A quick guide for staff
I’m delighted to welcome you to the University of St Andrews 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 want your experience of using our IT Services to be a positive one from the moment you start your work at the University. We are here to help, so please do not hesitate to contact us if we can be of any assistance.

Steve Watt
Chief Information Officer
Prior to your arrival at the University, you will receive an email with your account details and instructions for activating your account. This will help prepare you for your first day and speed up your induction process.

If you have any difficulties activating your account, or have not done so already, please contact the IT Service Desk. See the back cover for contact details.

**Password Self Service**

Password Self Service is an online facility for staff and students to change their St Andrews computer password. It can be used to reset your password from anywhere, at any time.

In order to use this service, you must first register. When you reset your password, a security token will be sent to your mobile phone (and email, if you choose this option). Simply key in the security token online, and your password will be changed.

[https://st-andrews.ac.uk/passwords](https://st-andrews.ac.uk/passwords)

**IT Service Desk**

If you have any problems without your computer or any aspect of IT, you can log a call through the IT Self Service portal. Alternatively you can visit us at the IT help point in the Main Library, email or phone us.

[https://st-andrews.ac.uk/itselfservice](https://st-andrews.ac.uk/itselfservice)

**Reporting an issue**

Prior to logging a call with the IT Service Desk, it’s worth doing some quick checks before contacting us. If you’re having problems accessing a service, we recommend that you:

1. Go to the IT Service Status web page (see the next page for more information) to check the status of the service (there may be scheduled maintenance or a known issue)
2. Is the issue only affecting you? Ask nearby colleagues if they have a similar problem
3. Restart your device (this often resolves the issue)

For power, network, mouse or keyboards problems, please ensure all cables are connected at both ends while your device is switched off.
If you are still experiencing problems, please don’t hesitate to contact us IT Service Desk. The following information (where relevant) will help us deal with your issue more quickly:

1. **Asset Number** – The five digit number found on a red and silver sticker on the device (if applicable). The sticker is titled ‘Property of UNIVERSITY OF St Andrews’

2. **Location of the device** – Room number and building name

3. **Computer name (PC or laptop only)** – The name can be found as follows: Click the Start button > right-click Computer > click Properties

4. **What are the specific symptoms and/or error messages you are receiving?** What triggers the error? Can you send us a screenshot?

5. **Is there a deadline for your query?** This will help us determine the impact and urgency of your call

6. **Which of the basic checks (listed above) have you tried?**

7. **If urgent**, please provide additional contact details (e.g. mobile number)

**Service status**
The status of various aspects of the computing service at the University is shown on a webpage. If the service you are accessing does not appear to be working, we recommend you check the Service Status in the first instance.

https://st-andrews.ac.uk/itselfservice

**Computing Officers**
There are Computing Officers located in a number of Schools. Your Computing Officer will be able to provide support for any specialist IT issues that you may have. For general IT support, please contact the IT Service Desk in the first instance.

**CAPOD**
Training (including IT training) is available from the Centre for Academic, Professional and Organisational Development (CAPOD) who provide a comprehensive range of opportunities to support personal, professional and academic development for all staff and students. [https://st-andrews.ac.uk/capod](https://st-andrews.ac.uk/capod)

**ID Cards**
Your staff ID card gives you access to services and University buildings. You can report the loss or theft of your staff ID card to us via MySaint.

If you lose your ID card, login to the MySaint web page, go to the ‘Library and IT’ tab and choose ‘Lost ID Cards’.

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Email, Office 365 and File Storage
Our email service is provided by Microsoft Office 365 and provides you with 50GB of mailbox storage.

Official University communications will be sent to you via email, so you need to check your inbox regularly. You can access your email via Outlook on your PC, via the mobile app, or through the Outlook Web App (OWA).

In addition to email, Office 365 provides additional collaboration services, including:

- advanced calendaring, allowing you to schedule meetings and share your availability;
- 1TB of cloud storage and file sharing using OneDrive for Business;
- Office Apps in the cloud (Word, Excel, PowerPoint, OneNote etc.) that are optimised for mobile devices;
- 5 copies of latest Microsoft Office for personal use;
- Skype for Business.

[https://st-andrews.ac.uk/office365](https://st-andrews.ac.uk/office365)

In addition to the storage provided via OneDrive for Business, you will have access to the Central File Store (CFS). Schools and Units use the CFS for their departmental storage needs – often referred to as ‘Shared Drives’. Your line manager or Computing Officer will arrange access for you. You will also have personal file space on our CFS – commonly known as your ‘Home Drive’. You may choose to use this for personal data you have.

All staff are allocated 5GB of storage on the CFS. The CFS is regularly backed up and is securely accessible from anywhere in the world using the VPN service.

[https://st-andrews.ac.uk/filestorage](https://st-andrews.ac.uk/filestorage)

Wi-Fi (eduroam)
Wireless access is available in more than 95% of University locations, 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 into their wireless network with your St Andrews username and password.

**To connect to eduroam at St Andrews**
(Using your University username and password)

- Connect to “uos-connect” in your available wireless networks;
- Launch an Internet browser to be redirected to a landing page;
- Follow the online instructions to configure your computer / device;
- Restart your computer / device if prompted;
- Connect to “eduroam” from your available wireless network;
- Open your Internet browser and go to your homepage.

You should now be connected.

[https://st-andrews.ac.uk/eduroam](https://st-andrews.ac.uk/eduroam)
Virtual Private Network (VPN)
Some University resources will have restricted access when you are working away from St Andrews.

The University provides a Virtual Private Network (VPN) service, which will allow you direct connection to the University network.

The VPN service is required when connecting to the Central File Store (Shared Drives) and some other services provided by the University while working remotely.

https://st-andrews.ac.uk/vpn

A secure managed print service, called UniPrint, is provided for all staff and students. There are a large number of Multi-Functional Devices (MFDs) located across the University for your use. All devices will give you the option to print, copy and scan. Many devices also allow you to print/copy/scan in A3 and colour formats. Your printing will be charged to your School or Unit.

From any University PC or 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 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, coping and scanning are provided at each device. Information about the location of the devices, your print queue or further details can be found on our web page:

https://st-andrews.ac.uk/staff/uniprint
We offer a wide range of software for use at the University.

**Site licensed software**
We provide a selection of site licensed software, ranging from PDF converter and anti-virus software to Office 365 packages. Please note that some software is only available for installation on University-owned machines.

**Purchasing software**
We also provide software for which we do not hold a site license on an individual license basis. The software can be purchased using our purchasing pages. This includes Adobe Acrobat Professional, Photoshop, InDesign and more.
https://st-andrews.ac.uk/software

For both site licensed and purchased software, these would be available through the Software Centre. If you have any issues installing software on your device please contact the IT Service Desk.
https://www.st-andrews.ac.uk/classrooms/staffdesktop/softwarecenter

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**Purchasing hardware for work**
We supply a range of standard IT equipment, which can be ordered via our hardware purchasing page and paid for by your School, Unit or using research grants. This includes desktops, computers, laptops, monitors, and printers.
https://st-andrews.ac.uk/hardware

**Support for personally-owned hardware**
Support for any personal hardware issues is available through our PC Clinic Service. Please see page 12 for further information.
PC Clinic
Our PC Clinic team can fix most software and hardware issues on personal devices e.g. broken phone screen or laptop hard drive replacement. This service is offered for a standard fee, plus the cost of any replacement parts required.

Please report any issues with any University owned devices to the IT Service Desk.

For additional information or to report an issue with your personal device, fill in our online form with as much detail as possible about the problems you experience. https://st-andrews.ac.uk/pcclinic

Business Intelligence (BI)
Our BI Team provides a range of services which may be useful for your job. If you need to monitor financial budgets, view staff data, keep track of research grant budgets or review student recruitment numbers as part of your daily work, please contact the IT Service Desk to request access. The BI Team develops a number of other dashboards including Payroll, Estates and Staff Directory, all using our BI platform QlikView.
https://st-andrews.ac.uk/business-intelligence

Telephone services
A range of telephony services are available including audio conferencing, voicemail, procurement of mobile phones and mobile data services. https://st-andrews.ac.uk/telephones

For staff who are travelling abroad (outside the Europe Zone) on business and have a University supplied mobile phone, please contact our Telephone Office team in advance and they can ensure that the best mobile/data packages are set up for that particular country.

If you are travelling within the Europe Zone, you do not need to contact us due to the roaming arrangements introduced in June 2017. You can use your UK allowance for calls, texts and data at no extra charge in the 47 listed countries. O2 contract holders can find more information at: https://www.o2.co.uk/business/products/international-business/roaming-in-europe
It is important that you take sensible precautions when working and engaging with others on the web. We offer a wide range of advice to help you stay safe online and protect your personal equipment and data from security threats: 

https://st-andrews.ac.uk/itsupport/security

The cornerstone of protecting yourself online is to use unique, strong passwords. It is really important that when you have a strong password, you do not share it with anyone or use it on more than one site. IT Services will never ask you for your password.

Some tips to stay safe online:
• Create a strong and memorable password: 
  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 F-Secure for free or any other anti-virus software. Update it regularly to keep your device secure:
  https://www.st-andrews.ac.uk/itsupport/security/viruses

The University has policies and guidelines to ensure that it complies with all current legislation: see the University’s Policy and Governance webpages. When creating printed or online 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, webpages, 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). Refer to the University’s Policy and Governance webpages for further information. 
https://st-andrews.ac.uk/staff/policy

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 staff while employed by the University. We can advise on this, but purchases usually have to be made by individual staff through commercial re-sellers.

Conditions of use
The conditions governing the use of computers in the University are published online: see the University’s Policy and Governance webpages. The terms relating to copyright, data protection and freedom of information are particularly important.
https://st-andrews.ac.uk/staff/policy
You must use your computer account responsibly. Your computer account may be withdrawn either temporarily or permanently if you do any of the following:

- Share your University computer 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 webpages. Apart from infringing the University’s rules, some of the activities listed may also incur a legal penalty.
IT Service Desk
University Main Library

Opening hours*
Monday-Friday 09:00-18:00   *during vacation periods
Saturday 10:00-17:00**   times may vary
Sunday 11:00-18:00**   **front desk support only

+44 (0) 1334 46 3333
https://st-andrews.ac.uk/itservice
itservicedesk@st-andrews.ac.uk
https://st-andrews.ac.uk/itsupport
@StAITServices