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Help and support

On-line help

The Computer and IT Support pages on the University website give further information and instructions:

<http://www.st-andrews.ac.uk/itsupport>

Other web pages referred to in this booklet can be reached from this web page.

The **iSaint** portal displays 'live feeds' about the computer service, such as current availability of computers in public rooms, system status, etc:

<http://isaint.st-andrews.ac.uk>

Helpdesk

We provide a Helpdesk in the main Library, staffed Monday to Friday, 08:45 (vacations 09:00) to 18:00.

An *on-line request form* is available via the Computer and IT Support web pages. Otherwise you can send your queries by email to **helpdesk@st-andrews.ac.uk**

If you have problems with your computer account or if you need face-to-face help, please visit the Helpdesk – you will need to bring your ID card. If you are unable to use the web form or email or to visit the Helpdesk, telephone (01334 46) 3333 – a voicemail system may be in use. Email messages and messages left on voicemail will be dealt with as soon as possible.

Quick answers

These are an on-line list of common problems and solutions on topics such as printing or using PCs in computer rooms.

Service status

The status of various aspects of the computer service in St Andrews is indicated on a web page (updated automatically).

PC Clinic

We currently operate a PC Clinic service through the Helpdesk in the main Library, providing a wide range of computer services to students who require help with their personal computing equipment. Fault diagnosis and repair is offered for a flat fee of £30 plus any replacement hardware costs.

In order to log a problem with our staff you will first need to submit an on-line form giving as much detail as possible about the problems you are experiencing with your computer. On-line PC Clinic report forms may be found on the Computing and IT Support web pages via the Helpdesk section.

Turnaround of computers is dependent on the work being carried out; you should be prepared to be without your computer for a minimum of 2 working days to allow our staff the time to carry out the necessary tasks.

Information about the PC Clinic is available on-line via the Helpdesk section of Computer and IT Support web pages.

There are also a number of resources available on the PC Clinic web pages to help users resolve issues themselves as well as free advice, which is available by email. The PC Clinic email address is: pcclinic@st-andrews.ac.uk

Academic support

See later sections on support for research computing, data creation, students with disabilities or special needs, etc.

University computer account

Your **username and password** give you access to the following:

- **SaintMail: your University email**
- **iSaint:** the **portal** linking to University services
- the **PCs** in computer rooms and classrooms and also in residence computer rooms
- your networked **filespace** (also referred to as your *home directory*) held in the University's **central filespace:** the **Documents** folder there may be accessed via the **Documents** library on PCs in the computer rooms
- **printing** on networked printers in the computer rooms and residence computer rooms: see later section on *Printing*
- many **external information resources**
- see also the section *IT facilities for student societies*.

You must keep your password secret. Do not give away or share your password. If you forget it, go to the Helpdesk to get a new one: you will need to provide proof of identity, such as your ID card. If you have given your password away or you think someone else has discovered it, you must change it immediately using the 'password changing page' on the Computer and IT Support web pages, or go to the Helpdesk.

The web pages give advice on creation of strong passwords.

You will sometimes receive 'phishing' emails pretending to come from St Andrews, asking you to supply your username and password (for instance to 'update our records' or to avoid 'losing your account'). ***You must not answer these emails!***

We will never ask you for your password.

iSaint and St Andrews Mobile

iSaint is your personalised gateway to web-based services within the University of St Andrews and gives you a customisable overview of your University life, and a 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 on-line, and make your module choices each semester
- personalised calendar
- University news and information
- single sign-on access to other systems

St Andrews Mobile provides a similar app-based facility for iOS and Android, to include:

- directory of contact details
- locations: University buildings, facilities, and resources
- news
- Library catalogue and account: borrowings, reserved items, etc
- pocket guide (about the town and its facilities)
- calendar (timetable and events)

Computer rooms and classrooms

The computer room facilities are provided for your academic work, contact with your tutors and the University authorities, and keeping in touch with your family. Use the computers for typing up essays and reports, web browsing and email. Reasonable recreational use is not frowned upon at slack times, but priority must always be given to those needing the computers for academic purposes.

You must not download music or movie files which are not directly related to your coursework or academic studies.

You must not try to run your own software on the classroom computers.

All the computer rooms have PCs running Windows, with Internet and email access, and also Microsoft Word (for word processing), Excel (for spreadsheets) and PowerPoint (for creating presentations). There is also a range of subject-related software packages. You need your username and password in order to log on to the computers in these rooms.

Help with many problems is available via the *Classroom Home Page* (see the later section on *Using the web*) and the *Quick answers* web page. If you can't solve your problem, or if the computers are malfunctioning, please consult *Quick answers* or contact the Helpdesk.

Access to computer rooms

Many of our computer rooms are open 24 hours per day. Your student ID card will let you into these rooms when the buildings are closed. There are also computers in the Library, accessible during Library opening hours only. See *iSaint* or *Computer and*

IT Support web pages for details of where to find the computer rooms. St Andrews Mobile will also provide information about computer rooms and numbers of PCs available (in real time).

Some computer rooms are designated as computer classrooms, and are used for teaching for 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 asked to do so by a lecturer about to give a class.*

Starting up and logging in

If the PC screen is blank, move the mouse, which should bring it to life. If the screen remains blank you will need to press the power button on the monitor and/or the main computer box. When you have to turn on the main computer, there will be a delay while it starts up.

Press the **Control** and **Alt** keys and keep them down while pressing **Delete**. You will then be prompted for your University computer username and password. Type them in and click **OK**. The box labelled **Log on to:** should say 'CLASSROOM' or 'ST-ANDREWS'.

If you type your username or password incorrectly you will get an 'Access denied' message, and you should try again. If you get this message repeatedly and you think you have entered your details correctly, there may be a general fault on the network that should be reported to the Helpdesk. But if other people in the room are able to log in correctly, it probably means you have forgotten your password; in this case, you should go to the Helpdesk to get a new one.

Do not attach any USB storage media ('memory stick' or 'flash drive') until the computer has started up completely and all seven or eight icons are on the desktop.

Launching the classroom applications

Some of the applications in the classroom can be launched by double-clicking on the icons on the desktop. For others you need to click on **Start** and choose them from the menu. General applications, such as Microsoft Office, communications programs and others will be found under **Common Apps**. There are also various subject-specific applications, which vary from classroom to classroom.

Using the web

When you launch Internet Explorer it will be open at the Classroom Home Page. From this page there are links leading to the University Home Page and to other commonly used pages.

For some pages (e.g. your own University record) you will need to enter your University computer username and password. When asked for your username enter just your username, not your full email address.

If you download material from the web you can save it on USB storage media, a CD or your home directory. See the following section on *Saving your work*.

Saving your work

When working on a document or spreadsheet you **must save your work frequently**. As with almost all computers, the PCs in computer rooms will sometimes crash or hang up, in which case you will lose any unsaved work.

If you:

- *send a document to yourself as an email attachment, or*
- *open a document from a web page*

so that you can work on it when in a computer classroom, as soon as you open the file you **must save the document somewhere** as a *new file* (using **Save As...**). Otherwise *your document will not be updated or saved in a permanent place and you will lose all the changes you make to it.*

Do not save files to the desktop; if you do they will be deleted when you log off (or if the computer crashes).

The first time you save your file, use the **Save As...** selection box to choose *where to save it*. Give your work a readily recognisable *filename* so that you can easily find it again. You can save your work in various places as shown below (with associated drive letters, if appropriate):

- **D:** the optical drive (at least a DVD-ROM/CD-RW drive). DVD/CD disk writing software is available on the **Start** menu on PCs with write capability.
- **E: F: G:** USB storage media: 'flash' media (e.g. 'memory sticks' or 'pen drives') are *not* secure long-term storage and are *suitable only for temporary transfer purposes*. **Do not attach until after the log-in process is complete!**
- **H: Home Drive:** your *home directory* – this is your network filespace.

The **Documents** folder in your home directory may be accessed via the **Documents** library on PCs in the computer rooms.

- **Public:** library containing *computer classroom* filespace, used for teaching purposes: staff can write files, but students can only read files in it. It is also accessible as drive **L:**
- **Scratch:** library for local *temporary* filespace. Remember that all files in Scratch are *deleted when you log out – or if the computer crashes – and cannot be recovered.*

The next time you save the file it will be saved in the same place with the same name:

- Choose **Save** from the **File** menu or click the **Save** button

If you want to change either the location or the name, again use the **Save As...** command.

Files saved in the **Documents** folder in your *home directory* can be retrieved from any of the PCs in computer rooms via the **Documents** library.

*After working on a document, if you send yourself a copy of it as an email attachment, remember to **save it before sending it.***

Make a backup copy

Always make a *backup copy* of your work; you should **keep multiple copies of your important files.** See the section on *Managing your data.* Remember that all files in Scratch or on the desktop on PCs in computer rooms are *deleted when you log out, and cannot be recovered.* In some cases, a print-out of your file would be a simple but effective safety backup.

Printing

The computer classrooms have laser printers. Printers in our computer rooms are controlled by a *print quota* system. Each academic year, you are given 50 free pages added to your quota (100 pages if you are a postgraduate student). When this allocation is used up you can *buy* additional pages on-line with substantial reductions for payments for larger quantities, or in emergency from the Library Service Desk (a minimum quantity applies). Remember that double-sided (duplex) printing is available at the same price per *sheet*. If you try to print when you have run out of print quota, your print request will be ignored, and you will be informed by email. Pages purchased on-line are immediately available for use. The Classroom Home Page will tell you how to check your credits.

Colour printing is available in some PC rooms, priced at 5 credits per page. Note that the colour printer is *not* the default.

Printing from most Windows-based applications is easy: just click the printer icon or choose **Print** from the **File** menu.

Depending on location, you will have a choice of printers: common to all locations will be a *central print queue* facility that allows you to defer printing to another occasion (and/or another location), and also a PDF creator. Most computer rooms also have their own single/double-sided printers; some locations also have colour printing. See Computer and IT Support web pages for further details.

- Always save your work before printing.
- Always use the **Print Preview** command to see what your work will look like before you print it: check the page-breaks and general layout on the page. Correct any faults that you

find before printing because printing costs you money. Your document may look fine on screen, but be slightly different on the page.

- Before printing a long document, print a few trial pages first. The **Print** dialog-box allows you to choose one page or a range of pages (e.g. **1,3-5** if you want to print pages 1,3,4 and 5).
- There may be a delay before your work appears on the printer. *Do not panic and send your job to the printer again and again:* when it is eventually printed you will have to pay for every copy. If your document is long or the computer room is busy, then delays might be quite lengthy.
- Do you have any pages left on your *print quota*? The Classroom Home Page will tell you how to check your credits.
- When a deadline is looming *do not leave your printing to the last minute*. When essay deadlines approach, the printers are very busy.

Finishing

When you have finished work you must log out. If you leave yourself logged in, other people will be able to access (and delete) your files and use your print quota. Click on the **Start** button and choose **Log off**.

Using email

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.* Even if you use another non-University external email service for most of your correspondence, you must still check your University mailbox.

SaintMail, powered by Google, provides additional features including vastly expanded 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 information is available on-line from Google and via Computer and IT Support web pages.

Email addresses

Your 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.

Viruses and spam

MailScanner and SpamAssassin software is used to check all incoming and outgoing email for spam and viruses. See Computer and IT Support web pages for information about the filtering policy.

The University inevitably attracts a huge quantity of unsolicited email (*spam*). Many users now opt to discard all messages identified and marked as {Spam?} by the mail server, accepting the small risk of losing genuine messages. If you receive a message that MailScanner believes contains a *virus*, the

infected file will be stripped out of the message and placed in quarantine. When this happens you will receive a warning message. Sometimes (very rarely) MailScanner wrongly identifies a genuine message as containing a virus. If this happens and you want to re-claim the file that has been wrongly quarantined, you should forward the *entire warning message* to the Helpdesk.

Email etiquette

Be tactful when composing messages; be aware of the possibilities for misunderstanding. Sending abusive emails is regarded as a serious offence and may lead to disciplinary action.

Think twice before forwarding an email to a third party; would the writer be willing to have it forwarded? If you reply to a message and copy your reply to a third party you are in effect forwarding the original message.

Avoid sending very large attachments by email. Be aware that they can cause inconvenience for the recipient and may even be blocked en route. If you need to send a file of more than a couple of megabytes it is worth checking with the recipient beforehand. Within SaintMail, you can share files via Google Docs. Otherwise you should instead consider uploading the file to (for instance) University shared filespace, where the recipient can download it conveniently – *this is particularly true if you are intending to send the same large file to several recipients.*

Do not send mass unsolicited emails except to a mailing-list established for a specific purpose; in that case, the message must be relevant to the mailing-list and *must not contain attachments*. See also the section on *IT facilities for student societies*.

Managing your data

Your filespace

Your filespace on the University's central filespace is commonly referred to as your *home directory*. Use it to store your documents: your share of this filespace is limited (see next section on *Disk quota*). Remember that your email is stored separately and is not affected by this quota.

On PCs in the computer rooms, when you save your work in **Documents** 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). See the earlier section on *Computer rooms and classrooms* for details.

You will probably download and save many documents during the course of your work, most of which you do not need to keep. You should delete unwanted documents.

Create folders (directories) for your documents in your home directory. Give folders and files short and meaningful names to help you locate and manage them.

Disk quota

Your own filespace on the University's central filespace has a default disk quota, currently 1 GB (gigabyte) for undergraduates and 2 GB for postgraduates. This is intended to provide space for academic work-related documents. Your filespace is not to

be used for storing large amounts of recreational material, such as images, music or video files.

If you require additional space for academic work-related material you should apply to the Helpdesk for an increased quota. You will be asked to explain why you need the extra space and why you cannot make space by deleting some of your older files.

If you go over your quota you will run into problems when saving your work. Go to the Computer and IT Support web pages to check whether you are close to your quota.

The Classroom Home Page also has a link to the disk quota checking page.

Backups

The University's central filespace is backed up daily. This means documents in your home directory are secured against any disk failure or corruption that may occur. Files that you accidentally delete or modify can be restored, subject to certain important provisos:

- *Restoring files from backup is a time-consuming business, and you should ask for files to be restored only if they are of importance for your work. Don't ask to have a file restored from backup if you can easily recreate it or if you have another copy or if it is easily downloadable from elsewhere.*
- *The backup tapes are only kept for four to six weeks, so if data in your home directory was lost or corrupted longer ago than that, it will not be possible to restore it from backup.*

- You may be able to restore a file if you have overwritten it with a more recent version, but *not if you have both created and deleted it between daily backups.*

If you store your data on USB portable storage or on the hard disk of your own computer, *make sure you have a separate copy on some comparatively secure medium such as a CD or DVD, or in your home directory.* USB portable storage and hard disks hold a great deal of information, so you cannot expect to store a copy of everything on your home directory; *use your home directory to hold copies of important documents.* CDs and DVDs are not suitable for very long-term storage; if you need to keep files for several years you should refresh the CD or DVD (i.e. copy the contents to a new CD or DVD) every year or so.

Past versions

Keep copies of past versions of your documents in case you make mistakes and want to go back to an earlier version. If you are working on a document over several days, at the start of each editing session use the **Save As...** command to save the document *with a new name*, for example by adding a version number to the end of the filename; only delete earlier versions when you are sure your latest version is as you expect.

IT facilities for student societies

If you are involved in running a student society or club, you can apply for a Society SaintMail / SaintsSport 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. ***Do not share your own password!***

Student societies are 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*) or the President of the Athletic Union (email *aupres*).

ResTel: residence telephone service

The telephone in your residence study-bedroom is already activated for internal University calls and incoming calls. If you want to make outgoing calls outside the University, you will need to complete the on-line registration form; the ResTel UK and International call rates are competitive. Further information about ResTel is available via iSaint or via the Current Students web page, under Accommodation.

ResNet: residence network

All residence study-bedrooms are fitted with a data socket for connection to ResNet. ResNet connections are provided primarily for the purposes of email and course-related Internet access. Traffic volume is monitored and improper use of the available bandwidth will result in withdrawal of your ResNet connection. Your use of ResNet must be in accordance with the ResNet terms and conditions.

Further information on how to connect to ResNet accompanies this booklet, and is available also from the Computer and IT Support web pages.

Wireless connections

There is a *wireless access* service in most University locations, which you can use if you have a wireless-enabled device. Wireless connections use the *eduroam* service: when you visit a participating institution, using eduroam you can log in to that institution's wireless network with your St Andrews username and password. Software and instructions for setting up your laptop to use eduroam are available from via an open wireless network (*uos-connect*). See also later section *Other network access*.

Other network access

Network access from elsewhere

If you connect to the Internet from another institution or using a commercial Internet Service Provider (whether by broadband or wireless or dial-up) you will of course be able to read and send email from the University's email services using SaintMail, but your access to other University network facilities will be restricted: for example, you may not be able to access certain protected web pages.

You may therefore need to make use of Virtual Private Network (VPN) facilities in order to allow direct connection to the St Andrews network; please see the Computer and IT Support web pages for information about using VPN.

The University's dial-up service (SARA)

You can also connect to the University's network via a modem and *telephone* line using the St Andrews Remote Access (SARA) service, for instance if you don't live in a hall of residence and do not have a broadband or other ISP connection. SARA gives you unrestricted direct connection to the University network, and so *Virtual Private Network (VPN) facilities are not required in this case.*

Skype

The University recognises the potential benefits of Skype and therefore allows Skype to be installed on machines connected to the University network, *subject to certain strict conditions.* See the Computer and IT Support web pages for further information. Note in particular that *we offer no support in the use of Skype.*

Distance learners

If you are a distance learner, you will require access to teaching and related material (including library resources) via network access from elsewhere, without the normal restrictions described above. You may therefore need to make use of Virtual Private Network (VPN) facilities in order to allow direct connection to the St Andrews network; please see the Computer and IT Support web pages.

Students with disabilities

The IT disabilities support advisor can be contacted via the Helpdesk. We provide a small computer room for the exclusive use of students with disabilities and other special needs. To use this room, you need authorisation from Student Services (in the Students' Association).

We also provide an Alternative Format Suite (AFS) facility that is able to produce learning material in a form suitable for students with disabilities. Again, this service can be accessed via Student Services.

Good working practices

These are guidelines and advice on good working practices, some of which are practical and some legal or standards-based; most are liable to change over time. For latest information and advice on-line check the Computer and IT Support web pages, and also the University's Policy and Governance web pages.

Support that we offer

We do not have the resources to support everything computer-related: you must 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.*

Network(ed) services

For security and efficiency, our network infrastructure and servers require central management, which we provide: *you must not set up unauthorised servers or connect unauthorised equipment.*

Keeping your computer safe

Physical security

If you leave your computer unattended you should try to secure it from unauthorised access. If possible lock your room when away from it. If you share a computer you should always log out of your account before your colleague uses the computer.

Electronic security

- Never open an attachment you do not recognise
- Always be vigilant when downloading files
- Never visit disreputable websites
- Set a secure password on your PC administrator account

You should always keep your system up to date by downloading *security patches* from your operating system supplier (e.g., Microsoft or Apple). If you have no anti-virus software on your PC, you should download and install a copy of F-Secure, for which we hold a site licence. Virus definition databases are regularly updated and must be downloaded frequently (every one or two days).

Mac users may obtain a copy of Norton anti-virus from Symantec; there is also a free anti-virus tool for protecting Intel Macs running at least Mac OS 10.5: PC Tools iAntiVirus from <http://www.iantivirus.com>

Passwords

Your **University username and password** allow you to access your email via SaintMail, your *home directory* on the University's central filespace, and certain restricted University web pages and systems. You are responsible for the use and security of this account.

You must keep your password secret. Do not give away or share your password. If you forget it, go to the Helpdesk to get a new one: you will need to provide proof of identity, such as your ID card. If you have given your password away or you think someone else has discovered it, you must change it immediately using the 'password changing page' on the Computer and IT Support web pages, or go to the Helpdesk.

Make your passwords as difficult as possible to crack: do not use real names, car registration numbers, etc.

On your own computer, never use your University account password for your personal or administrator-level computer logins and, wherever possible, do not set administrator privileges on your own computer account.

Advice on creation of strong passwords can be found via the Computer and IT Support web pages.

You will sometimes receive 'phishing' emails *pretending* to come from St Andrews, asking you to supply your username and password (for instance to 'update our records' or to avoid 'losing your account'). ***You must not answer these emails!***

We will never ask you for your password.

Saving and backing up

Remember: while working on a document, *save your changes frequently, and make backup copies*. See the earlier section on *Managing your data* for advice on backups.

IT training

There are a number of IT training courses that are open to University students and staff. Some of these courses are taught by our staff; other courses are available on-line and you can work through them in your own time.

To find out more, see the section on training in the Computer and IT Support website, or email **it-training@st-andrews.ac.uk**

Data creation

Data standards: text, images, video, sound

If you are creating research, teaching or administration data, it is essential that such data conforms to accepted standards that we support.

Sustainability of (research) data

If you or others need access to your 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 consideration is *particularly important for research data*. For further information, contact the Helpdesk.

Legal

The University has policies and guidelines to ensure that it complies with all current legislation: see the University's Policy and Governance web pages. When creating *printed or on-line* documents or other media, you must not use copyright material (whether text, images, video or audio) *without 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 (SEND), etc. Refer to the University's Policy and Governance web pages for further information.

Software licensing

All software used on University-owned computers must be fully licensed for use in an educational environment. Many software manufacturers have concessionary prices for students. We can advise on this, but purchases usually have to be made by individual students through commercial re-sellers.

Conditions of use

The conditions governing the use of computers in the University are published on-line: see the University's Policy and Governance web pages. The terms relating to copyright, data protection and freedom of information are particularly important.

You must use your computer account responsibly. *Your computer account or your ResNet connection may be withdrawn either temporarily or permanently if you do any of the following:*

- divulge your University computer account password
- fail to keep your anti-virus software, operating system and application patches up-to-date
- send abusive emails or unsolicited mass emails ('spam')
- generate excessive network traffic by downloading music or movie files
- probe or otherwise attempt to hack into any computer either within or outwith the University network
- download or disseminate pornographic or racist material unless it is *authorised* as part of your academic study
- copy or distribute copyright material without the authorisation of the copyright owner

- set your own computer up as a server offering web, file-transfer, file-storage or other services, whether or not this is done for profit, unless you have explicit permission from the University's Chief Information Officer.

The above list is not an exhaustive statement of the conditions for using the University's computer network. A full statement is available on University's Policy and Governance web pages. Apart from infringing the University's rules, **some of the activities listed may also incur a legal penalty.**

In addition, to use the University SaintMail service provided by Google, you must abide by the Terms of Service (including the Google Mail Program Policies) as laid out on the Google web pages: see the links at the foot of Google pages to Terms (or Terms of Service). In particular, you should not do any of the following:

- conduct or forward pyramid schemes and the like
- impersonate another person (via the use of an email address or otherwise) or otherwise misrepresent yourself or the source of any email
- modify, adapt, translate or reverse engineer any portion of the Gmail Service
- reformat or frame any portion of the web pages that are part of the Gmail Service

Help and contact summary

On-line help:

<http://www.st-andrews.ac.uk/itsupport>

Web pages on other topics (such as the Helpdesk) are available via this page.

***iSaint** and **St Andrews Mobile** also give you access to useful information about the computer service.*

Quick answers:

Available on-line via the Helpdesk web page – see above.

IT Helpdesk:

On-line request form available via Computer and IT Support web pages – see above.

Email: helpdesk@st-andrews.ac.uk

Telephone: (01334 46) 3333

PC Clinic form and Advice Only form:

These are available on-line via the Helpdesk web page – see above.

Email: pcclinic@st-andrews.ac.uk