this purpose.

Getting IT support

Need help with IT?

With IT self-service you have one place to manage your IT support that you can access at any time, from any device, anywhere. Log in to **servicedesk.gre.ac.uk** with your university username and password to use all of the resources available to you. Before you log in, you'll only see help related to accessing your account.

Here's what you can do:

- Find answers to common questions
- Chat with our chatbot to get quick answers
- Log a ticket online using forms that guide you through what we need to help you
- Track your support tickets in real time
- Check the status of our digital services

New to IT self-service?

Our **quick-start guide** will help you find your way. All support tickets should be logged online. A request is prioritised based on how urgent and impactful it is - and you can follow its progress online. We'll do our best to resolve your issue quickly so you can get back to what matters.

Call us if you need urgent classroom support or want to report an IT security issue: +44 (0)20 8331 7775 Monday to Friday, 9am–5pm (excluding bank holidays and university closures).

Support is available from 8:45am during teaching weeks for urgent teaching room issues. If your call is not related to teaching and learning, you may be asked to call back after 9:00am.



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 security of confidential information is everyone's responsibility. All staff and researchers are required to complete **mandatory information security training** and pass refresher courses every two years.

eduroam Wi-Fi on campus

Stay connected wherever you are

eduroam Wi-Fi is available across all university buildings. Some areas on campus have limited mobile data coverage, so having eduroam ready to go means you won't be stuck without internet when you need it most.

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.

You can install the **geteduroam app** - it makes all the necessary changes to your device for a smooth connection. It's available for iOS, Android (version 8+), and Windows.





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 environ ment)
- Access student records
- Book rooms
- Log in to IT self-service
- Read university news and announcements
- Explore the full range of staff services

Your university email

Your email is available through Microsoft Outlook 365 on PC, Mac, and mobile devices. You can access your email from any computer or via **portal.gre.ac.uk**.



Microsoft 365 on your devices

As a member of staff at the university, you get free access to the full Microsoft 365 suite, including Word, Excel, PowerPoint, Teams and OneDrive. all designed to help you collaborate, create and stay connected. You have a terabyte of cloud storage enabling you to access your files anywhere.

Install on up to 10 devices

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.

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Software

You'll have access to a core set of applications when you log in. Additional licensed software is available via the Microsoft Software Center.

On an Intune laptop or university PC, click the 'Start' button (bottom left corner), then select the Software Center tile under 'Tools'. You can also type 'Software Center' into the search box to find it quickly.

If you need software that isn't currently available or want something new installed on the university network, log in to IT self-service and **submit a request** using the Application Management Protocol (AMP). This helps us review and approve software securely and efficiently, in line with university policies and licensing.

For full details, including timescales and submission deadlines, visit our AMP guidance page. Following the protocol helps us maintain a safe and reliable digital environment for everyone.

Standard IT equipment

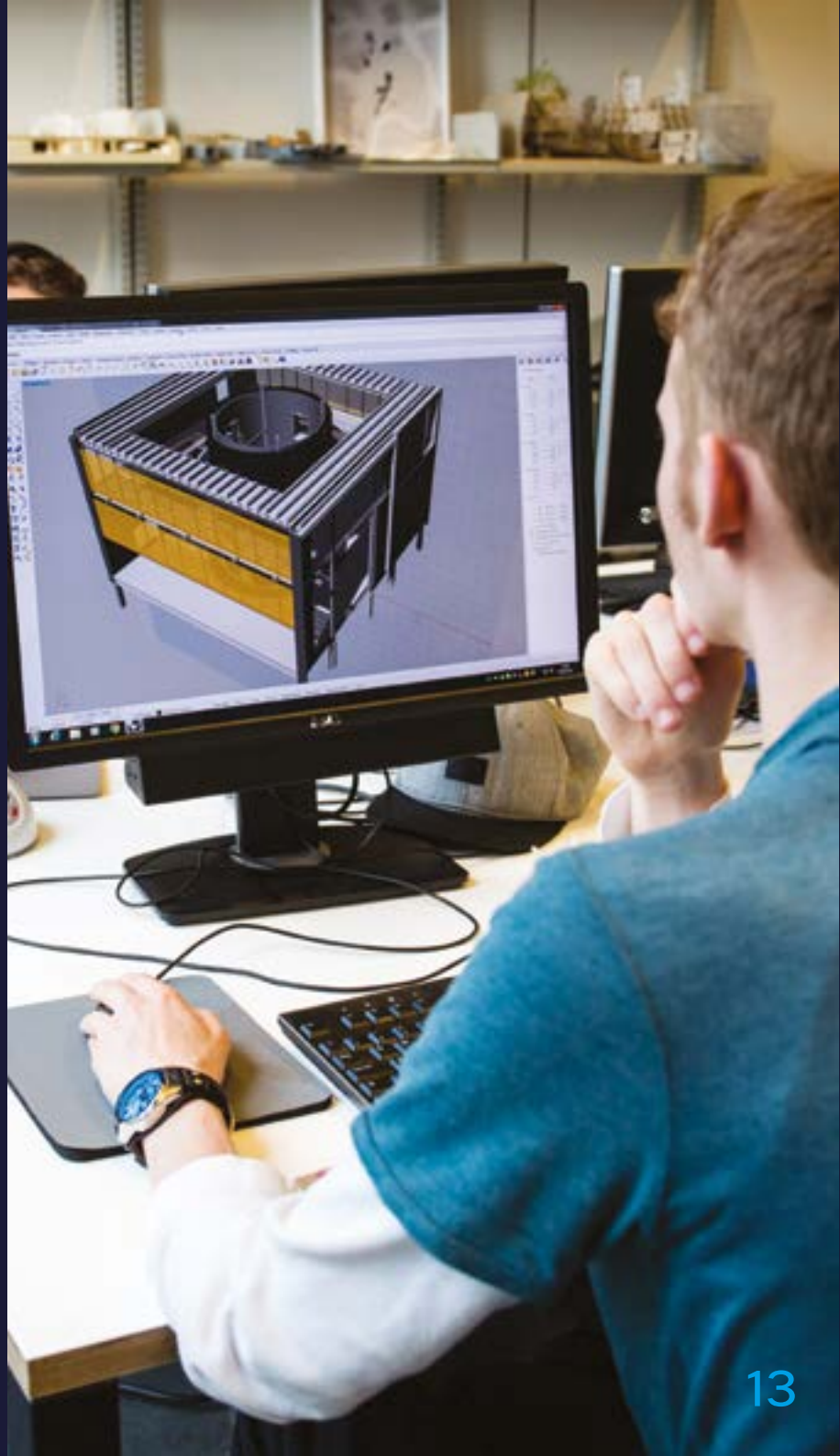
To support flexible working, we offer enhanced support for standard IT devices that work seamlessly across our teaching and office spaces. As part of our laptop-first approach, all staff receive a university-issued laptop and access to an on-campus workstation.

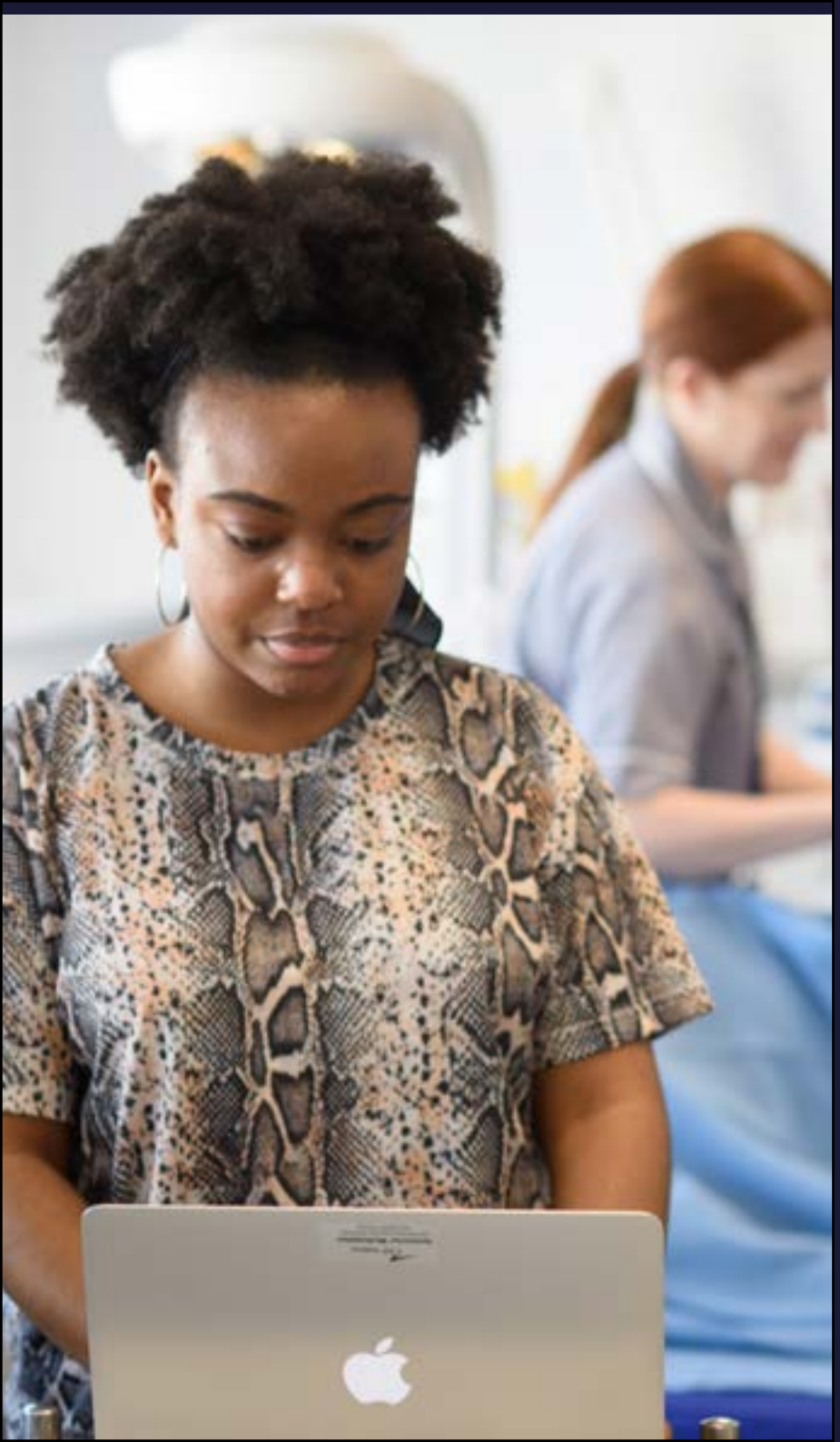
This setup gives you the tools you need - whether you're working remotely, teaching, or collaborating on campus. You can explore full specifications and available options via **IT self-service** (login required).

Laptop loans

Staff loan laptops are available from **LapSafe lockers** on each campus. They're secure, networked, ready to print, and come with standard software including **Microsoft 365**.

Loan laptops are for short-term use and shouldn't replace your standard equipment unless approved by the IT Service Desk.
We may ask you to collect a new laptop or return a faulty one via your nearest LapSafe locker.





Working remotely

Most university IT services are accessible off-campus, whether you're working from home or travelling further afield. This includes access to Microsoft applications, your email, and a range of academic and administrative tools to support remote working and teaching.

To help you get started, explore our **guidance on staying connected**.

IT and Library supported classrooms

Our teaching spaces are equipped with a range of IT and AV technologies designed to support you - whether you're delivering a lecture in a 300-seat theatre or facilitating discussion in a small seminar room. These facilities play a vital role in enhancing the learning experience across all disciplines.

To help you make the most of our spaces, we've developed a **guide to IT and Library supported rooms**. It includes AV support and troubleshooting advice, links to Hyflex teaching resources, information on assistive technologies, and access to the classroom inventory app, which allows you to view the AV setup in each teaching room.





Lecture capture

We use Panopto to record and share lectures - so students can revisit key moments whenever they need to.

Panopto is installed on every fixed teaching PC (or “Podium” PC) in lecture theatres and seminar rooms across the university. You can also use it to record content outside the classroom, with playback available via Moodle on both PCs and Macs.

Want to get started? Log in to IT self-service for **Panopto resources and guidance**.

Printing, copying & scanning

High-performance multi-function devices (MFDs) are available across all campuses and can be used for printing, photocopying and scanning.

uniFLOW Online is our new secure cloud printing service. You can send documents from any device on campus, at home or on your mobile, and collect them from any Canon printer after logging in. Log in to IT self-service to read our **printing guidance**.

To retrieve your printing, tap your Greenwich Gateway Card or enter your university username and password. MFDs also allow you to photocopy documents or scan and email them directly to your university email address, making it easy to manage your materials wherever you're working.





Library access

Our campus libraries are located at Avery Hill (Southwood Site), Greenwich (Stockwell Street Building 10), and Medway (Drill Hall), and are open to all staff, researchers and students.

We offer access to computing facilities, group study areas, and our Academic Support Hubs, providing a supportive environment for learning, teaching and research.

During term time, **libraries are open** until midnight on most days, with 24-hour access available during exam periods.

For assistance, contact:

- Stockwell Street Library: 020 8331 7788
- Avery Hill Library: 020 8331 9651
- Drill Hall Library: 01634 883878

Visit our **library guides** to find out how to connect with subject librarians, explore library facilities or access e-resources.

Academic and digital skills support

Our **Academic and Digital Skills Team** can support your students to study with confidence and develop essential skills for success.

Find out more about the support available for your students, including:

- **DiscoverGRE** - a programme designed to prepare students for university life.
- **1 to 1 tutorials** with a librarian or academic skills tutor - **online booking** 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 your students get confident using Microsoft 365 tools and other key platforms for their studies - **online booking** available.





SafeZone

We recommend that all staff and students download the SafeZone app, available free from your usual app store.

SafeZone connects you instantly with campus first aiders, security or emergency teams - so help is always close by.

Getting started

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

Useful links

Academic and Digital Skills: **portal.gre.ac.uk/academicskills**
Accessibility - Creating Inclusive content: **portal.gre.ac.uk/creating-inclusive-content**
IT and Library Services (students): **portal.gre.ac.uk/it-and-library**
IT and Library Services (staff): **portal.gre.ac.uk/information-and-library**
IT self-service: **servicedesk.gre.ac.uk**
IT service status: **servicedesk.gre.ac.uk**
Library Guides: **libguides.gre.ac.uk**
Library Services: **portal.gre.ac.uk/library-services**
Microsoft 365 login: **https://m365.cloud.microsoft/apps**
Panopto: **portal.gre.ac.uk/it-and-library/teach/panopto**
Password help: **portal.gre.ac.uk/it-and-library/password**
Policies and Procedures: **portal.gre.ac.uk/it-and-library/policies-and-procedures**
Portal: **portal.gre.ac.uk**
SafeZone: **portal.gre.ac.uk/articles/public-relations/safezone**
Supported Classrooms: **libguides.gre.ac.uk/supportedclassrooms**
Working remotely: **portal.gre.ac.uk/it-and-library/connect**