IT booklet for University of Greenwich UK Partner staff

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

UNIVERSITY OF GREENWICH

Table of contents

Introduction

Getting started

Digital tools and connectivity

Teaching support

Introduction

As a university affiliate staff member, you have access to a suite of digital tools and support services designed to help you work effectively.

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, our **website**, 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.

Requesting an affiliate account

If you need access to university systems to carry out your role with a Partner institution, you can request an Affiliate account. The application form is available via IT self-service, and access will be granted based on the nature of your work and the systems required. Before completing the form, please read the **guidance for affiliate staff** to ensure you understand the process and what access may be available.

How do I get my credentials?

Once your account is approved we'll send confirmation to the email account you used to register. If you have any problems logging in, please **contact the IT Service Desk**.

What will I get access to?

Your access to university systems will depend on the type of work you're undertaking and the permissions granted by your designated approver. Partner affiliate account holders get Portal and BannerWeb access by default.

If you require access to additional systems or tools beyond what has already been granted, your key University of Greenwich contact should submit a request to the IT Service Desk on your behalf. All access requests are reviewed through the university's approval process to ensure they are appropriate and aligned with your role.

If you have any questions about your access or need support, please speak to your university contact or visit **IT self-service** for further guidance.

Your username and password

Your university username and password are your keys to everything.

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. 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.

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 affiliate 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. The card can only be printed if there is a live account with your details in our system. You will only be in the system if you have been supplied with an affiliate account.

When attending, please bring proof of identity.

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.

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.

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)
- Access student records
- Book rooms
- Access IT self-service
- Read university news and announcements
- Explore the full range of staff services available to you

Microsoft 365, Teams and email

If your access rights include Microsoft 365, you'll receive a licence that allows you to use the web-based version of Microsoft 365. This includes access to tools such as Outlook, Word, Excel, and PowerPoint online, as well as the ability to join Teams meetings and share files.

Please note: your affiliate licence does not include the ability to download Microsoft 365 desktop apps to your personal or university devices.

Before using these services, please refer to our **Data Classification Policy** to ensure you're storing and sharing data appropriately.

Accessing Your University Email

You can access your university email by logging in at **office.com**.

If your home institution already uses Microsoft

365 and you have the Outlook desktop client installed, you can add your Greenwich email account by following these steps:

- Open Outlook and go to File > Add Account
- Enter your university email address (e.g. ab12345c@gre.ac.uk)
- When prompted, select Office 365 email
- Follow the on-screen instructions
- Restart Outlook to complete setup

Please note: syncing your folders may take some time depending on your internet connection speed.

Student Records (BannerWeb for Associate Colleges)

BannerWeb is a self-service tool which provides a wide range of user access to relevant data from within the Student Records System (Banner).

Academic and administrative staff use BannerWeb to find class, course or programme lists, view student grades, upload assessment moderation samples, and view or process admissions decisions, extenuating circumstances claims, and assessment misconduct cases.

General access to BannerWeb is granted depending on the site selected when your affiliate account is approved, some of the systems do require additional access which should be requested with your affiliated faculty.

Business Objects Reporting

There are three reports available to Partner College staff, these are used for monitoring applicants, students, and progress decisions of students at your site.

As these reports contain sensitive data it is advised that only a few users at your college have access to run these reports.

All access to Business Objects reports will be granted after completion of training, training sessions are delivered jointly by Academic Systems and Planning and Statistics and can be **booked online** (affiliate account required).

Library access

If you teach on a University of Greenwich programme delivered at a partner college, you'll need to request access to our libraries in order to borrow books and use on-campus facilities.

To apply for access to the physical libraries, your University of Greenwich contact should submit a request to the IT Service Desk on your behalf. Once the request is confirmed by the relevant Faculty, it will be reviewed and approved by the Library team.

Our campus libraries - located at Avery Hill, Greenwich (Stockwell Street, Building 10), and Medway (Drill Hall Library) - are open to all staff, students, and researchers. Each site includes computing facilities, group study areas, and a wide range of academic resources.

You can access the our electronic collections of ebooks, journals, and databases using your university username and password via the Portal.

Resources such as ebooks and electronic journals can be searched using LibrarySearch, and by default, portal access includes a core set of databases.
For details on what's included, please refer to the eresources access rights summary.

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.

Useful links

Campus maps: **gre.ac.uk/about-us/travel**
Electronic Resources Access Rights: **libguides.gre.ac.uk/eresources/access**
IT and Library Services (students): **gre.ac.uk/it-and-library**
IT and Library Services (staff): **gre.ac.uk/information-and-library**
IT self-service: **servicedesk.gre.ac.uk**
IT service status: **servicedesk.gre.ac.uk**
Library support for Partner Colleges: **libguides.gre.ac.uk/partners**
LibrarySearch: **librarysearch.gre.ac.uk**
Microsoft 365 login: **office.com**
Password help: **gre.ac.uk/it-and-library/password**
Policies and Procedures: **gre.ac.uk/it-and-library/about/policies-and-procedures**
Portal: **portal.gre.ac.uk**
Working remotely: **gre.ac.uk/it-and-library/remote-access**