



The
University
Of
Sheffield.

Corporate
Information &
Computing
Services.

Getting Started With IT Services.



Welcome to

CiCS

This guide will introduce you to the key IT services provided for University of Sheffield students by Corporate Information & Computing Services (CiCS).

CiCS provides many services which you will use throughout your studies at the University. To find more information on all the services we provide and how to use them go to

www.shef.ac.uk/cics/students



Getting Online



It is very easy to get online at the University. On campus you can connect via the wireless network, which is available in all student areas.

To connect to the wireless network:

- 1 Click your wireless icon or go to Wi-Fi settings.
- 2 Select the eduroam wireless network.
- 3 Provide your University username and password.

To get online in University accommodation there is a combination of wireless and wired networks.

To connect to the wired network:

- 1 Connect your computer to the socket using the cable provided.
- 2 Start your web browser.
- 3 Follow the instructions on screen.

For more details on connecting to the Internet, including how to connect a games console, see:

www.shef.ac.uk/cics/connect

Using Mobiles and Tablets

Once you have connected your smartphone or tablet to the Internet you can set up your University email and calendar. The University has worked with Google to provide Mail, Calendar and other Google Apps, so you just need to use the web browser on your device to access m.google.com

From here you can download Mail, Calendar and Sync apps, which will integrate with University services.

For more details on setting up your device, go to:

www.shef.ac.uk/cics/smartphones

From here you can find out about CampusM; a dedicated mobile app for Sheffield students. It features personalised course timetables and reading lists as well as campus maps, printer locations and where to find available PCs.

You can download the app for Android, BlackBerry and Apple devices including iPhones, iPads and iPod Touches. A web version is available for all other mobiles. For more details and all the links see: www.shef.ac.uk/cics/mobileapp



Using your Computer

You don't need to bring your own computer to University, but if you do you can benefit from our support for Windows, Apple Mac and Linux computers and laptops.

If your computer develops a fault contact our helpdesk service. We will diagnose the problem and offer advice on next steps.

Laptops and Netbooks

You can connect your laptop in your accommodation and also in learning spaces, lecture theatres, cafés and social areas around campus.

Desktops

You can connect your computer in your accommodation.

Consoles

You can also connect a range of games consoles in your accommodation.



Using our Computers

We provide over 1600 Windows PCs for Sheffield students to use. This includes:

- Over 1000 distributed around 36 computer rooms across campus.
- Over 500 computers in the Information Commons, the flagship learning space, open 24/7 with security officers, a café, drinking water fountains and showers.

Our web pages help you locate rooms where there are free PCs and for the Information Commons you can even book a PC online.

In addition to the PCs provided, we also operate a laptop lending service. You can reserve a laptop online, 7 days a week, to be collected and used in the Information Commons.

For more about University computers, including locating available PCs, booking PCs and using the laptop lending service, see:

www.shef.ac.uk/cics/computers

I'm Connected, Now What?

Most University IT services are web based so you can access them from anywhere on any connected computer or device. Secure access to these online services is provided through our portal, MUSE. All you need is your University username and password.

MUSE gives you access to a range of services including:

- Google Apps for Education including your email, calendar and docs
- uSpace: our online collaboration and social environment
- MOLE: the University on-line learning environment
- Library resources: electronic resources and reading lists
- Lecture timetables and module information
- Laptop lending service booking form
- PC booking form
- CiCS self-service support
- Exam results
- Careers resources
- Housing finder
- Your student record

There is a link to MUSE at the top of every web page on the University of Sheffield web site.

Staying Safe Online

It is very easy to get online at the University of Sheffield. However, once online you will need to protect yourself, your data and your equipment.

Do not let anyone know your University password.

Be on guard for fraudulent emails trying to obtain your password, your bank account details, or scare you into downloading fake antivirus software that will infect your computer.

Be careful how much personal information you reveal on social networking sites like Facebook and Twitter, not everyone reading your profile is really your friend.

All computers should have up-to-date antivirus software installed. For PCs we recommend you download Microsoft Security Essentials before you arrive or as soon as you get connected at University, and you must have the Windows Firewall and Automatic Updates enabled. If you bring a Mac we will provide you with a copy of McAfee VirusScan.

For detailed information about online security see:

www.shef.ac.uk/cics/security



Printing your Work

The printing service is designed to work across multiple buildings including residences, departments and study spaces.

You can print from all University student computers, from your own computer, on campus and from home.

Your print job will wait in the print queue for up to two days during which time you can go to any compatible printer and start the actual printing.

To print, you swipe your University membership card (UCard) at any printer to display your print jobs and choose which ones you wish to print. The cost of your printout will then be deducted from your printing account.

You add credit to your account using online card payments or value loading kiosks, which are all around campus.

For full details on the student printing service see:

www.shef.ac.uk/cics/printing



Help and Support



If you need help with your computer or mobile device we provide a comprehensive helpdesk service. There are many ways to contact us and you can use whichever method is best for you.

You can:

- Call in at the Computing Centre Reception Desk.
- Talk to staff in the Information Commons at the Information Desk on Level 1.
- Phone the helpdesk on (0114) 222 1111.
- Talk to the helpdesk online with Live Chat.
- Go to our self-service web pages to search the Knowledgebase or ask a question.

You can locate the Information Commons and the Computing Centre on a University location map or using the maps feature of the CampusM app.

You can check the status of University IT services on our service status page: www.shef.ac.uk/cics/status and you can also follow us on Twitter: twitter.com/cics

For details on all support options available, with hours of business, see:

www.shef.ac.uk/cics/support

Rules and Regulations

Your computer account is provided to aid you in your academic work. It is your responsibility to be familiar with and abide by the University's IT Code of Practice and the Regulations on the Use of Computing Facilities.

www.shef.ac.uk/cics/codeofpractice

Copyright

You must not use University computing facilities (including any University provided connection to the Internet) to copy or distribute copyright material without authorisation of the copyright owner. This includes movies, music, software and electronic books.

www.shef.ac.uk/cics/copyright

Passwords and Security

You should choose a strong password for your account and never share it. We strongly recommend that you follow the advice on our security and safe computing web pages; this should keep you, your account and your computer safe from harm.

www.shef.ac.uk/cics/security

Personal Information

Your personal information is protected under the English Law of Data Protection, and the University adheres to strict policy to protect your information and your rights to access. The University collects and processes personal information only in order to meet specific legitimate purposes, and retains that information only for as long as those purposes remain valid.

www.shef.ac.uk/cics/personalinformation

Username:

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Email address:

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