I am 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 are here to help, so please do not hesitate to contact us if we can be of any assistance.

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

- your University email, powered by Office 365 (see page 10);
- MySaint (see page 5);
- your file storage (see page 10);
- University PCs (see page 15);
- Apps Anywhere (see page 14);
- printing from University 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. [www.st-andrews.ac.uk/passwords](http://www.st-andrews.ac.uk/passwords)

Some key information that you should remember:

- **IT Services will never ask you for your password**;
- **Do not use your University username or password for any other account e.g. social media**;
- **Do not share your password with anyone**.

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

MySaint and Moodle
MySaint is your personalised gateway to web-based services within the University and gives you an 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;
- University news and information;
- other systems that you will need.

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. [www.st-andrews.ac.uk/moodle](http://www.st-andrews.ac.uk/moodle)

ID Cards
Your ID card gives you access to services and University buildings.

If you lose your ID card, check your emails to see if it has been handed in. Our team will inform you if your card has been found and at which location. To report it has been lost, go to the MySaint web page and log in, go to the ‘IT Tab’ and select the option ‘Lost ID Cards’ and report your card lost. Once you have completed this section you should receive an email confirmation with a link to the online shop where you can make your payment for a replacement card.

There is a £15 charge for a replacement ID card.
Getting Help

We are here to help and will always do our best to assist you with any IT issues that you have. A variety of IT help can be found at: www.st-andrews.ac.uk/itsupport

We ask that you use the hardware, software and network services supported by us. If you install hardware or software other than that recommended by us on your own device, you must be prepared to manage and support this yourself.

IT Service Desk
If you have any problems with 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, phone or message us on Skype for Business. www.st-andrews.ac.uk/itservice

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

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.

To report an issue with your personal device, fill in our online form with as much detail as possible about the problems you experience. www.st-andrews.ac.uk/pcclinic

Suggestion Scheme
We value your ideas and would encourage you to give us feedback about how we can improve our service. Submit your suggestions online – you could even win free hot drinks for a month! www.st-andrews.ac.uk/itservicedesk

Service Status
The availability of our key services is indicated on the Service Status web page. If the service you are using does not appear to be working, check this page first. www.st-andrews.ac.uk/itservicedesk/servicestatus
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:
www.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 residence for those wishing to use a cable connection.

Most students have mobile telephones, however, you may wish to use the Residence Telephone Service (ResTel).
www.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 www.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.

Office 365
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.

Features of Office 365:
• 50GB mailbox storage;
• 1TB cloud storage and file sharing on OneDrive;
• Microsoft Office web apps;
• Microsoft Office suite on up to five personal devices.

File Storage
OneDrive is a feature of your Office 365 account that gives you 1TB file storage in the cloud. You can access your files on your laptop, tablet or mobile phone, anywhere – even when you have no internet connection (‘make available offline’ feature). Head over to your email account or download the OneDrive app on your device and get started. www.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:/). Your home drive gives you 5GB storage and 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 files which have been deleted more than four weeks previously). www.st-andrews.ac.uk/filestorage
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, or 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: president@saints-sport.com).

See: www.yourunion.net/activities/societies
A number of our computer rooms are open 24 hours a day. Your student ID card will give you access to these rooms when the building is 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.

As we offer you 1TB cloud storage, we recommend you use OneDrive to store your files. All your files can be accessed from any location and on your mobile device, as long as you have an Internet connection.

Please note: certain apps have licensing restrictions for usage on personal devices. www.st-andrews.ac.uk/appsanywhere

Software Apps, Computer Room Facilities and Availability

All the computer rooms have PCs running Windows, with Internet access and selected applications. You will need your University username and password to log on to these computers.

**Apps Anywhere**
You can access specialist software apps on any University PC, using the Apps Anywhere service found on the desktop and start menu. Select which one you would like to use and click “Launch”. You can also use Apps Anywhere on your own laptop (Windows or Mac) anytime, anywhere.

Please note: certain apps have licensing restrictions for usage on personal devices. www.st-andrews.ac.uk/appsanywhere

**Computer Room Facilities**
All computer facilities in classrooms 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.

You will find further information on the Computer Classroom web pages, including computer facilities location at: www.st-andrews.ac.uk/classrooms

**PC Availability**
You can check in real-time how many PCs are available in computer rooms and libraries. The service can be accessed from a PC, mobile phone or tablet via: www.st-andrews.ac.uk(pc-availability)
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 in various formats such as A3 and colour.

Each academic year, you are given the equivalent of 50 free single-sided A4 monochrome 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: [www.st-andrews.ac.uk/students/uniprint](http://www.st-andrews.ac.uk/students/uniprint)
Use of University ICT Facilities and Computer Security

The University provides a range of Information and Communications Technology (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.

Conditions of Use
The University has a relatively flexible approach to the use of ICT facilities, where use surrounds academic and research work. However, boundaries are still in place to 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 at: www.st-andrews.ac.uk/staff/policy/computer

The University asks that people use the ICT facilities reasonably. Any behaviour that prevents the University from delivering services or is illegal, would not be accepted. Access to ICT facilities may be withdrawn where a significant breach of the regulations has occured.

Stay Safe Online
Please 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: www.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: www.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: 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 be provided by Microsoft. 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.

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 Discrimination 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: www.st-andrews.ac.uk/itsupport/academic
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
www.st-andrews.ac.uk/itselfservice
itservicedesk@st-andrews.ac.uk
www.st-andrews.ac.uk/itservicedesk
Message ‘IT Service Desk’ on Skype for Business
@StAITServices

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