



Getting IT Together

IT at Loughborough:
Student IT Services
2011

www.lboro.ac.uk/it/students.html



Contents

- Getting help with IT, and the PC Clinic
- Accessibility
- HallNet Services
- Internet Phone Calls
- Wireless Networking
- Computing and Study Spaces
- Free Antivirus Software
- Other Software Available for Students
- Follow Me Printing
- Google Email, Apps and Storage
- “Follow Me” Network File Store
- Distance Learners
- e-Learning
- e-Admin
- Acceptable use of I.T.

Getting help with IT, and the PC Clinic

Much of the information concerning IT is available on our website, or on our PC Clinic page on Learn, the Virtual Learning Environment.

You can find the PC Clinic on the Ground Floor of the Haslegrave Building between the brand new iMac computer laboratories running MacOS, Windows and Linux.

QR Codes

The small barcode pictures next to the text offer a quick link accessible through your phone.



Just type QR code into your app store to find a reader. The following QR code will take you to our main Student IT website (my.lboro.ac.uk).

We've included them through the document to give you quick links.

IT Services offers help with MS Office computer software packages:

<http://office2010.lboro.ac.uk>

You can also contact the IT Service Desk on **01509 222333** or via IT.Services@lboro.ac.uk



IT Services Website:
www.lboro.ac.uk/it

PC Clinic on Learn:
<http://learn.lboro.ac.uk/course/view.php?id=5129>

Campus Map:
<http://maps.lboro.ac.uk>

Haslegrave Labs and PC Clinic:
<http://maps.lboro.ac.uk/place/computer-labs-haslegrave/>

PC Clinic

Loughborough University and IT Services offer a FREE support service for your personal computer.

Having problems? Wireless and HallNet configuration, network printing and storage, virus problems, antivirus software configuration, software installs and configuration, hardware diagnosis – we do it all. Our partner company, IT Pit-Stop, provides hardware repairs at very reasonable prices, and charges by the 15 minute period, saving you money.

Come and find us on the Ground Floor of the Haslegrave Building. We are open from 10am to 5.30pm Monday to Friday during term time, and 11.30am to 2.30pm during holiday periods.



Accessibility

Including help for those with dyslexia.

You should contact the Disabilities and Additional Needs Service in the Manzoni Building, e-mail: DANS@lboro.ac.uk web: www.lboro.ac.uk/disabilities/ for evaluation, advice, and help with funding.

Those with dyslexia may find the TextHelp software useful, it provides:

- Speech – it will read documents and web pages.
- Spell check and Show some sounding words.
- Word prediction, Word wizard, and Dictionary.

(Indeed, some of this may also be useful for International Students).

TextHelp is available in all of our computing labs. For more information, see:

www.lboro.ac.uk/it/access/texthelp/

Mind Genius mind mapping software is available in some labs, which may be of use to those with dyslexia. Please see www.lboro.ac.uk/it/access/mind-mapping/ to find out more.



HallNet Services

The HallNet service offers a fast, stable wired connection to our network within halls, using your personal computer. We provide support for Windows XP SP3, Vista, 7, and MacOS 10.5 or greater (Leopard, Snow Leopard, and Lion). Although any other operating system should work, we are unable to offer support. Configuration is straightforward and is explained in the Getting Connected leaflet and at:

www.lboro.ac.uk/it/hallnet/

Internet Phone Calls

IT Services recommends that you use Skype. Both our wired (HallNet) and wireless networks support Skype usage, to make and receive free chat, voice or video calls between Skype users. To download, install and configure Skype, follow the instructions here:

www.skype.com



Wireless Networking

Having a coffee, want to check your e-mail? Collaborating with colleagues on group tasks and need to access the Internet? Walking across campus and want to check Facebook?

No problem! Loughborough University has an extensive WiFi network covering teaching spaces and public areas on the University campus. You can use the wireless network to keep in touch with friends and family, work together in groups with other students, and get access to University systems such as Webmail, the Library Catalogue, MetaLib, and Learn when roaming around campus.

The wireless network is available in most campus buildings and is constantly expanding with more locations becoming available each term.

Please note that when you are in your own bedroom to get the fastest internet connection you should always plug your computer into the wired network, using the cable and instructions provided by IT Services.

The wireless facility is compatible with the vast majority of modern devices that are WiFi enabled including your laptop and phone.

To use wireless networking at Loughborough University you need to join the 'eduroam' wireless network. To protect your personal data when using the wireless network, eduroam employs state of the art WPA2 Enterprise security. This requires that you configure your wireless devices to login securely.

To configure your wireless device for eduroam, join the 'setup-wifi' wireless network, open a web browser, and follow the instructions.

'eduroam' is a global federation of education institutions of which Loughborough University is a member. As a Loughborough University student you can access the eduroam wireless network across the globe at other institutions using your Loughborough login details. For more details about eduroam and where it is available visit:

<http://eduroam.lboro.ac.uk>

Or

www.lboro.ac.uk/it/wireless

Computing and Study Spaces

There are a number of computer labs available on campus, many of which are open 24 hours. The flagship labs are located in the Ground Floor of Haslegrave building, where large screen iMacs are available to run a variety of applications on Windows, Mac or Linux operating systems.

A map of the computer labs available on campus is available here: <http://maps.lboro.ac.uk/collection/computer-labs>

And a list of the software installed on the PCs is here:

www.lboro.ac.uk/it/labs/labsoft.html

Free to use scanners are available in Haslegrave, the Business School BE0.25 and Bridgeman XX036.

Some departments provide their own labs for students, and they will tell you about these during courses.

If you want to report a fault in a computer lab, drop in to the PC Clinic, e-mail it.services@lboro.ac.uk or ring us on 01509 222333.

Room	Building	Could be booked for teaching?	Outside teaching hours
S006	Chemical Engineering	Yes	Swipe card
X	Pilkington Library	No	Library Hours
N004, N005 Triple Boot	Haslegrave	Yes	Swipe card at rear of building
BE025	Sir Richard Morris Business School	Yes	No access
D003	James France	No	Swipe card
XX031, XX031a, XX036	Bridgeman Centre	Yes	Swipe card

Triple Boot means the lab runs Windows 7, Mac OS X, or Linux

Free Antivirus Software

We want to help you keep your PC and data safe, and for that reason we provide industry standard antivirus programs. McAfee antivirus

(Windows, including anti-malware) and Sophos (Mac) is available from: www.lboro.ac.uk/it/security/antivirus-free.html

Other Software Available for Students

IT Services offers some applications to download to assist you in your studies, including PASW (formerly known as SPSS), Maple, NVivo, Cambridge Engineering Selector, NX, and Solid Edge. We also provide links to student discounts for purchasing other software.

Have a look here:
www.lboro.ac.uk/it/software



Follow Me Printing

Our network printers (also known as multi-function devices as they can scan, print and copy) can be accessed from our labs, from HallNet, and over our secure wireless network eduroam.

To use the printers you will need to purchase printer credits using our online system here: <https://printpayments.lboro.ac.uk/safecom/> or using a credit/debit card in the library.

We charge the minimum necessary to cover the costs of print cartridges and paper, and default all printing to double-sided, again saving you money.

In addition, photocopying and scan to e-mail functions are also available on our network printers.

A2-A0 large format printing is available from Design and Print in the Herbert Manzoni Building.

<http://maps.lboro.ac.uk/place/herbert-manzoni>

Mac users should also be aware that Apple UK offer an educational discount. From the following link, click on the left hand side 'Educational Store'.

<http://store.apple.com/uk>

General information and Setting up your personal computer to print

Our Student IT pages offer a guide to help you set up printers on your personal computer.

www.lboro.ac.uk/it/printing

Location of Printers and Costs

<https://internal.lboro.ac.uk/it/uniwide/info/printing/printerlist.html>



Google Email, Apps and Storage

Loughborough University uses the Google Apps system for communication and collaboration, providing access to the familiar Google services using your University IT account, including:

- Google Email (with 7GB of storage and voice and video chat built in)
- Google Calendar
- Google Docs (1GB of file storage with collaborative editing tools)
- Google Groups (mailing lists with which you can share documents and calendars)
- Google Sites (user friendly tools for creating and maintaining websites)

You can start using the Google Apps system by visiting <http://start.student.lboro.ac.uk> or <http://my.lboro.ac.uk>

More information on Google Apps at Loughborough is available from www.lboro.ac.uk/it/google/

Including information on how to configure your mobile device to access Google.

The University or your Department will, from time to time, send you official e-mail, sometimes requiring you to take action in response. They will only send this to your University e-mail address. Your University e-mail address will be based on your name and year of entry, so for example Frederick James Bloggs, starting in 2011, would have the e-mail address F.J.Bloggs-11@student.lboro.ac.uk. When telling people what your e-mail address is, remember to include any middle initials. Your University e-mail address is displayed in the top right hand corner of Google Mail.

We take a number of measures to reduce the likelihood of you receiving spam, junk e-mail, and to block e-mail scams. However, we cannot guarantee that you will never receive such messages. For more information about these problems and how to deal with them, see: www.lboro.ac.uk/it/google/scam.html

Google E-mail

You can access your e-mail from our main student start page: <http://my.lboro.ac.uk>

As part of the e-mail service, you also receive an online calendar that can be integrated with your computer and smartphone.

There are instructions on how to set up Google E-mail on your smartphone, or favourite e-mail client here:

www.lboro.ac.uk/it/google/

Google Apps – Free Office suite

Don't want to pay for a full Office suite? Google has a free online Office suite. It allows you to work on Word, Excel and PowerPoint documents; creating, editing, storing and emailing them. As the suite is online you can access it, and your documents, from anywhere you have an internet connection.

Google provide information on Apps for Education here: www.google.com/a/help/intl/en/edu/

Google Docs and File Storage

The last thing you want near project submission time is for your computer to fail, taking your work down too. For that reason we strongly recommend using Google's online Document Storage, where Google provide you with 1 GB of storage.

Any Documents you create using Google Apps are automatically saved in Docs, and any existing work on your computer can be uploaded there. Google Docs also makes it easy to share documents with people - you can see the changes other people are making and chat with each other while you are editing.

Your Google Docs are available from any internet enabled computer, including all of our laboratory computers.

Google Docs can be accessed from the link at: www.lboro.ac.uk/it/google/

Information from Google on their Docs platform is at: www.google.com/a/help/intl/en/edu/collaboration.html

“Follow Me” Network File Store

To complement the document sharing facilities in Google Mail, IT Services provides the “Follow Me” Network File Store available from Labs, HallNet and wireless as a U: drive, which IT Services backs up for you daily.

www.lboro.ac.uk/it/systems



Distance Learners

By installing the Cisco AnyConnect VPN client, you can access many services normally only available on-campus using our Remote Working Service. www.lboro.ac.uk/it/off-campus/anyconnect.html

Further details about all of the Remote Working Service features can be found at www.lboro.ac.uk/it/off-campus/



e-Learning

Learn is Loughborough University's Virtual Learning Environment, VLE, where you will find various resources to help you with your studies. Learn is based upon the popular Moodle platform, a system widely used by Universities and schools. Your tutors can use Learn to give you access to learning materials for your modules, which you can use from on or off campus. You can access Learn:

1. through the URL:

<http://learn.lboro.ac.uk/>

2. via the Favorites menu of the University Web Browser

As well as teaching and learning materials, Learn provides:

- Module news announcements
- Module calendar
- Discussion forums
- Module specifications
- Module reading lists
- Online tests
- IT skills support
- Study skills support
- Maths support resources
- Personalised exam timetables
- Past exam papers
- Exam results
- Reflective journals
- Glossaries

and more - just take a look and see for yourself...

e-Admin

Your username and password are already registered on our systems. You have probably received information on how to obtain your Loughborough University username and password.

If you haven't already done so, you can retrieve your credentials from www.lboro.ac.uk/registration/credentials

To access the system you will need your:

- UCAS Personal ID (undergraduates) or Application Number (postgraduates/other students)
- Date of Birth

If you forget them you can visit the PC Clinic on the Ground Floor of Haslegrave, the Information Desk in the Library, the IT Service Desk (01509 222333 or it.services@lboro.ac.uk) or see the Admin staff in your department.

You can change your password here: <https://pass.lboro.ac.uk/>

Online print credits can be purchased here:

<https://printpayments.lboro.ac.uk/safecom/>

Online payments can be made at:

www.lboro.ac.uk/admin/financial/pages/online_payment.htm

Apply for University accommodation at: <http://accommodation.lboro.ac.uk/>

Module registration, exam timetables, course work, and notes can be found on Learn:

<http://learn.lboro.ac.uk>

Acceptable use of I.T.

University IT resources are for educational, training, administrative, and research purposes, as well as facilitating the wider University experience. Priority must always be granted to those needing University facilities for academic work.

Things you should NOT do include:

- keep or distribute material that is offensive, obscene or indecent, except in the course of recognised research or teaching that is legally permitted.
- the infringement of intellectual property rights.
- causing annoyance, inconvenience or anxiety to others.
- defamation, although genuine scholarly criticism is permitted.
- unsolicited advertising, often referred to as “spamming”.
- attempt to break into or damage computer systems or data.
- actions or inactions which aid the distribution of malicious software.
- attempt to access the University network or any computer when you are not authenticated or authorised.

These restrictions should be taken to mean, for example, that the following activities will normally be considered to be a breach of this policy:

- the downloading, uploading, distribution or storage of music, video, film, or other material, when you do not have valid permission from the copyright holder.
- the use of peer-to-peer software and related applications for the purpose of illegally downloading and/or sharing music, video, film, or other material, in contravention of copyright law.
- connecting an unauthorised device to the University network, circumvention of Network Access Control or associating any device to network Access Points, for which you are not authorised.
- monitoring or interception of network traffic, without permission and/or probing for the security weaknesses of systems without permission.
- non-academic activities which generate excessive network traffic.
- excessive use of IT resources, which lead to a denial of service to others.
- opening an unsolicited e-mail attachment, especially if not study-related.
- the deliberate viewing of pornographic images.
- the passing on of electronic chain mail.
- posting of defamatory comments about

- posting of defamatory comments about staff or students on social networking sites
- the use of storage devices for copying unlicensed copyright material.
- the copying of other people’s web site material without permission.

Acceptable uses will normally include personal e-mail and the recreational use of Internet services, such as the WWW. However such use is a privilege and not a right and may be withdrawn if abused or if you are subject to disciplinary procedure.

The University’s policy is available in full at: www.lboro.ac.uk/it/policies/

You must ensure that you have read and understood this policy.

© Loughborough University 2011

