<table>
<thead>
<tr>
<th>Page</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>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 and Student Societies Email</td>
</tr>
<tr>
<td>12</td>
<td>File Storage</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, SaintMail, 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 give 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:

- SaintMail: your University email (see page 10)
- iSaint: the portal linking to University services (see page 5)
- The PCs in the computer rooms and classrooms, including those in the Halls of Residence (see page 15)
- Your networked file storage (also referred to as your home directory) held in the University’s central file space: the documents folder can be accesses via the documents library on the PCs in the computer rooms (see page 12)
- Printing from networked PCs and your laptop (see page 16)
- A wide range of other resources

Passwords
You must keep your password secure. Do not give away or share your password. If you forget it, go to the IT Service Desk so a new one can be issued (please bring your ID card with you). If you think someone has discovered your password, or you have shared it, you must change it immediately using the ‘password changing page’ on the Computer and IT Support web pages, or go to the IT Service Desk.

Advice on creating and changing your password can be found here: www.st-andrews.ac.uk/itsupport/accounts/computeraccounts/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.

iSaint and Moodle
iSaint 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, including the results of exams and your personal details. You can check and amend your personal details online and make your module choices each semester
- Personalised calendar
- University news and information
- Single sign-on access to other systems

Moodle is a virtual learning environment where you can gain access to learning resources such as lecture notes, presentations and module-related web-links. You can also submit coursework, interact with online forums and take online assessments. More information can be found here: www.st-andrews.ac.uk/itsupport/academic/moodle

ID Cards
Your ID card provides 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. Further details about ID cards can be found here: www.st-andrews.ac.uk/students/tech/idcards
Getting Help

A wide variety of IT help can be found on our web pages.
www.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.

In order to log a problem with our team you must submit an online form giving us as much detail as possible about the problems you are experiencing with your computer:
www.st-andrews.ac.uk/itsupport/pcclinic

Suggestion Scheme

We value your ideas and would encourage you to give us feedback about how we can improve our service. Submit your suggestion online – you could even win coffee for a month!
www.st-andrews.ac.uk/itsupport/help/itservicedesk

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.

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.unidesk.ac.uk. Alternatively, email or phone.

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
W:  www.st-andrews.ac.uk/itsupport/help/itservicedesk

@ StAITServices

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 accessing does not appear to be working, we recommend you check the Service Status pages first: www.st-andrews.ac.uk/itsupport
Wireless and Network Access

**Wireless** access is available in most University locations (95%+), which you can use if you have a wireless-enabled device. Wireless connections use the eduroam service, which means if you visit a participating institution, using eduroam, you can log in to their wireless network with your username and password. Details of participating institutions can be found here: [www.ja.net/products-services/janet-connect/eduroam/eduroam-participating](http://www.ja.net/products-services/janet-connect/eduroam/eduroam-participating)

To connect to eduroam at St Andrews (using your University username and password):

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 is available here: [www.st-andrews.ac.uk/itsupport/mobile/eduroam](http://www.st-andrews.ac.uk/itsupport/mobile/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.

When you’re away from the University, you can still access SaintMail, however access to some other University resources and services may be restricted – and some web pages will be protected. To enable access, we provide a **Virtual Private Network** (VPN) service to allow direct connection to the University network. Further details about VPN are available here: [www.st-andrews.ac.uk/itsupport/network/networkservices/VPN](http://www.st-andrews.ac.uk/itsupport/network/networkservices/VPN)

If you are a **distance learner**, you will require access to teaching and related material (such as library resources). To do this, you will need to make use of the VPN service.

Most students have mobile telephones, however, you may wish to use the **Residence Telephone Service** (ResTel). Further information is available here: [www.st-andrews.ac.uk/accommodation/ug/current/residents/television](http://www.st-andrews.ac.uk/accommodation/ug/current/residents/television)

The University recognises the benefits of **Skype**. If you are living in University accommodation then you can download, install and use Skype on the University network but you MUST setup and patch your computer correctly. Further guidance is available here: [www.st-andrews.ac.uk/itsupport/network/networkservices/residences/skype](http://www.st-andrews.ac.uk/itsupport/network/networkservices/residences/skype)
Email is the usual way in which official University messages, including messages from your lecturers and library recall notices, will reach you. You must read your University email frequently. SaintMail provides additional features including data storage, a calendaring system and Google Apps. File sharing is available via Google Docs, so you can avoid sending files as email attachments. Further details are available here: www.st-andrews.ac.uk/itsupport/saintmail

Your University email address at the University of St Andrews is: xxx@st-andrews.ac.uk – use your own username in place of xxx. You can find University staff email addresses via the contacts facility in SaintMail.

Mail filtering and spam software is used to check all incoming and outgoing email for spam and viruses. Further information about our filtering policy is available here: www.st-andrews.ac.uk/itsupport/accounts/email/email/filtering

Email etiquette
• Avoid sending very large attachments by email. They can cause inconvenience for the recipient and may be blocked en-route. If you need to send a file of more than a few megabytes it is worth checking with the recipient beforehand. Within SaintMail you can share files via Google Docs. Otherwise you should consider uploading the file to, for example, University shared file space, where the recipient can download the attachment easily.
• Do not send mass unsolicited emails, except to a mailing-list established for that particular purpose. In such cases the message must be relevant to the mailing list recipients and must not contain attachments.

Student Societies
If you are involved in running a student society or club, you can apply for a Society SaintMail/SaintSport 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).
To give you peace of mind, the University’s central file space is backed up daily. This means files in your home directory are secured against any disk failure or corruption that may occur. We understand that sometimes you can delete a file by accident. If this happens, we may be able to restore your file, subject to certain conditions:

- They are important documents for your academic work-related activities
- The document that was deleted less than 4 weeks ago (we cannot retrieve older documents)

Your file storage on the University’s central file space is commonly known as your home directory and you can use it to store your files. The default disk quota is currently 1GB for undergraduates and 2GB for postgraduates (your emails are stored separately and do not affect this quota).

If you require additional storage for course-related material you should apply to the IT Service Desk to request this. You will be asked to justify your request.

Please note that if you go over your allocated quota you may be prevented from saving your work. Delete files that are no longer required.

Further information is available here: www.st-andrews.ac.uk/itsupport/accounts/computeraccounts/printanddiskquota
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 USB memory). 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 computer clusters, here: www.st-andrews.ac.uk/itsupport/help/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. For information about the location of the devices, to check your print quota or for further details about UniPrint go to: www.st-andrews.ac.uk/itsupport/help/printing/uniprint
The University provides a range of ICT 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.

**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 [www.cyberstreetwise.com](http://www.cyberstreetwise.com)

In particular, it is essential that you create and make use of a strong password – that is one that cannot be easily guessed or read by others. Your password is confidential. It must never be shared or made known to others. **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:

- Create and use a strong password [www.st-andrews.ac.uk/itsupport/accounts/computeraccounts/strongpasswords](http://www.st-andrews.ac.uk/itsupport/accounts/computeraccounts/strongpasswords)
- Guard against viruses and malware - 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 anti-virus/malware software and keep these up-to-date.

**Conditions of Use**
The conditions for using ICT facilities can vary significantly between different organisations. Please make yourself familiar with the University Regulations governing the use of ICT facilities. These can be found here: [www.st-andrews.ac.uk/staff/policy/computer](http://www.st-andrews.ac.uk/staff/policy/computer) 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.

The University asks that people use ICT facilities provided by or through it 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.
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:

www.st-andrews.ac.uk/itsupport/academic/research/rdm
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:  www.st-andrews.unidesk.ac.uk
W:  www.st-andrews.ac.uk/itsupport
@StAITServices