<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>CIO Welcome</td>
</tr>
<tr>
<td>4</td>
<td>Your IT Account &amp; ID Card</td>
</tr>
<tr>
<td>6</td>
<td>Getting Help</td>
</tr>
<tr>
<td>8</td>
<td>Wireless, Network Access and ResTel</td>
</tr>
<tr>
<td>10</td>
<td>Personal Email, Office 365 and File Storage</td>
</tr>
<tr>
<td>12</td>
<td>Student Societies</td>
</tr>
<tr>
<td>14</td>
<td>Computer Rooms and Classrooms</td>
</tr>
<tr>
<td>16</td>
<td>Print, Copy and Scan Facilities</td>
</tr>
<tr>
<td>18</td>
<td>Use of University ICT Facilities and Computer Security</td>
</tr>
</tbody>
</table>
I’m delighted to welcome you to the University on behalf of the IT Services team.

We realise that IT is an important part of your University experience and this short guide is intended to give you an overview of the services and support we can provide for you. More comprehensive details are available on the University’s website which is updated regularly as our services are enhanced.

We have and continue to make a significant investment in our infrastructure to provide the best possible experience. This includes extensive Wi-Fi provision, Office 365, a range of software applications and a support service to ensure any issues are dealt with efficiently and effectively.

We want your experience of using our IT services to be a positive one from the moment you arrive in St Andrews. We’re here to help, so please don’t hesitate to contact us if we can be of any assistance.

Steve Watt
Chief Information Officer
Your **username** and **password** provide you access to a wide variety of resources. You are responsible for the use and security of this account, which will give you access to:

- University email, powered by Office 365 (see page 10)
- MySaint (see page 5)
- PCs in computer rooms, classrooms and Halls of Residence (see page 15)
- Your network file storage (also referred to as your *home drive*) (see page 12)
- Printing from network PCs and personal laptops (see page 16)

**Password**
You must keep your password secure. Do not give away or share your password with anyone. If you think someone has discovered your password, please change it immediately. Once you have registered for the Password Self Service, you can change your password at any time. [https://st-andrews.ac.uk/itsupport](https://st-andrews.ac.uk/itsupport)

Advice on password best practice can be found at: [https://st-andrews.ac.uk/strongpasswords](https://st-andrews.ac.uk/strongpasswords)

- **IT Services will never ask you for your password.**
- **Never use your university user name and password for other accounts, e.g. social media.**
- **Do not share your password with anyone.**

**MySaint and Moodle**
**MySaint** is your personalised gateway to web-based services within the University of St Andrews and gives you a overview of your University life and single point of access to:

- Personalised information such as your student record, results of exams and your personal details. You can amend any of these details or choose your modules each semester online.
- Personalised calendar.
- University news and information
- Single sign-on access to other systems.

**Moodle** is a virtual learning environment where you can access learning resources such as lecture notes, presentations and module-related weblinks. You can also submit coursework, interact with online forums and take online assessments. [https://moody.st-andrews.ac.uk/moodle](https://moody.st-andrews.ac.uk/moodle)

**ID Cards**
Your ID card gives you access to services and University buildings. If you lose your ID card please contact the ID cards team by emailing idcards@st-andrews.ac.uk or telephoning 01334 462755. The team are available Monday - Friday from 0845 - 1700 hours. We’ll be able to check if your card has been handed in.

Please note there is a £15 charge for a replacement ID card. [https://moody.st-andrews.ac.uk/moodle](https://moody.st-andrews.ac.uk/moodle)
Getting Help

A wide variety of IT help can be found on our web pages.
https://st-andrews.ac.uk/itsupport

**PC Clinic**

We operate a PC Clinic service through the IT Service Desk in the Main Library, providing a wide range of computer services to students and staff who require help with their personal computing equipment. Fault diagnosis and repair is offered for a standard fee, plus the cost of any replacement hardware required.

To log a problem with our team, submit an online form giving us as much detail as possible about the problems you experiencing with your device: https://st-andrews.ac.uk/pcclinic

**IT Service Desk**

If you have any problems with your computer account or any aspect of IT, please visit us at the IT Service Desk in the Main Library. You can also use the IT Self Service portal where you can log and track your own calls https://st-andrews.ac.uk/itselfservice. Alternatively, email or phone us.

**Opening Hours**

Monday-Friday 0900-1800
Saturday 1000-1700*
Sunday 1100-1800*

*front desk support only

**Service Status**

The status of various aspects of the computing service at the University is indicated on a web page (updated automatically). If the service you are using does not appear to be working, we recommend you check the Service Status pages first: https://st-andrews.ac.uk/itsupport

**Support**

We’re here to help and will always do our best to assist you with any IT issues that you have. We ask that you use the hardware, software and network services supported by us whenever possible. If you install hardware or software other than that recommended by us on your own equipment, you must be prepared to manage and support this yourself.
Wireless access is available in most University locations (95%) by the eduroam service. Even when you visit participating* institutions around the world, you can enjoy wireless access using your St Andrews username and password.

*List of eduroam participating institutions: www.eduroam.org/where

To connect to eduroam at St Andrews:

1. Connect to uos-connect in your available wireless networks.
2. Launch an internet browser to be redirected to the landing page.
3. Follow the web instructions to configure your computer/device.
4. Restart your computer if prompted.
5. Connect to eduroam from your available wireless networks.
6. Open your internet browser and go to your homepage.

You should now be connected.

More information on how to connect can be found at: https://st-andrews.ac.uk/eduroam

Wired access is also available in all University residences. A stock of network cables will be held by Halls of Residences for those wishing to use a cable connection.

Most students have mobile telephones, however, you may wish to use the Residence Telephone Service (ResTel). https://st-andrews.ac.uk/restel
Email is the usual way in which official University messages, including ones from your lecturers and library recall notices, will reach you. You must read your University email frequently.

You can access your email account via https://st-andrews.ac.uk/office365

Your University email address at the University of St Andrews is: xxx@st-andrews.ac.uk – use your own username in place of xxx.

Office365
Your University email is powered by Office 365 and provides additional features including data storage, a calendar and Office apps. You can access it using any browser on a PC or mobile device. Office 365 also gives you free access to the full Microsoft Office Suite for personal use on up to five personal devices.

Features of Office 365:
• 50GB mailbox storage
• Unlimited cloud storage and file sharing on One Drive
• Microsoft Office apps in the cloud
• Microsoft Office 2016 on up to five personal devices

File Storage
One Drive is a feature of your Office 365 account that gives you unlimited file storage in the cloud. That means you can access your files on your laptop, tablet or mobile phone, anywhere. Head over to your email account or download the One Drive app on your device and get started.
https://st-andrews.ac.uk/office365

You can also store your files on the University’s central file space, commonly known as your home drive (H:/). Undergraduate students get 2GB disk quota while postgraduates 3GB – your email storage does not affect this quota.

Your home drive is backed up daily so there is no need to worry about losing your files. In case you delete one by accident or there is a disk failure, we might be able to restore it (we cannot retrieve deleted files of more than four weeks ago).
If you are involved in running a student society or club, you can apply for a Society or Sports email account. These accounts are provided only for societies or clubs that are affiliated to the Students’ Association or the Athletic Union.

If you are the owner of such an account, you are responsible for ensuring that it is not misused. When you leave St Andrews, you must hand ownership over to your successor, or the account will lapse. Please do not share your own password.

Student societies will be able to set up mailing lists for communicating with their members.

For information relating to society websites, you should contact either the Students’ Association Director of Student Development and Activities (email: dosda@st-andrews.ac.uk) or the President of the Athletic Union (email: aupres@st-andrews.ac.uk).
Computer Rooms and Classrooms

The computer room facilities are provided for your course-related work. Whilst reasonable recreational use of the facilities is permitted, during busy times priority must always be given to those needing a computer for course-related purposes.

All the computer rooms have PCs running Windows, with Internet and email access, and also Microsoft Word, Excel and PowerPoint. You will need your University username and password to log on to these computers. You must not download music or movie files which are not directly related to your coursework or academic studies. Similarly, you must not try to load your own software on the classroom computers.

Many of our computer rooms are open 24 hours a day. Your student ID card will give you access to these rooms when the buildings are locked. There are also computers in the Library, accessible during Library opening hours only. Some computer rooms are designated as computer classrooms, and are used for teaching much of the time during the day. When not in use for teaching, they are available for general use on a first come first served basis. Please leave promptly if you are asked to do so by a member of staff about to give a class.

On PCs in the computer rooms, when you save your work as a document, spreadsheet, etc. or download documents from the web or other sources, they are placed in the Documents folder in your home directory. Click on the Windows Explorer icon in the task bar to see the list of libraries, including your Documents library. You will be able to delete unwanted documents, rename them, or copy them to removable storage (such as One Drive or a USB stick). You can also create folders (directories) for your documents in your home directory.

N.B. Do not save documents to the Desktop or any location other than your Documents folder as these will be deleted when you log out of the computer.

You will find further information on the Computer Classroom web pages, including classroom location and details of the software installed on the various PC classrooms at: https://st-andrews.ac.uk/classrooms
A secure, managed print service, called UniPrint, is provided for all students. There are over 60 Multi-Function Devices (MFDs) located across the University, including halls of residence. The devices will allow you the option to print, copy or scan. Many devices have A3 and colour printing/copying/scanning options.

Each academic year, you are given the equivalent of 50 free single-sided A4 mono pages added to your quota (100 for postgraduate students). When this quota is used, you can top up by purchasing additional pages online or at a payment kiosk.

From any University PC or your laptop (connected to the network) you can send a document to UniPrint. This is a pull print system, meaning you can collect the print job at your convenience from any of the 60+ devices located across the University. The print job will remain in the print queue securely for 24 hours. To retrieve your print job, you will need your ID card.

Instructions for printing, copying and scanning are provided at each device. To check your print quota or for further details visit: https://st-andrews/students/uniprint
The University of St Andrews

Use of University ICT Facilities and Computer Security

The University provides a range of ICT (Information and Communications Technology) facilities, primarily to support the academic and research work to support the student experience. It is important that the facilities are used safely and responsibly.

**Conditions of Use**

The conditions for using ICT facilities can vary significantly between different organisations. The University has a relatively flexible approach to the use of ICT facilities, where use surrounds academic and research work. However, there are some boundaries. These exist to help ensure that ICT facilities remain available to the University community. Please make yourself familiar with the University regulations governing the use of ICT facilities. These can be found here: [https://st-andrews.ac.uk/staff/policy/computer](https://st-andrews.ac.uk/staff/policy/computer)

The University asks that people use the ICT facilities reasonably. Behaviours that are harmful to others, including the University’s ability to provide uninterrupted access to facilities and/or illegal such as infringement of the copyright of others, are not acceptable. Access to ICT facilities may be withdrawn where a significant breach of the regulations has occurred.

**Stay Safe Online**

It is important that you take sensible precautions when working and engaging with others online. It is important that your use of ICT does not threaten yourself personally or other members of the University community. New threats emerge on a daily basis. Staying safe online is relatively straightforward. The guidance offered by CYBER STREET is a good starting point: [https://cyberstreetwise.com](https://cyberstreetwise.com)

In particular, it is essential that you create and make use of a strong password – one that cannot be easily guessed by others. Your password is confidential and it must never be shared with anyone. The University will never ask you for your password – in the same way a bank will never ask you for your pin number. Some tips for keeping safe online:

- **Password best practice:** [https://st-andrews.ac.uk/strongpasswords](https://st-andrews.ac.uk/strongpasswords)
- Protect yourself against viruses and malicious software – always be vigilant when opening email attachments and downloading files
- Keep your devices up-to-date – ensure that the latest patches are downloaded and applied
- Install our free F-Secure or any other anti-virus/malware software. Make sure you update it regularly to keep your device secure. [https://www.st-andrews.ac.uk/itsupport/security/viruses](https://www.st-andrews.ac.uk/itsupport/security/viruses)
University student email – terms of service
The University will provide you with access to a student email facility. That service will either be provided by Microsoft or Google. Your use of the student email service must be consistent with the University’s ICT regulations and terms of service as stipulated by the providers. In particular, when using your student email service, you should not do any of the following:

- Impersonate another person (via the use of an email address) or otherwise misrepresent yourself or the source of any email.
- Modify, adapt, translate or reverse engineer any portion of the student email service.
- Reformat or frame any portion of the web pages that are part of the student email service.
- Conduct or forward pyramid schemes (or similar).

Software Licensing
The software provided on University-owned computers is licensed for educational use only. Please check the Terms and Conditions if you intend using it for other purposes. Software for student personal computers is often available at reduced rates. We are happy to advise, but purchases usually have to be made personally through commercial resellers.

Where the license permits, the University will make software applications available for students to “stream” to their own devices through a self-service portal.

Copyright
When creating printed or online documents or other media, you must not use copyright material (whether text, images, video or audio) without a licence or written permission from the copyright holder. Any documents, web pages, etc. must comply with current legislation, e.g. Copyright, Designs and Patents Act, Freedom of Information (Scotland) Act, Data Protection Act, Special Educational Needs and Disability Act (SENDA).

Data Standards and Sustainability of Research Data
If you are creating research, teaching or administrative data, it is essential that such data conforms to accepted standards that we support. If you or others need to access data in years to come, the data must be created in a manner that is sustainable. This involves the use of open standards, proper documentation, suitable storage media and appropriate data management at all times. This is vital for research data in particular. For further details contact the IT Service Desk or visit: https://st-andrews.ac.uk/itsupport/academic
IT Service Desk
University Main Library

Opening hours:
Monday-Friday 0900 - 1800
Saturday 1000 - 1700*
Sunday 1100 - 1800* *front desk support only

T: (01334 46) 3333
E: itservicedesk@st-andrews.ac.uk
IT Self Service: https://st-andrews.ac.uk/itselfservice
W: https://st-andrews.ac.uk/itsupport
@StAITServices

Designed by Print & Design, University of St Andrews, August 2016.
Photography by ©iStock.com/sidneybernstein (page 1), Rhona Rutherford (pages 3, 9, 11, 19) and Laurence Winram (pages 10, 11, 14, 15, 21).
Printed by Winter & Simpson on Revive 100 Silk, 100% recycled stock.
The University of St Andrews is a charity registered in Scotland, No: SC013532.