

IT SERVICES FOR STAFF

- University Wi-Fi
- Email and filestore
- Academic and Research tools
- Access IT off campus
- IT support



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IT SERVICES (NUIT)

IT help and support

You can log and track requests for IT help and support online:

nuservice.ncl.ac.uk

IT Service Desk

it.servicedesk@ncl.ac.uk

0191 208 5999 (available 24/7)

Visit us in person

IT Service Desk
Old Library Cluster, 157,
(Monday - Friday 09:00 -17:00)

Local IT support

www.ncl.ac.uk/itservice/help-services/localitsupport

Many Schools and Institutes have a local IT Support Officer for help and advice.

New staff

The 'University IT Services for new Staff' workshop helps you make the most of IT facilities on campus. Book a session at www.ncl.ac.uk/staffdev

IT rules of use

www.ncl.ac.uk/itservice/rules

When using the University's IT Services, you are subject to the University's policy on 'Use of IT Facilities'.

Your smartcard

www.ncl.ac.uk/itservice/smartcards

All University staff are required to carry a Smartcard. You can pick one up from the Robinson or Walton Library.

Smartcards give access to the following:

- Some buildings/offices
- University Libraries
- Printing & photocopying (King's Gate)
- University Sports Centre
- Open Access Centre for Languages
- 24hr computer clusters

USERNAME & PASSWORD

Every member of the University has a username, password and University email address.

Your username and password give you access to any campus desktop PC.

www.ncl.ac.uk/itservice/account-admin

Username

Your username (campus ID) is the letter 'n' followed by your initials and possibly a number, for example **njr93**.

Password

To change your password, log into a campus PC and press **CTRL, ALT** and **DEL**, then select 'change a password'.

Use a minimum of 8 characters including UPPERCASE and lowercase letters and a number.

Stay Secure

Keep your password secret and change it regularly.

The University will never ask you for your password.

www.ncl.ac.uk/itservice/security

Problems logging in?

If you've forgotten your password, contact the IT Service Desk on ext 85999.

- Check your network cable is connected to the computer
- Try to login at another campus PC

If you're still having problems, contact your local IT Support or the IT Service Desk.



EMAIL & FILESTORE

University email

All staff have a personal Newcastle University email address.

You can access your email using Outlook on your desktop PC or at office365.ncl.ac.uk

To set up email on your mobile, laptop or tablet visit: www.ncl.ac.uk/itservice/email

Watch out for phishing or scam emails. See the advice at www.ncl.ac.uk/itservice/security

Your filestore

www.ncl.ac.uk/itservice/filestore

Every member of staff is allocated 4GB of personal filestore known as your Home Folder, it's a secure place to keep your files. When you use a University PC your Home folder is the **H: Drive** or **Documents**.

Shared filestore

Many schools/departments have shared filestore. If additional access is required contact your local IT support.

Previous Versions (Shadow Copy)

If you accidentally damage or delete a file, you will usually be able to restore a copy very from 'Previous Versions' (Shadow Copy). Copies of the files in your filestore are made 4 times a day, Mon - Fri.

www.ncl.ac.uk/itservice/filestore/shadowcopy

Information Security

Information security is the steps we can take to

- Ensure good data management
- Protect information against damage, loss and theft
- Protect our IT equipment and systems

If you discover anything that you believe poses a risk to the security of the University you should contact your local IT Support Officer or the IT Service Desk.

www.ncl.ac.uk/itservice/security

SOFTWARE & HOME WORKING

Software

A campus PCs have a wide range of software. If you need a particular program contact your local IT Support Officer or the IT Service Desk.

Details of available software can be found at www.ncl.ac.uk/itservice/software

Work at Home Rights

University staff using Campus Agreement software on their University-owned campus PC may install a copy on a personal PC which is used for University related purposes.

www.ncl.ac.uk/itservice/software/licences/microsoftlicences/#workathome

Access files & software off campus

Filr allows easy access to your files and folders from your mobile device, desktop PC and web browser. Visit filr.ncl.ac.uk

The Remote Application Service (RAS) also allows access to your files, University software and printers, no matter where you are. Visit ras.ncl.ac.uk

For other ways to access your files off campus visit www.ncl.ac.uk/itservice/filestore/remoteaccess

File Drop Off

dropoff.ncl.ac.uk

The File Drop-Off service makes it easier to share large documents or images; especially when the file is too big to send by email.

Your Roaming Profile

www.ncl.ac.uk/itservice/filestore/windowsprofile

Your Roaming Profile includes your personal settings for Windows, your browser favorites and the contents of your Desktop.

Your profile storage is limited. To prevent going over quota, don't save files on your PC desktop, try to use your Home Folder.

If your profile exceeds the quota, you may see a 'profile storage space' error message. To resolve this visit

www.ncl.ac.uk/itservice/filestore/profileoverquota

WI-FI



Connect to Wi-Fi

Wi-Fi is widely available across campus.

Select the **newcastle-university** Wi-Fi network and enter your University username and password to connect

Step-by-step instructions are online:

www.ncl.ac.uk/itservice/connect

Problems connecting?

Bring your laptop or mobile to our free Connection Clinic:

Old Library Cluster 1.57
09.00 - 16.00, Monday to Friday

IT Rules of Use

www.ncl.ac.uk/itservice/rules

When connecting to the internet and campus network, you are subject to the University's policy on 'Use of IT Facilities'.

PRINTING



Printing

To setup access to your local printers, contact your local IT Support Officer or the IT Service Desk.

Some departments (eg King's Gate) use a Pull Printing Service. After sending a document to print, simply login to a Multi-Function Device (MFD) with your Smartcard to collect your print.

For further information visit

www.ncl.ac.uk/itservice/service-catalogue/core/pull-printing

Quick Access PCs

Quick access PC stations can be found in many building foyers across campus. They allow quick access to the internet.

Assistive Technology

www.ncl.ac.uk/itservice/accessibility-advice

We provide a range of assistive software and accessibility advice.

Staff and students can also borrow assistive technology from our Hardware Loans scheme.

TELEPHONES & MOBILES

University telephone service

www.ncl.ac.uk/itservice/phones

Contact the IT Service desk for all telephony requirements including repairs, moves, software changes and mobile telephone or mobile data services.

Set up your University mobile

www.ncl.ac.uk/itservice/phones/mobilephonesdevices/setupyourmobile

Set-up Wi-Fi, email or your calendar on your University mobile.

University contacts

directory.ncl.ac.uk is the online directory for University contacts.

University switchboard

From University landlines - dial 0
External lines - dial 0191 208 6000

Emergency numbers (from University landlines)

- University Emergency Line - 6666 24hrs
- Emergency Services - (9) 999
- Security Control Room - 6817 24hrs

All emergencies reported direct to (9) 999 should also be notified to the Security Control Room on 6817.

Mobile apps

Search for '**Newcastle University**' on your app store.

- View the campus map
- Search for staff contacts
- Access library services
- University news and events

The Blackboard app is available on iOS, Android or Windows.

Videoconferencing & Skype

www.ncl.ac.uk/itservice/videoconferencing

Videoconferencing suites are available in the Medical School (William Leech Building) and Claremont Bridge.

If you would like Skype installed on your office PC, contact your local IT Support or the IT Service Desk on ext. 85999.

TEACHING & LEARNING

Audio visual services (AV)

www.ncl.ac.uk/itservice/teaching-rooms

The IT Service supports AV and IT systems in learning spaces across campus.

All supported rooms have large display systems with the ability to project from the PC in the room or your laptop.

One-to-one training sessions to provide an overview of teaching room systems can be booked online.

Room Finder

roomfinder.ncl.ac.uk

The Room Finder website provides information about centrally supported rooms on campus to help you find an ideal space for your teaching.

Equipment loan service

www.ncl.ac.uk/itservice/hardware-loans

Small portable equipment such as digital recorders and flipcams are available for short-term loan from the Hardware loans service.

ReCap

teaching.ncl.ac.uk/recap

ReCap is the University's lecture and event recording service.

Audio and visual material can be recorded and published online to help students gain a better understanding of complex topics and assist revision.

Media production services

www.ncl.ac.uk/itservice/digital-media

University media production services are offered as a free service (or cost recovery) if the project aids teaching and learning or promotes the University.

We have a fully equipped, professional TV studio on campus. We can also offer a single camera crew to record on location.



ACADEMIC & RESEARCH TOOLS

Blackboard

blackboard.ncl.ac.uk

Blackboard is the University's main Virtual Learning Environment (VLE). It enables online course management and supports collaboration, assessment and feedback.

Join a Blackboard workshop at

www.ncl.ac.uk/ltids/elearning/blackboard

MOFS

apps.ncl.ac.uk/mofs

MOFS supports the University's module approval process and provides access to module data.

All staff have read-only access to MOFS information. If you require edit access please contact your school/institute office.

NESS

ness.ncl.ac.uk

NESS (Newcastle Electronic Submission System) supports administrative and academic staff the maintenance of assessment records, marks input and the creation of Board of Examiner reports.

NuContacts

nucontact.ncl.ac.uk

Search for students by module, degree, stage or name. Students on the same module can also contact each other.

EPortfolio

portfolio.ncl.ac.uk

ePortfolio is a space for students to reflect on their learning and record their ongoing development.

The ePortfolio allows staff and students to support and collaborate with one another.

MyImpact

myimpact.ncl.ac.uk

MyImpact is a space to record information about yourself and your research activity. It supports the management of the University's research portfolio and informs the Research Excellence Framework (REF).

MyProjects & MyProjects Proposals

www.myprojects.ncl.ac.uk
www.myprojects-proposals.ncl.ac.uk

These online tools support externally funded University projects.

MyProjects Proposals helps with early stage costing and project applications. MyProjects supports and records projects throughout their lifecycle.

Research project websites

www.ncl.ac.uk/itservice/web/publishing/resconf/

We provide standard templates and hosting for research and conference websites which you can edit yourself with our Content Management System (CMS).

VRE

researchtools.ncl.ac.uk

A Virtual Research Environment provides tools to aid communication and collaboration between research group members, whether they share an office or work on different sides of the world.

Research IT support

www.ncl.ac.uk/itservice/research

We offer advice regarding collaboration tools for research projects, quantitative analysis of data and research data management.

Contact it.servicedesk@ncl.ac.uk

Rocket HPC Service

www.ncl.ac.uk/itservice/research/hpc

Rocket is Newcastle University's service for HPC (high performance computing).

Rocket is open to anyone at the University whose computations or data files are too large or too numerous to be accommodated on a single desktop machine. It is currently a free service.



BUSINESS AND ADMINISTRATION

SAP

The University uses SAP to provide the infrastructure for all its business, such as finance, purchasing, human resources and student management.

If you require access to SAP contact the IT Service Desk on ext 85999.

SAP training

Staff members requiring access to SAP must first receive the appropriate training.

SAP and myWorkplace training materials can be found at:

www.ncl.ac.uk/itservice/sap-training/trainingmaterials

The SAP Training Team also have a regular schedule of courses:

www.ncl.ac.uk/itservice/sap-training/trainingcourses/coursecatalogue

Tailored training can be arranged. We also run hour long, one-to-one refresher sessions.

MyWorkPlace Portal

<https://myworkplace.ncl.ac.uk>

The myWorkPlace Portal provides online access to services including expense payments, Business Warehouse reporting (used to run reports quickly using SAP data) and an inbox which is used to process postgraduate applications and approve expense claims.

All staff receive a Myworkplace portal login/password. You can reset your password on the portal login page or contact the IT Service Desk.

Purchasing and Sales

www.ncl.ac.uk/internal/purchasing-services/sustainability/P2Pmain.php

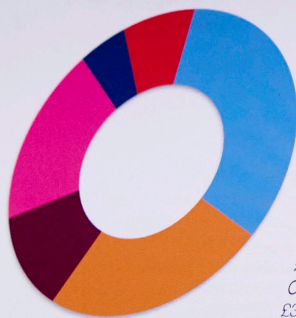
P2P is the University system for the purchasing and payment of goods and services.

My Apps

myapps.ncl.ac.uk

View your payslip online and amend your SAP HR record details with this range of self-service apps.

Funding sources. Key research income streams are illustrated below.



● Research Councils

● UK charities

● UK government and NHS

● European Union

● Industry and commercial

● Other

Research Council income remained the second successive year in 2012-13 to £30.9m in government and health awards increased from £18.6m in 2012-13 to £20.1m in 2013-14 and research from EU government sources increased from £11.9m to £12.2m.

New research awards during the year remained impressively high at £125.1m with just a very slight decrease from £125.1m in 2012-13. While Research Council awards have remained flat at £37.6m in comparison to £37.5m in the previous year, fluctuations to note across the portfolio of funding sources include an increase in UK government and health authority awards from £21.1m to £37.3m and a decrease in UK industry from £7.3m to £3.6m and non-EU industry from £10.2m to £1.7m.

Notable successes have included interdisciplinary awards such as grants from the Engineering and Physical Sciences Research Council (EPSRC) for the 'MyPLACE, Mobility and Accessibility' project and the 'Age-Friendly City Environment' project involving a team from the University of Birmingham (£1m); and for the 'Age-Friendly City Environment' project (£1m); and for the 'Age-Friendly City Environment' project (£1m).

KEEP UP-TO-DATE



Follow us on twitter
[@NU_ITservice](https://twitter.com/NU_ITservice)

IT SUPPORT

Log a support request online

Log and track requests for help and support online at [nuservice.ncl.ac.uk](https://ncl.ac.uk/nuservice)

University IT Service Desk

IT Service Desk
Old Library Cluster, 1.57
Newcastle University
it.servicedesk@ncl.ac.uk
0191 208 5999 (ext 85999)

www.ncl.ac.uk/itservice/support

Telephone support is available 24/7.
Calls outside standard opening hours
redirect to the Out-of-hours Support
Service.

Local IT Support

[www.ncl.ac.uk/itservice/
help-services/localitsupport](https://www.ncl.ac.uk/itservice/help-services/localitsupport)

Visit the IT Service website

www.ncl.ac.uk/itservice

Follow us on Twitter

www.twitter.com/NU_ITservice

Useful Links

Log a support request
[nuservice.ncl.ac.uk](https://ncl.ac.uk/nuservice)

IT Service website
www.ncl.ac.uk/itservice

IT Service catalogue
[www.ncl.ac.uk/itservice/
service-catalogue](https://www.ncl.ac.uk/itservice/service-catalogue)

Staff email on the move
owa.ncl.ac.uk

Connect to Wi-Fi
www.ncl.ac.uk/itservice/connect

Access files from home
flr.ncl.ac.uk and ras.ncl.ac.uk

Blackboard
blackboard.ncl.ac.uk

Software
www.ncl.ac.uk/itservice/software

People search
directory.ncl.ac.uk

Staff Development
www.ncl.ac.uk/staffdev

Library website
www.ncl.ac.uk/library

