IT Services support for research students

it.surrey.ac.uk

MySurrey

Our Services

➢ Your university account gives you access to a range of IT services

➢ Desktop systems: Linux, Windows, Mac

➢ Access to HPC services

➢ A wide range of software available, most for free

➢ Email with 100GB of storage

➢ A personal file store with 1TB of storage using OneDrive

➢ Wired and Wireless access to the internet

➢ Remote Access and Virtual Desktop service for off campus access

➢ Online Library Resource

➢ Visit MySurrey for all services and IT information

Your IT Account

➢ Your university username and password gives you access to most systems and services

➢ You will need to use the Microsoft Authenticator App on your mobile phone when logging into University services.

➢ First, you need to activate your account, then set up Microsoft Multi-factor authentication (MFA)

➢ Next, set up your self-service password reset

➢ Once set up you can change or reset your password at any time via the links on MySurrey

➢ Your account details are for your use only. IT will never ask for your password

➢ Please visit it.surrey.ac.uk for full instructions

it.surrey.ac.uk

MySurrey

The Internet

➤ Whilst studying at Surrey you can connect your personal devices to the university's wireless network.

➤ Secure Wireless internet access is available on campus using eduroam

➤ Visit **MySurrey** for details on how to connect

➤ Guest Wi-Fi also available

➤ **Wired Service**

➤ High-speed wired network to desk 1GB

➤ 10GB between buildings

![Office 365 logo and application icons with illustrations of devices and collaborating people]

Microsoft Office 365 is available for free to all students. Download it onto up to 5 personal devices from Surrey365.surrey.ac.uk

YOUR FAMILIAR OFFICE APPS, RUNNING ACROSS 5 DEVICES

STORE AND SHARE FILES WITH ONEDRIVE & SHAREPOINT ONLINE

MEET AND COLLABORATE IN TEAMS

MANAGE YOUR DIARY & EMAIL IN OUTLOOK

it.surrey.ac.uk

MySurrey

Email

- Email and calendar with 100GB of storage

- Your University email is the main point of contact between you and the University so check it regularly

- You can access email from any device connected to the Internet

- Log into your email by visiting: **surrey365.surrey.ac.uk**

- Download the mobile app to access from you phone

- More information about how to access Surrey365 can be found on MySurrey

Remote Access

- Most services including email, MySurrey, Teams, OneDrive, Office365 and some web services can be accessed from anywhere with a good internet connection

- Download the MySurrey App onto your mobile for quick access to all the most useful university services.

- The remote access service is called GlobalProtect. Instructions about how to connect are at it.surrey.ac.uk

- Services requiring remote access include, Library Resources, Journals & Exam Papers and the Printing Online Payment System.

- We also have **ssh servers** you can use to get access to services. Two factor authentication will be needed when logging into **access.eps.surrey.ac.uk.**

- To access physical Linux lab machines remotely you can use **https://remotelabs.eps.surrey.ac.uk** (provided you are connected to the global protect VPN)

- HPC resources are accessible remotely (provided you are connected to the global protect VPN) **https://eureka2-ondemand.surrey.ac.uk/**

it.surrey.ac.uk

MySurrey

Saving your files

- There are a number of file storage options available to you at the University of Surrey.

  To understand which option/s to use, please read the summary guidance.


Advice

- Always use University of Surrey provided file storage.

- We don't recommend using or purchasing external hard drives as a primary storage location. Please only use this option to transfer or back up data. This option is not backed up and can be stolen, lost or fail.

- We don't recommend using commercial cloud storage e.g. Google docs, drop box. They may not comply with research funders' rules and/or may breach GDPR rules. If there is a business case that requires using these options, authorisation must be sought from the University of Surrey Data Protection Officer.

MySurrey

Saving your files

- All PhD students are provided with 1TB of personal file storage to save their work using OneDrive

- With OneDrive you can share files and access them anywhere with a good internet connection

- This space is secure and is backed up frequently

- We recommend that you use this for all your important non research work documents

- **When you leave the university the files in your OneDrive *will be purged* to protect your personal data**

- If using HPC you will need the dedicated HPC storage

- Your OneDrive is not accessible from HPC services

- If you are actively involved in research, OneDrive may not meet your funder's data management requirements

- Research students should check with their supervisors about whether their data needs to be stored securely in a shared folder

- For project and research storage space, research students can apply for shared folders by visiting, filestorage.surrey.ac.uk . If you need large storage spaces please contact IT Services.

  To access your project and research storage space visit: filestorage.surrey.ac.uk.
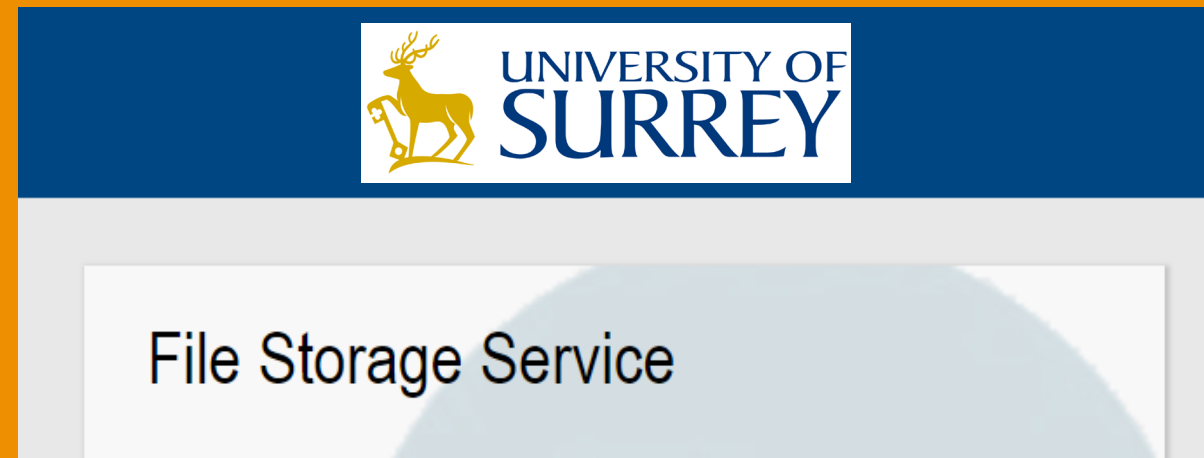
Printing

➢ Printing, photocopying and scanning is available across campus

➢ Your printing account will be preloaded with an initial credit. Once this is used up, you can add more money via the link surrey.ac.uk/printcredits (using your university account details).

On campus to send a document to a University MFD/printer from:

➢ A University lab PC - select SurreyPrint from the printer options.

➢ A mobile phone or tablet - please use mobile printing or web printing.

➢ A personal laptop or PC - download SurreyPrint onto your personal device. Do not use mobile or web printing on campus from a personal laptop or PC.

Off campus

➢ using your own device, you will need to use 'web printing' or 'mobile printing'.

➢ All print jobs are held in a central queue **for up to 72 hours** and can be collected from any of the hundreds of MFDs on campus by swiping your campus card on the MFD and using the touch screen to press 'Print'. Visit it.surrey.ac.uk/printing-campus for full instructions.

Virtual Workspaces

➤ Transform your device into a virtual University workspace so you have the same experience as you would if you were using a PC on campus

➤ This service gives you access to your University Windows workspace from anywhere with a good internet connection.

➤ To access the service visit workspaces.surrey.ac.uk.

Which Workspace do I use?

» Virtual Workspace
The standard offering which contains most of the university software you may require. This includes Office, IBM SPSS and MATLAB, to name a few.

» Enhanced Workspace
The enhanced pool offers a GPU accelerated desktop environment which includes most engineering related packages, such as ANSYS, SAP 2000 and AutoCAD.

Software and Apps

➢ IT Services offer a wide variety of software in the Computer Labs on campus as well as licensed software for your own device.

➢ Access software across a range of operating systems for free.

➢ If you are using a PC in a lab, teaching applications will already be installed.

➢ To install University of Surrey approved software onto your personal device, download software from SharePoint here: UniApps.surrey.ac.uk.

➢ As a student at Surrey, you can download Microsoft Office 365

➢ You will also be eligible for several offers and discounts on Apple, Microsoft and Dell products.

it.surrey.ac.uk

MySurrey

IT Security

» Everyone is responsible to practice good cyber security to protect yourself, your fellow students and the University.

» The number of attacks on universities is rising.

» We are committed to maintaining the highest standards of cyber security certification to reinforce and demonstrate our defensive capabilities.

» Everyone must complete essential security training to help you recognise the risks and know what actions to take.

Password

When you create your University password you should:

➢ Ensure it is a unique password that you do not use anywhere else

➢ Ensure your password does not contain easy to guess information such as your birthday or pet's name

➢ Never share your password

➢ Never write your password down

Phishing

If you receive an email that seems suspicious

➢ Report it to IT

➢ Do not respond

➢ Do not click any links or open any attachment

➢ Do not forward to anyone other than IT
If you are unsure if the email is or is not suspicious, always ask IT to confirm, you should not investigate the email yourself.

it.surrey.ac.uk

MySurrey

IT Security

Protecting your data

➢ Ensure your University files are stored in OneDrive so that they are backed up and protected.

➢ Personal files should not be stored in OneDrive as you will no longer have access to this after you graduate

Updating your machine: It is important you ensure your device is up-to-date at all times. Instructions on how to check the status of your machine can be found on MySurrey

Antivirus: Please ensure you have adequate virus protection in place on your device. Further instructions can be found on MySurrey.

IT Procurement

- ➤ You may have some involvement with the purchasing of IT hardware or software

- ➤ Surrey has various EU, national and regional procurement agreements for the supply of various goods and services, e.g. Desktops and Laptops from Dell, peripherals from Insight and XMA

- ➤ Do Not purchase IT equipment with your personal money/credit card

- ➤ Contact IT support with your requirements and we will guide you through the process

- ➤ All require budget holder approval and IT sign-off

IT equipment suitability and cost

Seek advise from your Supervisor first then IT can advise on

- ➢ Hardware requirements
- ➢ New Laptops /Desktops
- ➢ Specialist Equipment (e.g. VR HPC)

- Software

- ➢ Identify existing solutions
- ➢ Purchasing new software
- ➢ Reviewing license agreements (freeware isn't always free!)
- ➢ Usability & compatibility advice

- Resources

- ➢ Multiple teams that can offer expertise in many different areas

MySurrey

Our Research Services

Range of existing services:

➢ Focus on compute & data-intensive workloads

➢ Running simulations

➢ Processing large quantities of data

➢ Storing large data-sets

➢ Collaboration

MySurrey

Research file storage

- ➢ On-premise research file storage

- ➢ Supporting Computational Work

- ➢ Data is protected by back up

- ➢ High capacity (2 PB)

- ➢ High performance

- ➢ Common area for research group or project

- ➢ Compute servers directly connected

- ➢ Storage web form
  https://filestorage.surrey.ac.uk/storage/SignIn
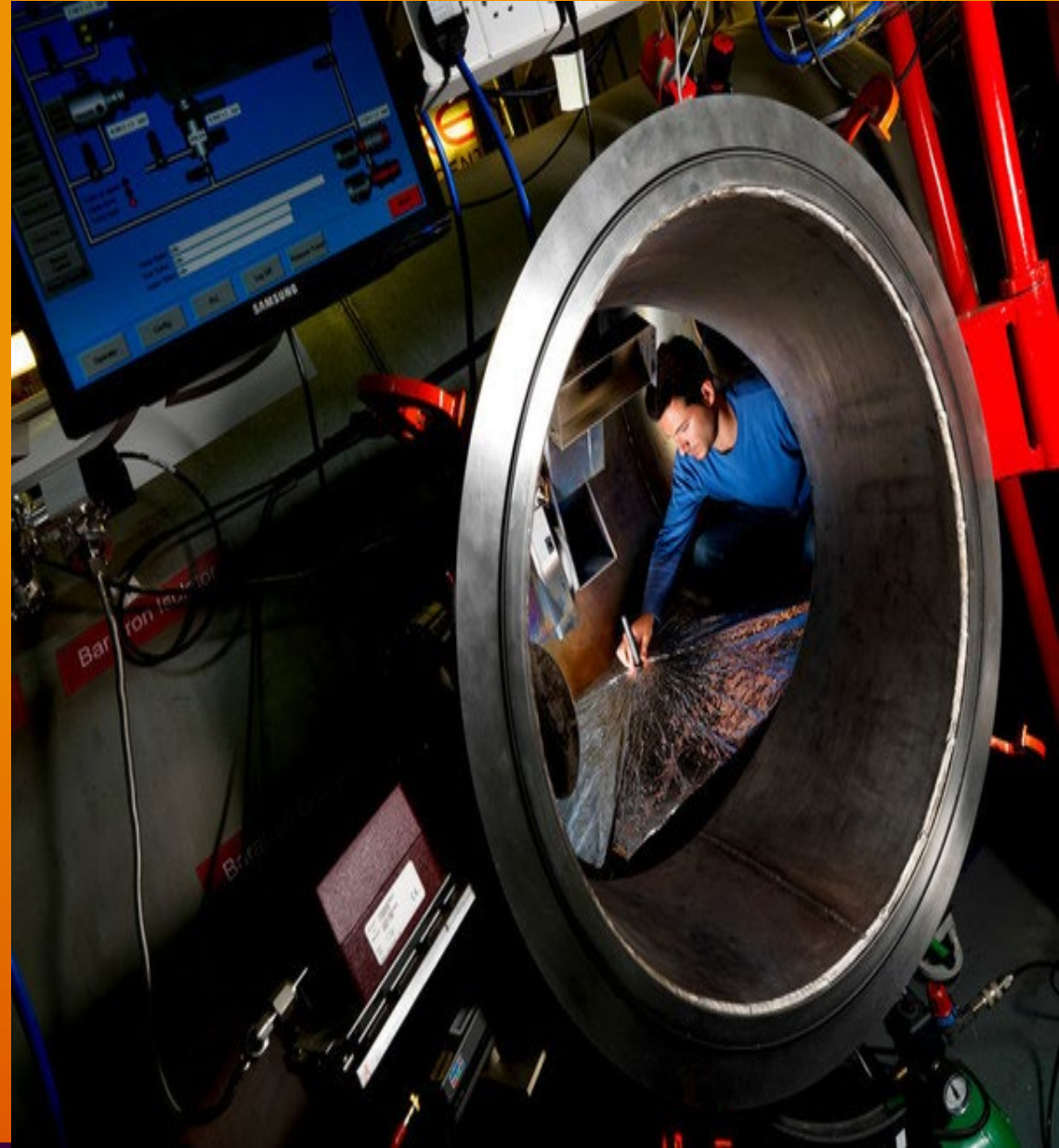
Drop-off sharing files

- **What is Drop-Off?**

- Transfer files to collaborators – up to 50GB
- Upload file & add recipients
- Internal and external collaborators
- Temporary (on-premise) storage location
- Data is encrypted
- You can receive confirmation your file has been picked
- Data is automatically deleted after 31 days
- https://dropoff.surrey.ac.uk/

- **Not to be confused with dropbox! Please don't use this.**

Compute Services: HPC & HTC

High Performance Computing -Eureka/Eureka2

- Mainly for (parallel) simulations - multi-core & multi-node

- Dedicated High performance Parallel storage systems

- Currently Eureka/Eureka2 has 4200+ Cores

- Guest access – Try before you buy

- Buy nodes and increase your fairshare! Request a quote from IT

- HPC resources are accessible remotely (provided you are connected to the global protect VPN)
  https://eureka2-ondemand.surrey.ac.uk/

High Throughput Computing – HTCondor

- GPU Compute & Data-intensive workloads

- AI@SURREY dedicated condor pool for AI workloads, coupled with High performance WEKA powered storage system.
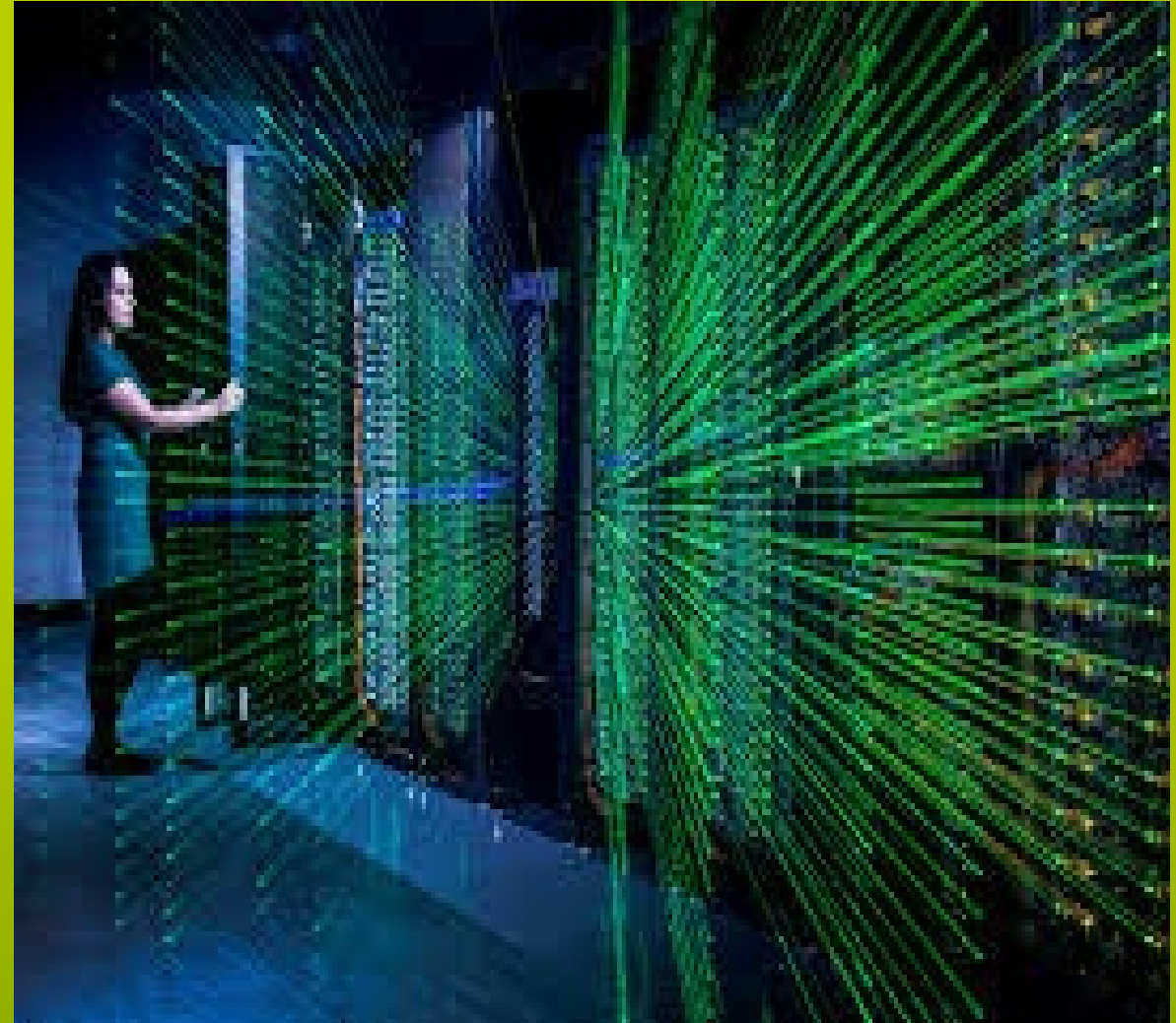
GitLab – Great for Coders!

GitLab

➢ Code repository

➢ Versioning, branching, issues

➢ Multiple users collaborate on shared code base

➢ Distribute code

➢ Internal & external collaborators

➢ ~5500 repositories and ~3000 users

IT Service Status

➢ Visit: **itstatus.surrey.ac.uk** before contacting the IT Service Desk for help you should check the IT Service Status page for current issues.

➢ The page lists any current issues, updates and planned maintenance.

➢ If the issue you are experiencing is listed there check back for updates on when it's been restored.

➢ If the issue you are experiencing is not listed then you will need to contact the IT Service Desk.
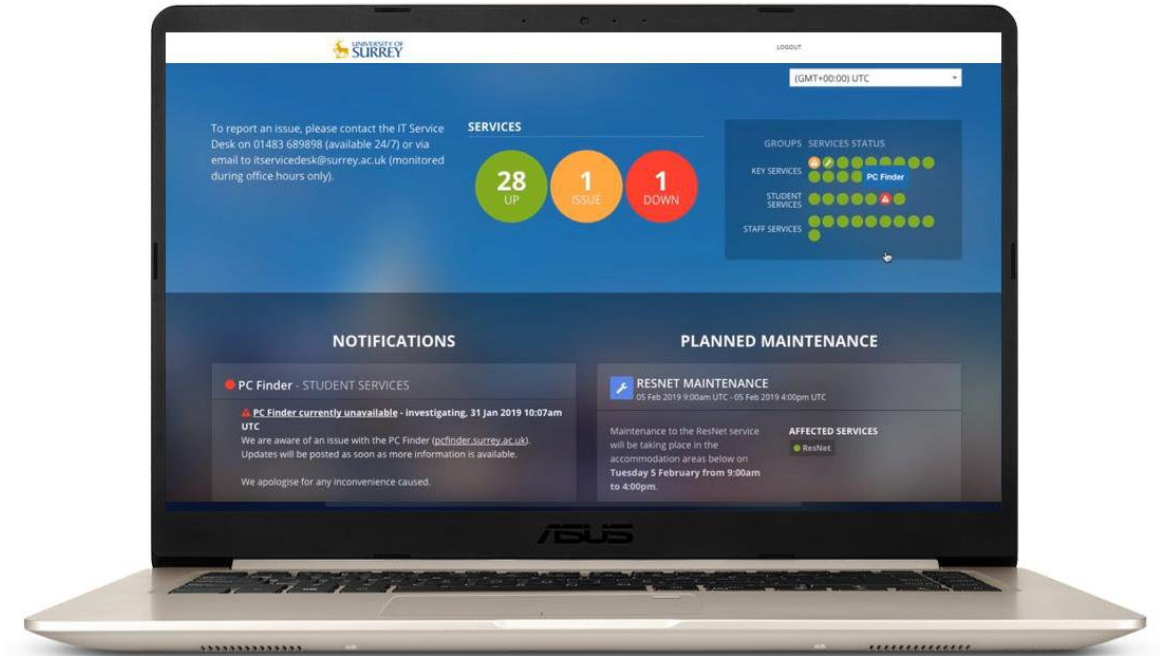
IT Help

➤ Save time and check the IT Service Status page before reporting an issue

➤ Live Chat via it.surrey.ac.uk

➤ Phone: 01483 689898 / ext. 9898

➤ On campus: in the Library (limited hours)

➤ Email: **itservicedesk@surrey.ac.uk**

➤ All calls are logged and you will receive a unique request number

➤ Please provide as much information as you think is useful including details of your request or error with screenshots if possible

➤ Remember to include your contact number and email

➤ Please do not send email to individual IT staff directly

➤ UoS Research Computing Community Teams group

it.surrey.ac.uk   MySurrey

Further Help

➢ Timetable help : timetablehelp@surrey.ac.uk

➢ SurreyLearn help: surreylearnhelp@surrey.ac.uk

➢ Surrey Self Service help: studentsystems@surrey.ac.uk

it.surrey.ac.uk

MySurrey

Stay in touch

➢ IT Services will try to keep you informed of system events, updates and issues using the IT Status page and social media

➢ To keep informed follow IT Services on Twitter **@uniofsurreyit**