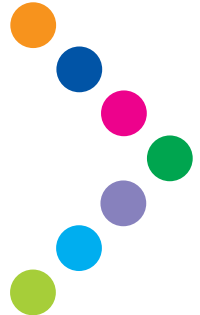




The
University
Of
Sheffield.

Corporate
Information &
Computing
Services.

IT Services For University Staff.





Working at the University of Sheffield

This guide will help you get started with the key IT services provided by Corporate Information & Computing Services (CiCS).

If you need any help using any IT service you can talk to your departmental technician if you have one, or alternatively contact the CiCS helpdesk using any of the channels described towards the end of this booklet.

Before you can use the IT services you will need to take your letter of appointment to the Computing Centre on Hounsfield Road. Here you will receive:

- A username to access University IT services
- A password to provide secure access
- A VPN password for access from off campus
- A University ID card called a UCard

Once you have these you can gain access to the University's IT facilities.



Getting Connected

Wired Network

To connect your computer to the wired network plug the network cable into the socket and then start your web browser, you should automatically be taken to the registration page, if not please go to the link below:

<http://csrs.shef.ac.uk>

Fill in the form and follow the instructions on screen to register your computer on the network.

Wireless Network

Alternatively, to connect to the wireless network, click your wireless icon, search for the eduroam network then supply your username and password. For more information on connecting to the wireless network, go to:

www.shef.ac.uk/cics/wireless

Security

You must ensure that your computer has up-to-date antivirus software installed. McAfee VirusScan is available for free from our software download service detailed later in this booklet. In addition, all PCs must have the Windows Firewall activated and Automatic Updates enabled.

For more information on security, go to:

www.shef.ac.uk/cics/security



Telephones

Your University landline should be active so you should already have a working telephone on your desk. If not please contact your department's telephone liaison officer (TLO). You can find your TLO on the Telephone Services website:

www.shef.ac.uk/cics/phones

Here you will find a user manual for your telephone handset. The manual will explain how to find numbers, how to divert and transfer calls and how to use the Audix voicemail system.

If your department is providing you with a mobile phone for work purposes there is a choice of three models available depending on need. These are detailed on the CiCS website.

www.shef.ac.uk/cics/mobiles

If you have a supported smartphone we will help you connect it to the University wireless network and set it up so you can easily access your email and calendar.



Email

The email service at the University is set up so that staff can access all their email messages from anywhere; from on campus to anywhere in the world.

CiCS recommends Thunderbird as the email client for your own desktop or laptop computer. Alternatively, you may prefer to install another email client, including Outlook and MacMail, and configure these to access your University email.

If you are in an Internet café or using a friend's computer, we recommend you access your email using the web client, available from any modern web browser via a link in MUSE.

The email service is described in detail on the CiCS website at:
www.shef.ac.uk/cics/email



MUSE for Web Based Services

Many University IT services are accessible over the web. The majority are available via the portal, MUSE. To access MUSE go to any University web page and click the Login to MUSE link in the top-left corner. You will have access to:

- Webmail: Web based email
- myCalendar: Shared diary and scheduling
- uSpace: online collaboration environment
- MOLE: online learning environment
- myJob/myTeam: HR systems *
- myPurchase/uBASE: Finance systems *
- Library eResources
- Room Booking System
- And more...

Secure Access to Services

* To access HR and Finance systems from off campus you will need to set up a secure Virtual Private Network (VPN) connection. For more information on this service, go to:

www.shef.ac.uk/cics/vpn



Printing

CiCS provides a networked printing service for staff to maximize cost effectiveness and minimize environmental impact.

To select a networked printer, photocopier or multifunction product go to the printer chooser.

www.shef.ac.uk/prchooser

In the left-hand column of the printer chooser select your faculty, department and building. In the right-hand area you can then select a departmental printer.

For large volume printing and photocopying jobs or for professional design and printing services you should visit the University Print Service. This section of CiCS provides a full range of print and finishing services in-house from large format poster and exhibition printing to single and full colour work.

www.shef.ac.uk/cics/uniprint

The University Print Management Team can help departments reduce the environmental impact and financial cost of print. For more information, go to:

www.shef.ac.uk/cics/upmt



Software Licensing and Sales

CiCS provides and sells licensed software to University staff and students. Using sector-wide agreements and locally negotiated deals CiCS is able to procure and resell software at discounted educational prices. See

www.shef.ac.uk/cics/buying

In addition, CiCS provides a software download service for staff. A range of licensed software is available to download from the CiCS website, where there are also links to collections of freeware and shareware utilities. See:

www.shef.ac.uk/cics/downloads

You must adhere to University regulations and must not illegally copy or redistribute University licensed software.



Getting help

The CiCS IT Helpdesk provides IT support to staff using a range of innovative channels.

The CiCS Helpdesk Self Service channel in MUSE provides 24/7 access to a knowledgebase of answers to common questions. If a suitable answer is not listed you can submit your question to a helpdesk analyst.

www.shef.ac.uk/cics/selfservice

During working hours use the Live Support button in Self Service to begin an instant messaging chat with a helpdesk analyst.

www.shef.ac.uk/cics/selfservice/chat.html

If required you can let the analyst use remote assistance to control your computer over the Internet to fix the problem.

www.shef.ac.uk/cics/selfservice/remote.html

During working hours from 8am-6pm Monday to Friday, you can also phone the helpdesk on 21111 for a more traditional helpdesk service.

From 9am–5pm you can use the drop-in service at the Computing Centre for face to face IT assistance.



Saving and Storing your Work

Your department may have a policy about where staff should store their work files; you should ask your manager for advice. There are several options available:

- Hard drive – you may save files on your hard drive but your colleagues may not be able to access them in your absence and you should keep backups in case the hard drive fails
- Networked filestore (This is the preferred option for storing University work)
 - Personal drive (U Drive): you have an allocation of secure networked filestore which is backed up for you, but your colleagues cannot access files in your absence.
 - Shared drive (M Drive): your department will have a shared, secure network drive which is backed up and which will allow colleagues to access your files
- uSpace – online collaboration environment, should be used to collaborate and prepare work with colleagues and is not designed to be a general purpose filestore.
- Portable drives – USB sticks and CDs are suitable for backups if stored securely.

Portable drives are easily lost and should never be used for sensitive information.



Personal Information on Portable Devices

As a member of University staff you may have access to personal and sensitive information about University staff and students.

As a rule personal information should not be stored on portable computers or media, but where this is necessary you must ensure that you abide by University policy when storing personal information in this way. The loss of personal information is very serious and could result in considerable damage to the University's reputation and a fine of up to £500,000.

The link below contains the University's policy relating to personal information stored on laptops, mobile phones and removable media as well as practical advice:

www.shef.ac.uk/cics/remote/information.html

Data Protection

For the University policy statement on personal information please see the Data Protection website at

www.shef.ac.uk/cics/dataprotection.



Rules and Regulations

Your Computer account is provided to enable you to fulfill the requirements of your role at the University. It is your responsibility to be familiar with the Code of Practice for the Use of University Computing Facilities and the Regulations on the Use of Computing Facilities.

Both are available on the web at
www.shef.ac.uk/cics/codeofpractice

Copyright

You must not use any University computer system or the University network to copy or distribute copyright materials without authorization of the copyright owner. This includes computer software as well as music and motion pictures. For more information on the University's policy regarding the unauthorised copying and distribution of copyright material. Go to:

www.shef.ac.uk/cics/policies/copyright.html