Introduction to IT Services for Undergraduates

MySurrey

About IT at Surrey

➢ Surrey has a large and complex IT environment supporting teaching, research and the business

➢ The University has some very specialist IT infrastructure and software

➢ The IT services and systems available to you will depend on your course and location

➢ All supported by IT Services

MySurrey

Our Services

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

➢ Desktop systems: Linux, Windows, Mac

➢ 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

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

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 inbox

➢ 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 your phone

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

Saving your files

➢ All undergraduates receive 1TB of personal file storage to save your 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 work documents

➢ Accessible from both on and off campus

➢ See it.surrey.ac.uk for full details

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** to access certain 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

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

MySurrey

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.

MySurrey

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 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.

ResNet

➢ In your university accommodation you will see two accessible networks. Connect to 'eduroam' with wireless devices such as PC/laptops and mobile phones and connect to 'RESNET_WIFI' with games consoles and smart devices.

➢ The 'eduroam' network will ensure an uninterrupted connection when moving between locations.

➢ The 'RESNET_WIFI' network will require you to register each device. Follow the instructions on MySurrey as a guide.

➢ A network access point is installed in each room which you can also plug in up to 3 wired devices using the ethernet ports. Wired devices will automatically connect to the network.

➢ If you have problems connecting you can request a visit from a ResNet Advisor.

➢ To book an appointment please submit the following form: https://www.surrey.ac.uk/form/resnet-support-form/

➢ Call 01483 689898, email itservicedesk@surrey.ac.uk or live chat at it.surrey.ac.uk for other IT help.

it.surrey.ac.uk

MySurrey

Accessing PCs on campus

➢ There are hundreds of computers available in various labs across campus

➢ Windows, Linux and Mac labs

➢ Main central labs are located in the Austin Pearce (AP) building and the library

➢ Log in using your University account details

➢ Please treat these areas with respect; no food, drink or gaming

➢ Report any issues with the lab PCs to the IT Service Desk

➢ Please visit labs.surrey.ac.uk to check availability

MySurrey

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

SurreyLearn

- ➢ SurreyLearn is the Virtual Learning Environment (VLE) at Surrey

- ➢ Here you will find a number of key elements to support your learning including lecture notes and course materials

- ➢ You can access SurreyLearn at: **surreylearn.surrey.ac.uk**

- ➢ Online help and guidance is available from the toolbar

- ➢ It may take a couple of weeks for your course details to be uploaded so please be patient

- ➢ If you need help with SurreyLearn please email **surreylearnhelp@surrey.ac.uk**

SurreyLearn

All students and members of staff can log in to SurreyLearn using their University username and password.
If you are experiencing problems logging on, please contact surreylearnhelp@surrey.ac.uk or 01483 689898.

By using SurreyLearn you agree to be bound by the Acceptable Use Policy for the use of computing facilities at the University of Surrey and by the University's Copyright Policy

Username *

Password *

Log in

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Introducing MySurrey Attendance

- MySurrey Attendance is an online tool that will allow you to capture your attendance at timetabled teaching sessions.

- It can be downloaded from the App Store and Google Play, or accessed via a web browser through **attendance.surrey.ac.uk**

- MySurrey Attendance will allow you to see your attendance stats and these will be included in your personalised engagement rating on MySurrey Engagement.

- For more information on the platform and for guidance on how to use it, please visit:

surrey.ac.uk/attendance

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MySurrey Attendance
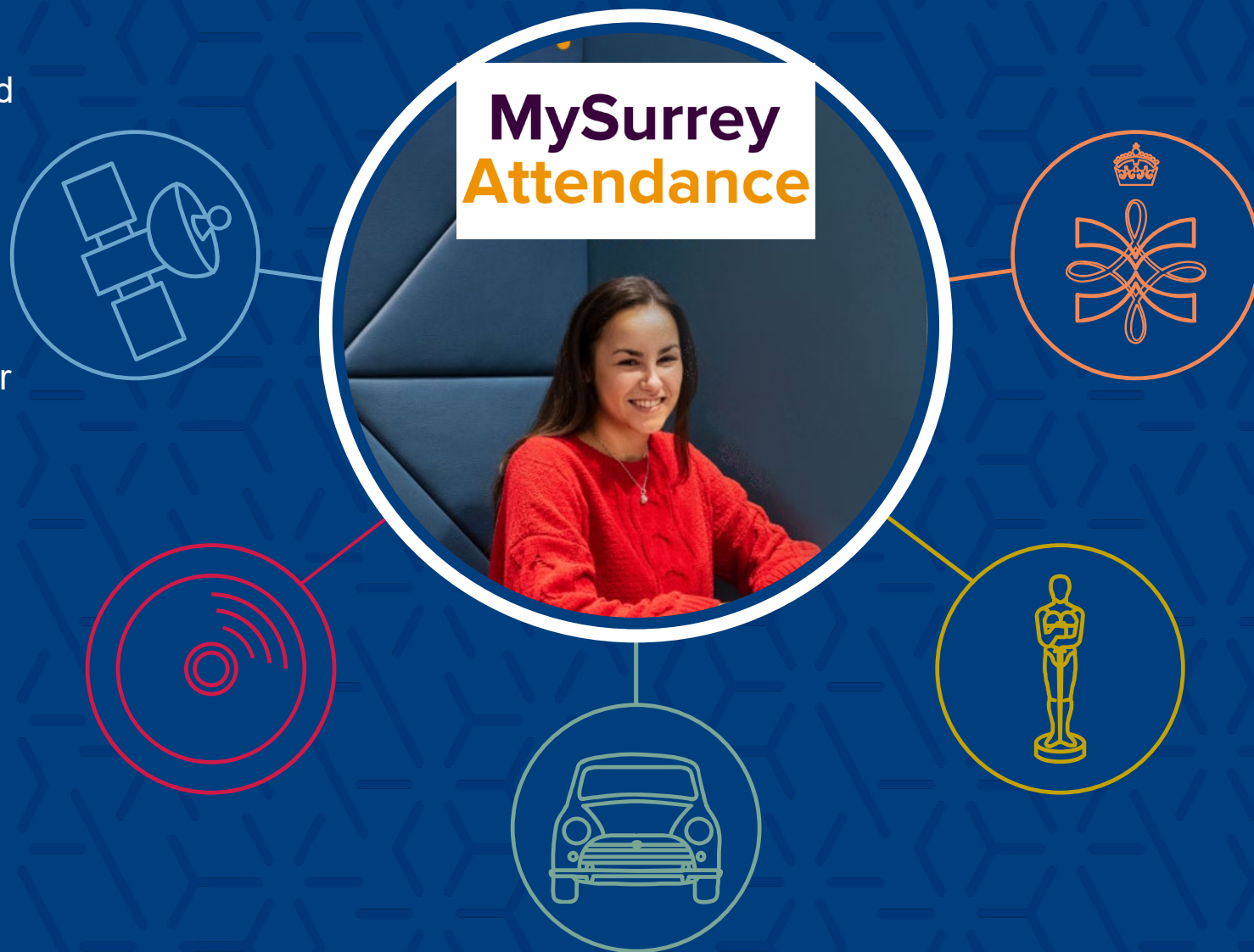
# Introducing MySurrey Engagement

Power up your learning journey

- MySurrey Engagement is a web-based platform bringing together data from online resources such as SurreyLearn, e-textbooks, and captured content, plus assessment submissions.

- An overall engagement rating and graphical learning journey map will be available to you.

- You and your Personal Tutor and other academics will be to see how you are progressing and how you can maximise your learning.

- Accessing MySurrey Engagement on daily basis will give you the opportunity to track your progress, respond to messages and spot opportunities to improve. You may even compare yourself with others on your programme.

- It can be downloaded from the App Store and Google Play, or accessed via a web browser through **engagement.surrey.ac.uk**

- For more information on the platform and for guidance on how to use it, please visit:

    surrey.ac.uk/engagement

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MySurrey Engagement
POWER-UP YOUR LEARNING JOURNEY

IT Service Status

➢ The IT Services status page, itstatus.surrey.ac.uk, provides information about the availability of core IT services at the University of Surrey

➢ 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 its been restored

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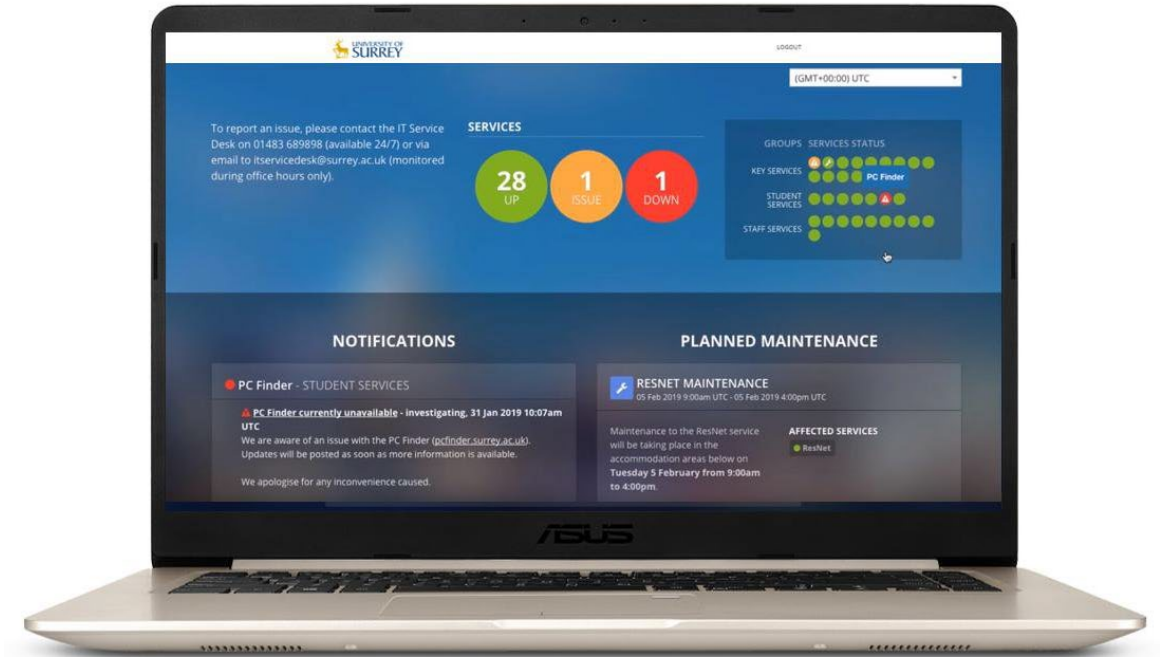
IT Help

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

➢ Phone: 01483 689898 / ext. 9898

➢ Live chat via it.surrey.ac.uk

➢ 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

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

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**

We hope you enjoy your time at Surrey.