

IT Services Guide
Student Edition
(Cranfield Campus)



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Student Induction Presentation

This Student Guide to IT Services has been produced to accompany our Student IT Induction presentation for new students.

For a quick overview of the IT Services on offer and to find out how to ask for help and advice with IT-related issues, take a few minutes to view our Student IT Induction presentation online at:

intranet.cranfield.ac.uk/it/Pages/Help.aspx

Quick Byte Videos



Several features in this booklet display a video camera icon beside them. This icon indicates that an accompanying Quick Byte video is available to view online. Either click on the icon or follow the link in the **Useful Websites** section at the end of the booklet to access the library of Quick Bytes.



IT Services at Cranfield

As a Cranfield student you will have access to a wide range of IT services and facilities provided by the Cranfield University IT Department, including:

- Cranfield email
- network file storage
- the Intranet and extranet
- the Cranfield VLE
- free IT training
- library and learning services
- a network of PCs, some of which are available 24 hours.



You may not need to use all of these services but they are available to you if you wish to with full support from the Cranfield IT Department. The IT Department is centrally located in Building 63 on the Cranfield campus; although all Cranfield University's IT services are designed for use both on and off campus from devices connected to the internet.

In this booklet we will outline the various services on offer, how to use them and who to go to for advice and support.

IT Training

All IT training for students is free and delivered in a number of ways, allowing students to enhance their IT skills during their time at Cranfield.

- **Classroom-based courses** allow students to tackle new subjects with the support of a trainer.
- **Teach yourself** using a wide range of training guides, online learning tools and video.
- **One-to-one support** to learn new skills and resolve problematic documents.

For full details of upcoming courses and to reserve a place online visit the IT Training pages. You can also visit or contact the IT training team for one-to-one assistance with using the full range of Microsoft Office applications.

Our trainer-led course on **Using the Thesis Template** is always particularly well received and is definitely worth attending if you want to avoid the headaches so often associated with formatting theses. You will be shown how easy it is to download and start using the thesis template and how to manage your page numbering, captions, cross-references, table of contents and so on.

Courses can also be arranged on request. If you have an interest in any of our courses please raise it with your Course Director so they can co-ordinate with the rest of the course and the IT Department to arrange for training.



For further information on training

Visit the **Training** pages on the Intranet under **Services** ➔ **Information technology**

Access to IT Services

EVE—The Cranfield Student Portal

Before you use your Cranfield username to access any IT services it is essential that you complete the online set up process in the student records system, EVE. If you need assistance in accessing your EVE account contact the IT Service Desk (see the [Contact Information](#) section on page 17 for details).

eve.cranfield.ac.uk

EVE, in conjunction with our Password Manager facility, allows you to self-manage your Cranfield IT account, keep your personal information current, and to reset your Cranfield IT account remotely through the use of security questions.

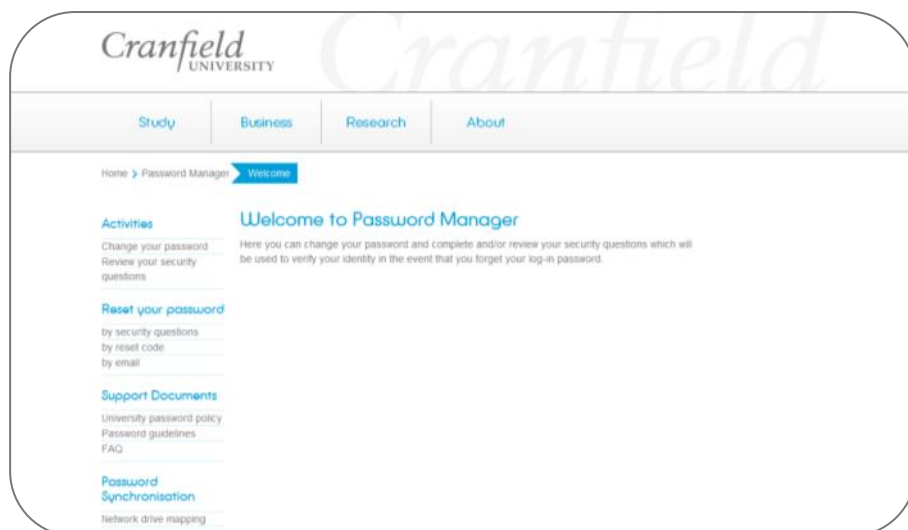
Logging in to EVE

When you first log in to EVE you will be prompted to change your password. Passwords are case sensitive, must be at least 8 characters in length and contain characters from 3 of the following 4 categories: uppercase letters (A-Z), lowercase letters (a-z), numbers (0-9) and symbols (e.g. !, %, #, \$).

Next you will be prompted to enter your date of birth and submit answers to three security questions. We strongly recommend that you answer these questions as they will be used for authentication purposes if you ever need to request a password reset. If you are unable to access your account, and haven't gone through this process, you will need to present your student identification to the Cranfield IT Service Desk on campus who will then unlock your account for you.

Password Manager

If you lock yourself out of your account, or you cannot remember your password, use the Password Manager online self-service tool to regain access.



www.cranfield.ac.uk/pwman

Please note that once created, passwords expire after 12 months

With this tool you can reset or change your password by entering the answers to the security questions that you supplied in EVE so it is important that you try to remember the answers to the questions. If you cannot remember the answers to your security questions contact the IT Service Desk to reset your password.

Important: The IT Department will never ask for your password and you should never share or disclose your password to anyone.

Changing an existing password

To change an existing password (that is one you have not forgotten) click on the **Change your password** link on the left-hand side of the screen. You will be asked to submit your username, your current password and the new one you would like to use.

How strong is your password?

Use Microsoft's password strength checker to check the strength of your password

www.microsoft.com/en-gb/security/pc-security/password-checker.aspx

Internet access on campus



Internet in residences

The residential areas of the Cranfield campus* are connected to a network known as 'ResNet' allowing you fast access to the campus network and the internet from your room. The halls of residence and shared houses also have an internet telephone service and the facility to watch television through your PC.

** Except the detached houses in Handley Page Close, Reynolds Close and Henson Close. Residents in these houses should contact the IT Service Desk for details of how to connect to the internet.*

Accessing the Cranfield Residential Network

There are two ways to access ResNet: the first is to connect your PC to the socket in your room using a network cable, the second is to use the wireless network ResNet Personal. All the Cranfield campus residences (except the locations excluded in the note above) have access to both wired and wireless connectivity.

In order to use ResNet, whether wirelessly or via a wired connection, you will need to self-register your computer using your Cranfield username and password. These details are the same as you used to access the EVE student portal. If you have forgotten your username or password please contact the IT Service Desk.

You must ensure that your computer's software is up-to-date with all essential security updates. You should also have an up-to-date anti-virus and malware application installed. If you don't have any anti-virus software we recommend downloading and installing a free copy of Microsoft Security Essentials.

Access to ResNet will be enabled 4 days before the start of your course, providing you have completed the pre-registration task via EVE.

Activating ResNet Access

When you arrive in your residence you will be provided with a guide to getting connected to ResNet.

If you would like a copy of these instructions see **IT Information Sheet: IT24 ResNet User Guide**.

What if I need help?

Connecting to ResNet is quite straightforward and most people connect without any problems, but help is available if you need it. Telephone the IT Service Desk, open Monday-Friday, on 01234 754199 or 4199 free from your room. If your query is less urgent you can email us at servicedesk@cranfield.ac.uk

Freewire services

Rooms in the following residences are provided with a Freewire IP telephone: Mitchell Hall, Lanchester Hall, Stringfellow Hall, Chilver Hall, Fedden House, West Road and The Drive. Freewire uses the internet to make phone calls instead of the usual telephone lines.

The Freewire TV service, also available on ResNet, delivers a wide range of free, premium and international television and radio channels direct to your PC, laptop or Macintosh, saving you the trouble of bringing a TV of your own. Although the Freewire TV service is free of charge **you must purchase a TV licence** in order to use it.

For more information about the Freewire telephone and TV service or to sign up for an account visit www.studentcom.co.uk





Wireless networks

There is extensive wireless network coverage across all areas of the Cranfield campus. However, coverage may be limited to specific floors or areas such as lecture rooms.

Which wireless service should I use?

In addition to the ResNet Personal wireless service, accessible only to students living in University residences, there are two further wireless networks available to students wanting to connect to the internet from their personal equipment:

- **Eduroam** - is the **preferred** method of securely connecting to the wireless network for personal equipment belonging to Cranfield students. See below for detailed instructions on how to connect to the Cranfield Personal network.
- **Cranfield Web** - no configuration is required to connect to this **unencrypted** wireless service. Select this service from the list of available wireless networks and then launch your web browser. You will be automatically directed to the Wireless Authentication page, where you will be required to enter your Cranfield network username and password.



eduroam

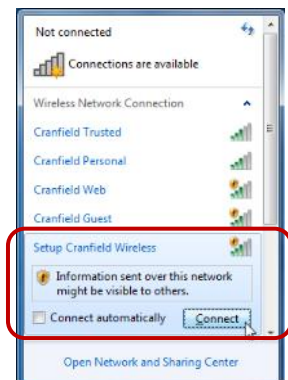
The eduroam system is a secure world-wide roaming internet access service developed for the international education and research community. This means that, once configured for eduroam at Cranfield, students can go to any other participating site (which includes most universities in the UK, Europe and further afield) and use the eduroam wireless network without the need for a special guest account.

Connecting to eduroam


The easiest way to configure eduroam on your laptop is to use the automated setup tool.

To configure eduroam using automatic setup from Windows 7/8:

1. Click on the **Network Connection** icon  on the Task Bar.
2. Select the **Setup Cranfield Wireless** network then click **Connect**.




3. Open your web browser (in Windows 8 please ensure you open your browser from **Desktop Mode**). You will be automatically redirected to the configuration wizard.



Welcome To The
Cranfield University Wireless Network

This wizard will configure your computer for secure network access.

To ensure your security, the Cranfield University network utilizes a secure authentication mechanism known as WPA2-Enterprise and 802.1X. This security mechanism protects your user name and password. In a wireless environment, it also protects your data with network encryption. To utilize this secure network, your network connection requires specific settings. This wizard will ensure that your machine is properly configured.

 XpressConnect will attempt to load automatically using a Java Applet or ActiveX. If you prefer, you may [load XpressConnect manually](#).

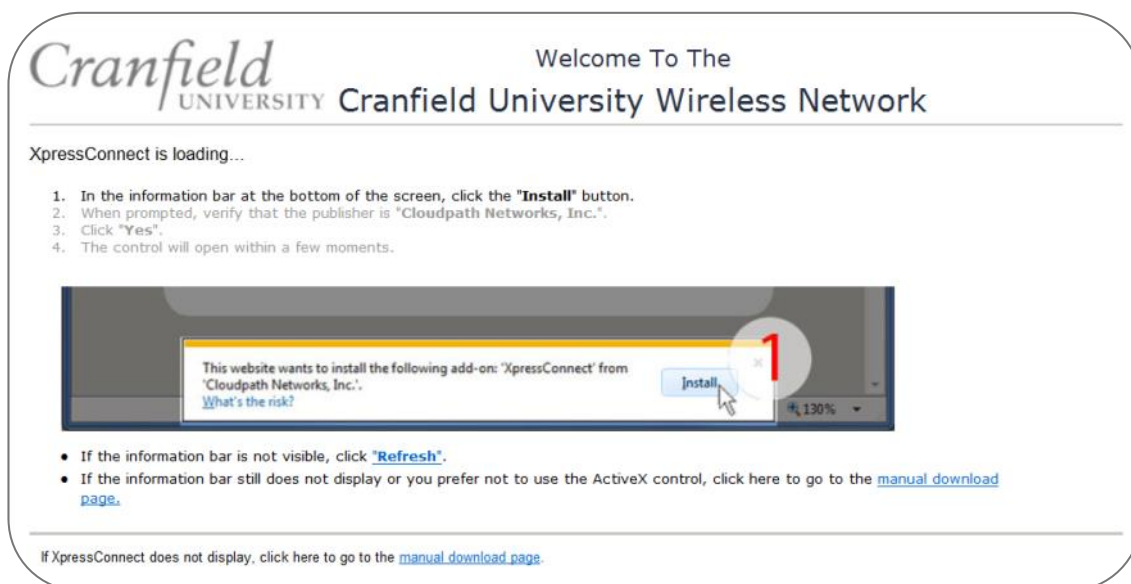
To get started, simply accept the Terms and Conditions and click 'Start >'.

☒ I accept the [Terms and Conditions](#).

Continued on next page

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4. Click the **Start** button to proceed. A new page will be displayed and XpressConnect setup will load (if you are asked to confirm the install follow the on-screen instructions).



5. Select the **eduroam** wireless network then click **Continue**.



6. Enter your Cranfield network username and password when prompted to do so.

Note: XpressConnect will automatically add @cranfield.ac.uk to your username.

Click **Continue**.

7. The setup procedure will now configure your laptop and migrate you to the eduroam network.

8. Once the setup procedure has finished you should see a confirmation message.

Click **Done** to complete the process. **Tip:** If there are any problems during setup XpressConnect will generally provide assistance. Follow the on-screen instructions.



Protecting your PC

Anti-malware recommendations

If your laptop or PC is not properly protected it can become infected with malicious software (malware) without your knowledge. Malware includes computer viruses, worms, Trojan horses, spyware, dishonest adware and other types of malicious and unwanted software.

Cranfield University requires anyone connecting personal computer equipment to the University network to ensure that they are running up-to-date anti-malware software and that all operating system software updates are current (See **IT Information Sheet: IT04** for information on performing **Windows Updates**).

To protect against viruses the IT Department recommends installing **Microsoft Security Essentials** antivirus software.

(Windows 8 comes with Windows Defender which is the same as Security Essentials)

To prevent infection by spyware or other types of malware, you may also consider installing dedicated anti-spyware products such as **Malwarebytes** or **Spybot Search and Destroy**.

Free anti-malware software

Microsoft Security Essentials:

www.microsoft.com/security_essentials

Malwarebytes:

www.malwarebytes.org

Spybot Search and Destroy:

www.safer-networking.org

Download, install and run these applications and any threats they discover should be removed.

Note: In some cases the threats may not be completely removed, in which case repeating the scans in safe mode may help. To boot into safe mode re-boot your computer and hold down the **F8 key** until a boot menu appears. Choose **Safe Mode** and wait for the machine to boot.

If you still have a problem with spyware then you may need to consider using the original restore CD to restore your computer to factory settings. This will normally remove any spyware, **although you will lose all of your data and programs**. You should always backup your personal data to an external source such as a CD/DVD or external hard drive before doing this.

Preventing malware infection

The best way to avoid being infected by malware is to install anti-malware software and follow a few simple rules:

- Keep your computer's software up-to-date by downloading updates on a regular basis.
- Only run software which you know is from a reputable and legitimate source.
- Scan your hard disk regularly using anti-virus software. Scan removable media before you use them and before you send them to other users.
- Regularly backup your important files.
- Wherever possible, only visit reputable and legitimate websites.
- Do not open unsolicited emails from sources you do not recognise.
- Install a firewall to hide your computer from unsolicited network traffic.



Already infected with a virus?

If you suspect that your PC already has a virus, but you don't yet have any anti-virus software installed, we recommend running a free virus scan using **McAfee Labs Stinger** before installing an anti-virus product. Stinger is a standalone utility used to detect and remove specific viruses. It is not a substitute for full anti-virus protection, but it is an effective tool for dealing with an infected system.

Stinger can be downloaded from:

www.mcafee.com/us/downloads/free-tools/index.aspx.

Cranfield email services

You can access your Cranfield email account both on and off-site. This booklet explains how to access your emails through a web browser using Microsoft Outlook Web App (commonly known as 'WebMail'), from smart devices or with the full Outlook client. The Cranfield Exchange supports IMAP and SMTP protocols so if you wish to connect using alternative means to those given here please contact the IT Service Desk for assistance.

On campus we recommend the use of the WebMail service as you will be unable to save the required settings for the full Outlook client on the campus PCs.

The Cranfield email global address book contains the email addresses of Cranfield staff and students at both the Cranfield and Shrivenham campuses.

The University will use your Cranfield email address as the primary email contact address so please ensure you check it regularly. Alternatively, you can ask the Cranfield IT Service Desk to forward it to an email address of your choice or you can do this for yourself by using the forwarding facility in EVE.

Accessing Cranfield email using WebMail

The look and feel of WebMail is very similar to the full Microsoft Outlook client. You can search for people or emails, create folders, set up appointments and send and receive email. It will work from any internet enabled system via a web browser.

To access your Cranfield email account via WebMail:

1. Open your web browser.
2. Go to outlookanywhere.cranfield.ac.uk
3. Select the appropriate security setting for public or private use computer.

4. Enter your Cranfield username and password.
5. Click **Sign in**.
6. Your Inbox will be displayed automatically. Use the Navigation pane on the left-hand side to access your other mail folders, calendar, contacts and so on.

Accessing Cranfield email using Outlook 2010

To configure Outlook 2010 to access your Cranfield email account:

1. Open Microsoft Outlook. On the first use of Outlook the Startup wizard will begin automatically.

Note: If this does not happen, or you already have an email account set up:

- i. Select **Start** ➔ **Control Panel** ➔ **Mail**
 - ii. **Show Profiles** ➔ check **Prompt for profile to be used** ➔ **Add**
2. Give the profile a name for example **Cranfield Email** then click **OK**

3. Select the **Email Account** option.

4. Delete any auto-populated details in the email address field and enter your Cranfield **email address**.

5. Enter your **Cranfield Password** in the two password fields then click **Next**.

6. When prompted by the Windows Security message select **Use another account**.

7. Replace any auto-populated details with your Cranfield account information:

- **User Name:** Prefix your Cranfield user name with **CCNT**
- **Password:** Enter your Cranfield password

8. Click **OK**. Acknowledge the message to restart Outlook.

9. Providing all the details entered are correct you should see a Congratulations message. A successful set up will be indicated by 3 green ticks as shown here.

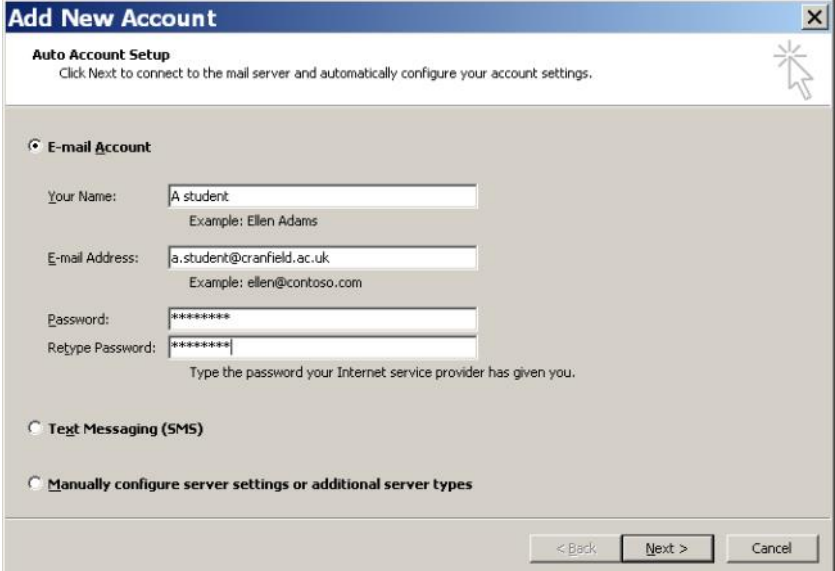
If you get an error on the last screen press the **Cancel** button and start again.

If you are still experiencing an issue please contact the IT Service Desk.

9. Click **Finish**.

10. Outlook is now configured to access your Cranfield email account.

When you open Outlook and select your Cranfield profile you will be prompted for your CCNT username and password details.



Accessing Cranfield email from portable devices

There are many different types of portable devices that can be used with Cranfield services. This section contains instructions on the most popular devices but this is by no means a definitive list.

Note: Synchronising your email without an unlimited or allocated internet access quota may incur significant costs. Prior to configuring any mobile device to access Cranfield email check potential network charges.

Apple Mobile Devices

To configure an Iphone, Ipod Touch, or Ipad:

- To add a mailbox select:
Settings ➔ Mail, Contacts and Calendars ➔ Add Account ➔ Microsoft Exchange
- Enter the following details as shown:
Email: Your Cranfield email address
Server: outlookanywhere.cranfield.ac.uk *
Domain: CCNT
Username: Your network username (e.g. r123456)
Password: Your network password
Description: Cranfield E-mail

* This option may not initially show. On selecting **Next** you may be prompted to enter the server details.



Carrier 9:42 AM

Enter your Exchange account information

Cancel Exchange Next

Email a.student@cranfield.ac.uk

Server outlookanywhere.cranfield.ac.uk

Domain CCNT

Username r123456

Password *****

Description Cranfield Email

Android Devices

There are several different versions of the Android operating system and many mail applications that come pre-installed or are available to download. For the purposes of this document we will focus on the HTC Work Email Microsoft Exchange ActiveSync app. If you do not have this app try the same settings on your device by selecting Exchange Mail, or check your app-store for updates or an alternative app.

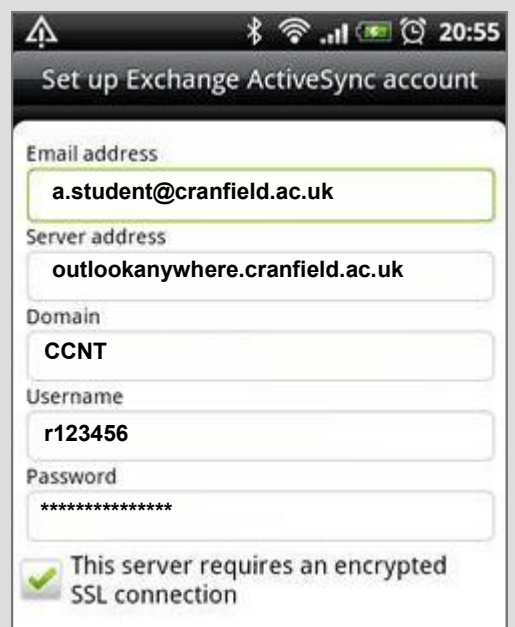
To configure an Android device:

- Open the app, skip the first screen, and select **Manual Setup**.
- The next window will ask you to enter some information about your mail account.

Email Address: Your Cranfield email address
Server Address: outlookanywhere.cranfield.ac.uk
Domain: CCNT
Username: Your network username (e.g. r123456)
Password: Your network password

- Tick the box **This server requires an encrypted SSL connection**.

On confirmation of these details your mail will begin to synchronise.



20:55

Set up Exchange ActiveSync account

Email address
a.student@cranfield.ac.uk

Server address
outlookanywhere.cranfield.ac.uk

Domain
CCNT

Username
r123456

Password

☒ This server requires an encrypted SSL connection

BlackBerry Devices

BlackBerry phones all use the same operating system (except the 10 series). However, the software installed by different network providers can result in variances in the interface appearance. For the vast majority of BlackBerry phones email configuration can be found under the Setup menu.

To configure a BlackBerry device:

- From the **Setup** menu select **Email Accounts** ➔ **Create or Add an email account**.

Important: If the only option you see is **BlackBerry Enterprise email**, talk to your service provider for assistance in unlocking the required email setup options.

- By default the personal email screen prompts for your email address and password and will attempt an auto configuration of the email; this process will always fail. To get to the next menu you will first need to complete the following steps.
- Once the auto-configuration fails your BlackBerry will display an option to **provide additional settings**, the details of which are:

Mailbox type: Exchange or Outlook Web Access

Username: Your network username (e.g. *r123456*)

Password: Your network password

Domain: CCNT

- If you are prompted for a Mailbox name just enter your **Username** again.

Once the process has completed successfully you will receive a message to say that mail sync will start in 20 minutes and you will have a new mail icon on your main menu screen.

Windows mobile Devices

To configure a Windows Mobile device:

- Go to **Settings** and under **System** select **Email & Accounts**.

- Enter the following information:

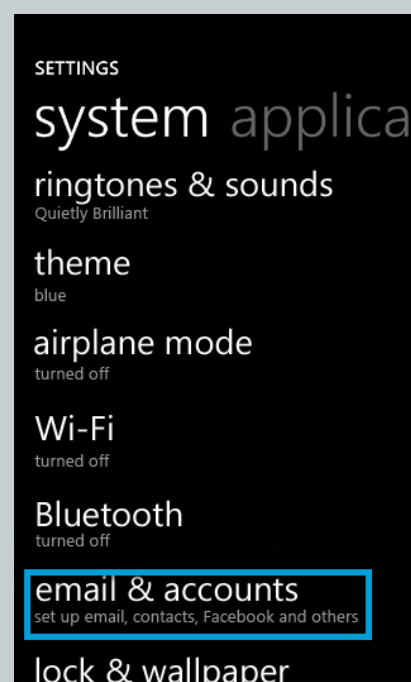
Email address: Your Cranfield email address

Password: Your network password

Username: Your network username (e.g. *r123456*)

Domain: CCNT

- Your exchange account should auto configure the default exchange settings. If the account does not auto configure you will need to enter **outlookanywhere.cranfield.ac.uk** in the exchange server field and set it to use the default port.



Saving your work

Your Cranfield IT account includes 1GB of secure personal file storage mapped to the letter 'z' referred to locally as the z:\ drive. This is the recommended area to store your work as it is accessible both on and off-campus, is backed up daily and any deleted files are retrievable for 3 months. We can also recover older versions of files on request if a file is corrupted in some way or you want to revert back to an earlier version. Increases in the amount of file storage space can be granted by the IT Service Desk if required, although larger quotas must be justified.

Accessing the network file store on campus

To access your z:\ drive:

1. Log on to the network using your Cranfield username and password.
2. To view the contents of your z:\ drive select **Start ➔ Computer ➔ Z:**

Accessing the network file store via the Extranet

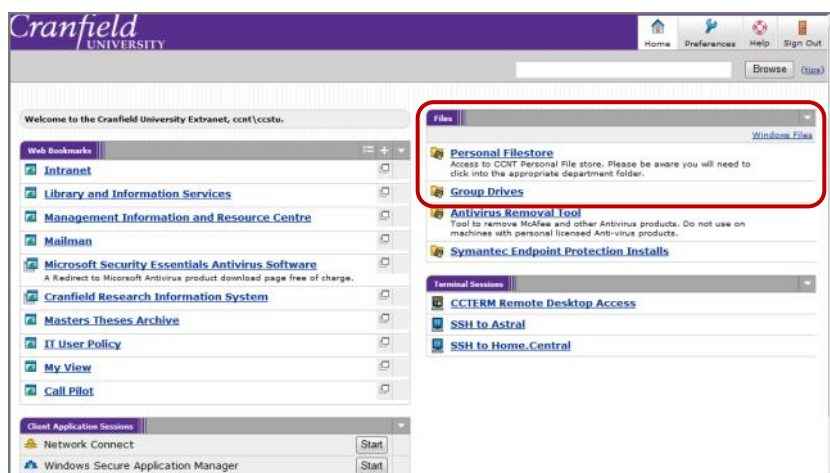
You can access the Cranfield file storage off-campus in several ways but you will probably find it easier to use the Cranfield Extranet.

To access the Extranet:

1. Go to extranet.cranfield.ac.uk
2. Enter your Cranfield username and password and set the realm to **Cranfield**.
3. Click **Sign In**.
4. The Cranfield Extranet Home screen will be displayed.

Links to both your **Personal Filestore** and **Group Drives** can be found under the **Files** tab on the right-hand side of the screen.

To access your personal file store select:
Personal Filestore ➔ Your school ➔ Your username



To download a file from the Extranet:

1. Select the tick box next to the file you want to download. Select **Download ➔ Download**. When prompted to do so choose to open or save the file.
2. The file will be downloaded as a compressed .zip file. You will need to extract the file before use.

Note: When you open or save a file from the extranet it will be stored locally on your PC and any changes made to the file will be written **locally**. You will need to upload the file to your file store to save any amendments you have made.

To upload files to the Extranet:

1. Select **Upload Files** then click **Browse** to locate the file you want to upload. Select the required file and click **Open**.
2. Click **Upload**. If you already have a file of the same name you can choose to save the file with a new name else it will be automatically renamed by appending the upload date to avoid overwriting the original copy.

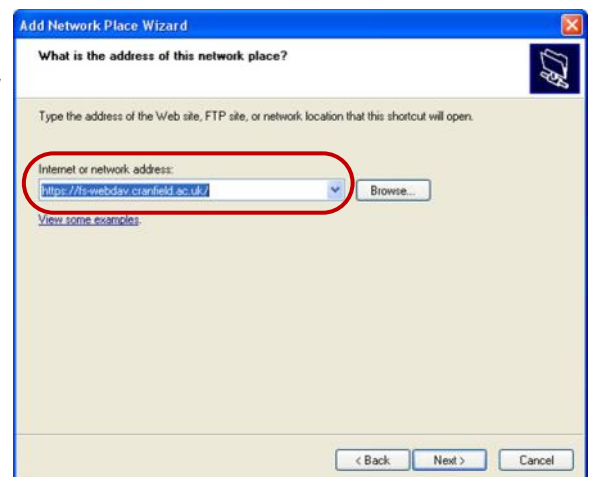
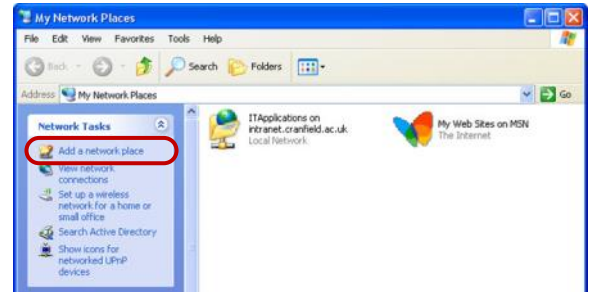
Accessing the network file store from MS Windows

If you regularly use the same computer off campus, you can map a permanent connection to your file store without needing to go via the Extranet. The benefit of this method of connection is that it acts in much the same way as a drive on your computer. If you open a file, work on it and click on save it will automatically save to the mapped location. Providing you have an internet connection you can work directly with your files and folders without the need to download a local copy.

The following instructions explain how to map a drive to your network file store on a Windows machine.

To map a network drive using Windows XP:

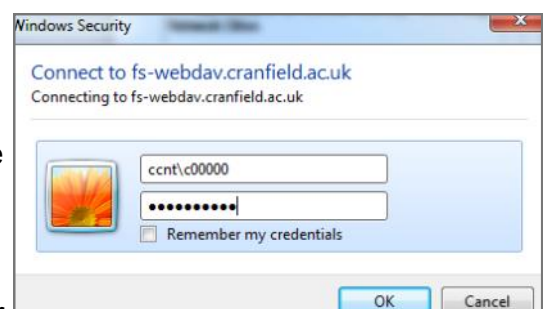
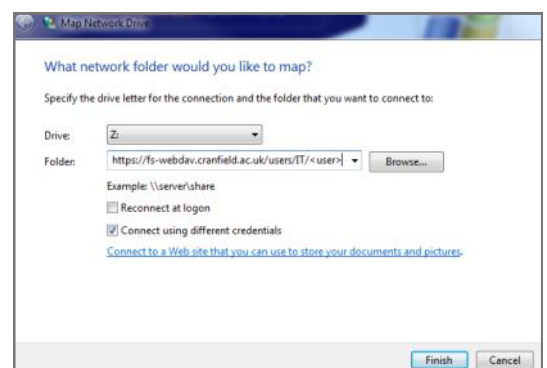
1. Click on the **Start** button.
2. Select **My Network Places**.
3. Click on **Add a network place**.
4. When the **Add Network Place Wizard** opens, click **Next**.
5. Select **Choose another network location**. Click **Next** again.
6. Enter the address for the file store you wish to access:
`https://fs-webdav.cranfield.ac.uk/users/your school/your username`
7. Click **Next**.
8. Enter your username in the form **`ccnt\username`** and password. Click **OK**. If you choose to tick the **Remember my password** box you will not need to retype these credentials again when accessing the network file store from home.
9. Give the share an appropriate name. Click **Next** and then **Finish**.
10. You will now be able to view the folder under **My Network Places** within **My Computer** or when saving files.



To map a network drive using Windows 7/8:

1. Right click on **Computer** on the **Start** menu. Select **Map network drive...**
2. Select a drive letter and put the relevant network path in the **Folder** box:
`https://fs-webdav.cranfield.ac.uk/users/your school/your username`
3. Check the box that says **Connect using different credentials**.
4. Enter your username in the form **`ccnt\username`** and password into the dialogue box. Click **OK**.
5. The network drive will then display under **Computer** beside the drive letter you specified in Step 2 above. Tick the **Remember my credentials** box if you wish.

Note: If you have opted to save your username and password details you will need to reset the network drive if you change your password.



Printing

Integrated printer/copier/scan-to-email devices are installed in all main student computer rooms and the Library. Students are allocated an initial print credit by their school at the start of the academic year. If required, students can purchase additional print credit using the secure **SafeCom** online payment system.

Cranfield operates a 'Follow me' printing service, allowing you to print to a central print server and then call off your printing by swiping your printer card at any of the student printers on campus. Printer cards are available for collection from the IT Service Desk in Building 63.

For more information about printing services visit:
intranet.cranfield.ac.uk/it/Pages/StudentPrinting.aspx



Printer Queues

There are two central server queues, one for black and white output and one for colour printing:

`\\ccprint-1.central.cranfield.ac.uk\mps-mono`
`\\ccprint-1.central.cranfield.ac.uk\mps-colour`

If you print to the colour queue but then call the document off on a black and white only printer, the printing costs will be adjusted to reflect the black and white output.

Printer Charges

	Single Sided (per sheet)		Double Sided (per sheet)	
	Black & White	Colour	Black & White	Colour
A4	3p	7p	5p	13p
A3	5p	10p	9p	19p

How to register your printer card

1 Swipe your card

To begin the registration process, swipe your printer card across the sensor pad on top of the printer.



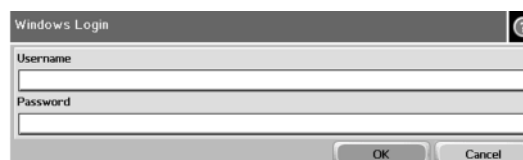
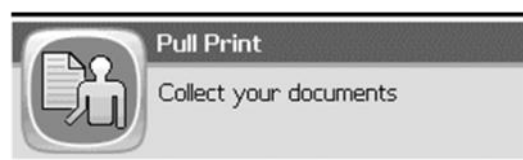
2 Enter your user account details

Select one of the functions e.g. Pull Print. The **Login to Register Card** screen will appear.

Touch **OK**.

Touch the **Username** field then type in your Cranfield network username. Type your network password into the **Password** field.

Touch **OK**.



3 Sign out

Complete the registration process by swiping your printer card across the sensor pad to sign out.



Contact Information

Cranfield IT Department

Telephone: +44 (0)1234 75 4199

Onsite quick dial: #4199

Email: servicedesk@cranfield.ac.uk

Intranet: intranet.cranfield.ac.uk/it

Opening Hours

Monday - Friday 8.00am - 8.00pm

IT Training

Telephone: +44 (0)1234 75 2922 or +44 (0)1234 75 2948

Email: ittraining@cranfield.ac.uk

Intranet: intranet.cranfield.ac.uk/it/Pages/Training.aspx

Opening Hours

Monday - Thursday 9.00am - 5.30pm

Friday 9.00am - 5:00pm

Useful Websites

Cranfield Intranet: intranet.cranfield.ac.uk

Cranfield Extranet: extranet.cranfield.ac.uk

Cranfield Website: www.cranfield.ac.uk

Cranfield Webmail: outlookanywhere.cranfield.ac.uk

EVE: eve.cranfield.ac.uk

Password Manager: www.cranfield.ac.uk/pwman

SafeCom printing service: ccprintman-1.central.cranfield.ac.uk/safecom

Network Personal File Storage address: <https://fs-webdav.cranfield.ac.uk/users/schooll/username>

IT Policies and Procedures: intranet.cranfield.ac.uk/it/Pages/policiesandprocedures.aspx

Web DropOff Box: dropoff.cranfield.ac.uk

Library & Information Services: intranet.cranfield.ac.uk/Library/Cranfield



Quick Byte videos: intranet.cranfield.ac.uk/it/Pages/QuickBytes.aspx

