

IT SERVICES CATALOGUE

February 2017



WELCOME TO THE IT SERVICE CATALOGUE

This catalogue represents an overview of **IT services** offered to students.

The services are grouped into four areas; **My Account**, **My Device**, **My Software** and **MyIT Support**. Within these areas, information about services are detailed individually.

Requests can be logged via **MyIT**.

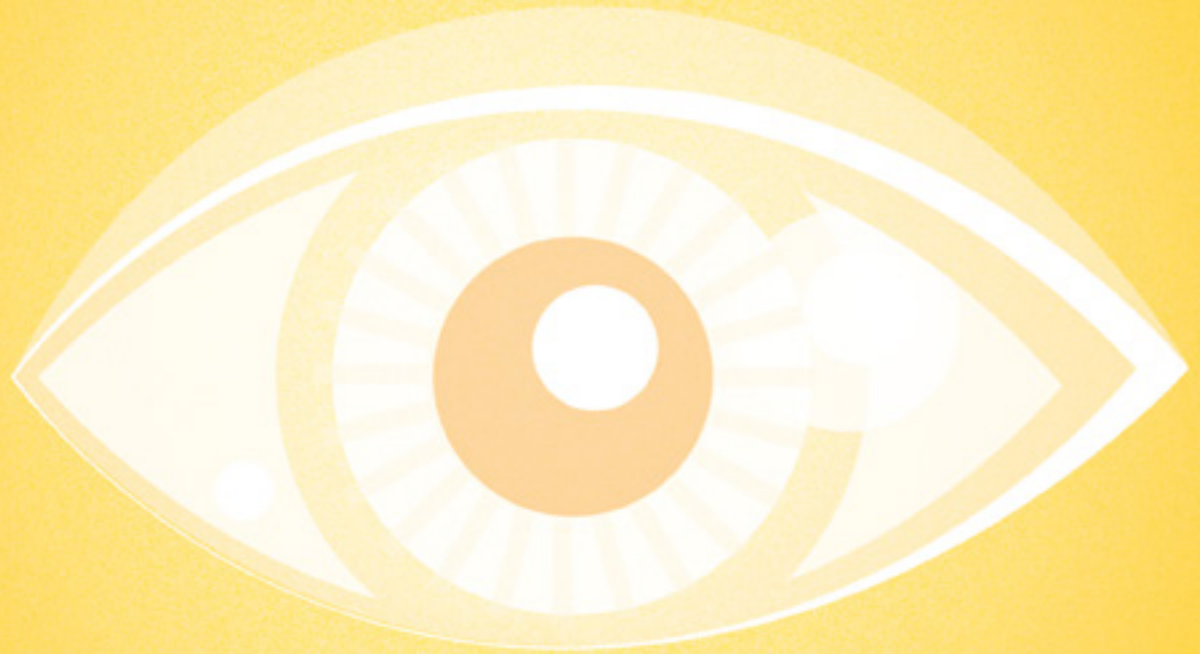
Need help?

Log a request via **MyIT**
(on campus only)

Tel: +44 (0)207 514 9898
Email: servicedesk@arts.ac.uk

MY ACCOUNT

This section of the IT Service Catalogue contains information about **Student IT accounts**.



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ACCOUNTS

Description of service

University IT Services manage the accounts that grant access to IT systems. These accounts are called IT accounts.

An IT account includes two important features:

- username e.g. BLO12345678
- password

Passwords

New IT accounts come with a temporary password. This temporary password expires after 3 log-ins and should be reset before expiry.

Students must also reset their passwords at least once a year. This ensures the account and UAL's IT systems are secure.

Passwords can be reset through Password Self-Service. (see p. 8)

Availability

This service is available to students 24/7, once their IT account is created.

A student's IT account creates 72 hours after they accept a course offer. Full access to IT systems and buildings facilities is available 24 hours after enrollment.

Student IT accounts disable 150 days after the last day of their course.

ID CARDS

Description of service

ID cards enable:

- access to UAL colleges
- access to IT systems (such as printers)

ID cards are also used for security purposes.

Using this service

Site entry

To gain entry to college buildings, staff and students need to show or scan their ID card. ID cards should be worn/displayed when on-campus.

Access to on-campus facilities will vary for each student depending on the requirements of their course.

Other resources

ID cards can be scanned for quick access to printing or Library Services.

Access

ID cards are supplied by individual colleges. Students are issued with ID cards when they enrol on a course.

Charges: damaged / lost /stolen ID cards

When an ID card stops working, is damaged, or is lost or stolen, it can be replaced by Estates Services or the relevant college.

There may be a charge for printing a replacement ID card.

Availability

Students are issued with ID cards when they enrol on a course.

ID Card Expiry

A student ID card will stop working 150 days after the end of that student's course. A student's ID card may also stop working if there is a problem with their student-record, such as unpaid library fines or course fees.



EMAIL

Description of service

All students are given an email account with 25GB storage and integrated personal calendar.

Students should use their IT account username and password to access their email account.

Student email addresses are usually of the format:

`j.bloggs0220161@arts.ac.uk`

Access

Email accounts can be accessed via MyUAL, MyArts or the online portal for Office365.

Availability

This service is available 24/7, once the student IT account has been created (see *Accounts, p.6*).

When a student IT account is deleted, their email account will no longer be accessible and all data will also be deleted.

Further information

More information about student email accounts is available on MyArts. Search for *Email & Personal Storage*.

SHARED MAILBOX ACCESS POSTGRADUATE ONLY

Description of service

University IT Services offer shared mailbox services to postgraduate students.

Shared mailboxes are generic email addresses that work in the same way as conventional email accounts. Also known as 'Role Accounts', they allow multiple users to view/send emails and share a calendar from a common mailbox.

Shared mailboxes are used to enable collaborative working and are usually assigned to a small team or research project. An example address format for a shared mailbox is:

`sharedmailbox@arts.ac.uk`

Access

Once established, a shared mailbox can be accessed in Microsoft Outlook. The Outlook application will sometimes require for the shared mailbox to be added manually.

A shared mailbox can also be accessed in O365 online using the 'open another mailbox' feature.

Request process

To gain access to an existing shared mailbox, a request should be submitted by an existing mailbox owner/user on MyIT.

University IT Services take up to 3 working days to process a Shared Mailbox Access request.

Availability

This service is available 24/7, once access to the shared mailbox has been granted.

PASSWORD SELF SERVICE

Description of service

Password Self-Service (PSS) is an online facility that allows students to reset their IT account password.

Availability

This service is available 24/7, once the student IT account has been created (see *Accounts, p. 6*).

Further information

You can find security tips and helpful advice about Password Self-Service at <https://pss.arts.ac.uk>.

INSTANT MESSAGING

CALENDAR

Description of service

Students are given an email account with an integrated calendar system once they have accepted a place onto a course.

Outlook's integrated calendar system can be used to manage personal schedules.

Access

Students can access their email account and calendar on the online portal for Office 365 or via MyArts.

Students can also access calendar services via the Microsoft Outlook application.

Availability

This service is available 24/7, once the student IT account has been created (see *Accounts, p.6*).

When a student IT account is deleted, the Outlook calendar will no longer be accessible and all data will also be deleted.

Description of service

Students are able to use Skype for instant messaging.

Access

The Skype icon will appear once students are within their inbox on the Office 365 portal.

Availability

This service is available 24/7, in Office 365 online, once the student IT account has been created (see *Accounts, p.6*).

When a student IT account is deleted, Skype will no longer be accessible and all data will also be deleted.

FILE STORAGE

Description of service

Every student is allocated personal file storage of 500 MB synced with their IT account.

Students are also allocated 1TB storage on OneDrive; the Office 365 online cloud storage facility (see *OneDrive, p.11*).

Access

Files saved to personal file storage will be accessible on Managed Desktops (see *Managed Desktops, p.14*).

- **PC:** personal file storage is referred to as 'My Documents' or the H: drive.

- **Mac:** personal file storage is available via the network drives. The enclosing folder for personal file storage is labelled with individual IT account usernames e.g. BLO12345678. A shortcut for personal file storage will often be available on the desktop.

Managed Desktops are available at each college, typically in college libraries and open access areas.

Availability

This service is available 24/7, once the student IT account has been created (see *Accounts, p.6*).

When a student IT account is deleted, personal file storage will no longer be accessible and all data will also be deleted.

Further information

You can find out more about file storage in *Email & Personal Storage*.

ONE DRIVE OFFICE365

Description of service

Students are allocated up to 1TB storage on OneDrive; the Office 365 online cloud storage facility.

Access

OneDrive is available to all IT accounts holders and can be accessed via the on-line portal for Office 365.

Availability

This service is available 24/7, once the student IT account has been created (see *Accounts, p.6*).

When a student IT account is deleted, OneDrive will no longer be accessible and all data will also be deleted.

Further information

To find out more about OneDrive search for *Email & Personal Storage* on MyArts.

MY DEVICE

This section of the IT Services Catalogue describes the **computer services** and **internet resources** available to students.



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MANAGED DESKTOPS

Description of service

University IT Services manage and install desktop settings on many computers across UAL. These desktops are referred to as 'Managed Desktops'.

For Managed Desktops, standard settings are applied remotely. These include:

- software installs and updates
- security settings and antivirus updates
- user permissions
- S:drive
- shared area connections

University IT Services run several kinds of Managed Desktop protocols:

- Windows 7 Desktop (available on all PC computers)
- Apple Managed Desktop OS X 10.xxx (available on all Mac computers)
- Media Centre / Lecture Theatre desktop

Access

Students can access Managed Desktops on-campus using UAL computers. Students may only install software on Managed Desktops that is available through Software Self-Service.

Identifying a Managed Desktop

All UAL computers that require an IT account login to access the desktop are Managed Desktops.

Availability

Managed Desktops are only available to students with active IT accounts.

Access to Managed Desktops, printing and other hardware systems is subject to the opening and closing hours of each college campus.

PERSONAL FILE STORAGE

Information about personal file storage is listed in My Account ([p.6](#)).

Using the service

Most computer desktop facilities at the University require an active IT account to login, and a valid ID card to gain entry to campus buildings.

Operating systems:

- Apple Macs: run OS X 10.xx
- PCs: generally run Windows 7

Access

Access to each college campus' onsite computer facilities will vary for IT account holders, depending on the access rights allocated to their ID card ([see ID cards, p.7](#)).

COMPUTER FACILITIES

Description of service

University IT Services install and maintain a number of computer areas at each college. They contain Mac and PC desktops and are usually incorporate printing facilities, such as Multi-Functional Devices (MFDs).

Computers managed by University IT Services also provide standard and subject-specific software, such as Adobe Photoshop or video editing software.

Availability

The availability of computer facilities will vary on different sites. Queries regarding availability of computer facilities should be directed to each individual college.

Further information

For more information about computer facilities available to students search for *Computer Facilities* on MyArts.

PRINTING, SCANNING & COPYING

Description of service

University IT Services assist each college with the provision of Multi-Functional Devices (MFD) and printing/scanning/copying equipment.

Multi-Functional Devices (MFD) can be used to:

- print and collate documents
- scan and send images or documents via email
- scan and save images or documents to a USB
- photocopy

These devices are located in libraries and other locations at each of UAL colleges' campuses.

Using the service

Students can access printing/scanning/copying facilities using an IT account username and password. ID cards can be scanned to allow quick access to Multi-Functional Devices (MFDs) and other printing facilities

Printing

Printing involves a cost so students will need to purchase credit before using printing facilities.

There print queue system available for students is Pcounter.

Scanning and copying

MFDs at each UAL college campus provide extra functions including:

- colour and black and white photocopying
- scan to email
- scan and save to a USB device

Access

Unless printing via wireless or in a designated UAL-WiFi area, students must be logged into a managed desktop to send documents to the print queue.

Printers are situated in different locations across UAL's buildings and offices. Some MFDs may only be accessible to certain individuals, depending on the access rights assigned to their ID card.

Availability

The availability of student printing, scanning and copying devices will vary at each site and queries will need to be directed to individual colleges.

Further information

You can read more about printing facilities for students, search for *Printing* on MyArts.



UNIVERSITY NETWORK & WIFI

Description of service

Users, hardware and various IT services need to be connected to each other through the University Network in order to communicate and share resources.

Common services that use the University Network to connect or communicate include:

- Internet access
- File sharing
- Application sharing
- Hardware sharing
- Telephony

Access

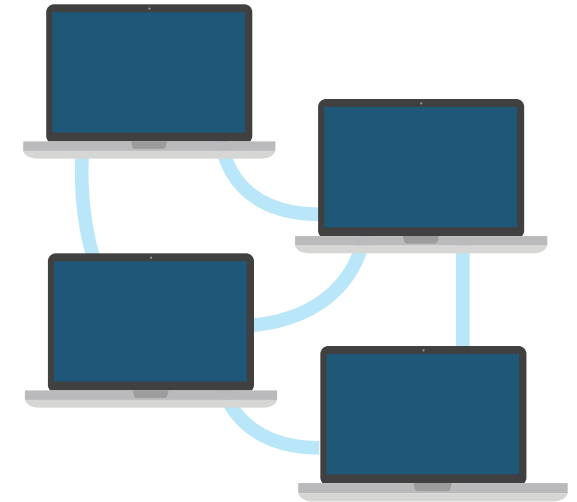
There are two main ways students can access the University Network:
Wired network is for connecting University owned devices to the network. Network cables are available in most on-site computer areas.

UAL WiFi can be accessed via network preferences on personal devices and UAL computers (including Managed Desktops).

Availability

Access to the wired network and UAL WiFi is subject to the opening and closing hours of each college campus.on-campus, subject to the opening and closing times of each college buildig. Students cannot access the University network remotely.

WIFI FOR VISITORS



Description

There are two WiFi networks that enable guests and visitors to access WiFi whilst on-site:

- **Eduroam** (for visitors from institutions connected to Eduroam)
- **The Cloud** (for anyone)

Eduroam can also be used by Staff, contractors and students to access WiFi whilst visiting other institutions connected to Eduroam.

WiFi is most commonly used by guests and visitors for communication between devices and internet access.

The Cloud and Eduroam do not give access to the University network.

Access

The Cloud and Eduroam can be accessed via network preferences on personal devices.

Availability

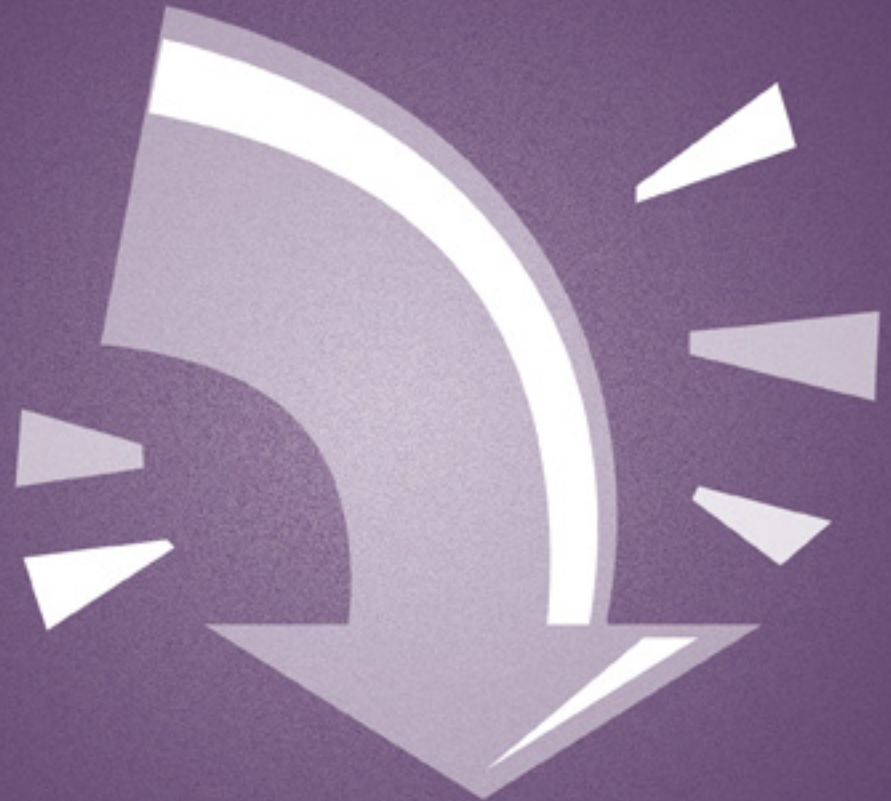
Access to Guest WiFi is subject to the opening and closing hours of each college campus.

Further information

For further information about Eduroam and The Cloud search for *WiFi* on MyArts.

MY SOFTWARE

This section of the IT Services Catalogue describes the software and equipment configuration services offered to students.



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SOFTWARE SELF SERVICE



Description of service

University IT Services provide Software Self-Service, a facility that makes software available for installation on Managed Desktops (see *My Device*, p.12).

Software available to students will typically include alternative browsers and assistive learning software eg. ClaroRead.

Access

Students can access Software Self-service on Managed Desktops (see *My Device*, p.12) running Windows and Mac OS X.

- Windows desktop software installation is run via ZenWorks Self-Service
- Mac desktops software installation is run via Casper Self-Service

On Managed Desktops, software should only be installed via Software Self-Service and is not permitted by any other means.

Availability

Software Self-Service is available once a student IT account has been created (see *My Account*, p.6). Hours of availability is subject to the opening times of computer facilities in each college (see *My Device*, p.12).

Availability of specific software will vary in different areas of the University. Queries regarding software availability should be directed to on-site staff responsible for computer facilities in each area.

Request process

Students who need assistance installing software via Self-Service should ask on-site staff responsible for computer facilities in each area, who may log a request with University IT Services if necessary.

The IT Service Desk will not normally offer software installation support to students.

MANAGED DESKTOPS

Information about managed desktops is listed in *My Device* (see p.14).

DISCOUNTS ON SOFTWARE

Students in higher education are entitled to discounts when purchasing computers, devices and software from a number of external suppliers.

Information about computer and hardware discounts available to students can be found when you search for *Discounts* on MyArts.

MY IT SUPPORT

This section of the IT Service Catalogue explains the user support services provided by the IT Service Desk.



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This section of the IT Service Catalogue explains the user support services provided by the IT Service Desk.

IT SERVICE DESK

Description of service

University IT Services provides IT support to staff and students. The single point of contact for this support is the IT Service Desk.

Access

Students can contact the IT Service Desk by phone, email or MyIT.

- +44 (0)207 514 9898
- servicedesk@arts.ac.uk
- MyIT

The IT Service Desk can assist with any query or problem related to the services detailed in My Account, My Device and My Software.

Availability

Phone support is available 24/7. Requests can be logged by email or MyIT at any time, but these requests will only be processed during office hours (Mon – Fri, 9am – 5pm).

During office hours the IT Service Desk is operated by University IT Services. Outside office hours the IT Service Desk is operated by Northumbria University.

Urgent requests should always be made by phone.



Request process

Upon contacting the IT Service Desk, a reference number and a web link are sent via email.

The response process involves the query being logged, diagnosed, and resolved. If the issue cannot be resolved at the first point of contact with the IT Service Desk, the request will be transferred to an appropriate IT support team.

Response times

The IT Service Desk has set timeframes for addressing and responding to queries called and aim to:

- answer telephone calls within two minutes
- respond to emails within 8 working hours
- respond to web submissions within 4 working hours
- when issues are more complex, we aim to provide a meaningful response within 2 working days

Response times alter at the start of the year and in the event of a major incident being declared. Resolutions are also subject to differing response times due to the varied nature of queries or problems.

OUT OF HOURS SUPPORT

During office hours (Mon-Fri, 9am-5pm) the IT Service Desk is operated by University IT Services.

Outside office hours, the IT Service Desk is operated by Northumbria University, during which time a limited service is available.

Out of hours support is available by phone only:

- +44 (0)207 514 9898

Services supported include:

- IT account login issues (for Office 365, Moodle and MyArts)
- WiFi access (see *UAL-WiFi, p.18*)
- 'How to' queries

Out of hours support will also offer workarounds for any major IT issues.

Requests to the IT Service Desk can be logged by email or MyIT at any time, but these requests will only be processed during office hours.

MYIT

Description of service

MyIT is an online customer portal operated by the IT Service Desk.

MyIT provides students with information and guidance on their account, access to request forms, and a search function to find relevant articles and topics that may assist with queries.

Access

MyIT is only available on devices connected to the University network. Students can use their IT account username and password to login.

MyIT enables students to:

- log a request with the IT Service Desk
- track and update requests sent to the IT Service Desk
- complete surveys on IT experiences and usage
- view IT updates and news relating to UAL systems
- access help topics and FAQs
- search for information on the Knowledge Base

Students can access the University network from any managed desktop (see *My Device*, p.12).

Availability

This service is available on managed desktops (see *My Device*, p.12), once the student IT account has been created.

Hours of availability is subject to the opening times of computer facilities in each college (see *My Device*, p.12).

Request process

After logging a call via MyIT, a reference number and a web link are sent via email. The response process via MyIT is identical to the IT Service Desk process (see *IT Service Desk*, p.26).

Response times

The IT Service Desk aim to respond to submissions sent via MyIT within 4 working hours and provide a meaningful response to more complex issues within 2 working days.

Response times alter at the start of the year and in the event of a major incident being declared. Resolutions are also subject to differing response times due to the varied nature of queries or problems.

MYIT KNOWLEDGE BASE

Description of service

University IT Services maintain and update the Knowledge Base, a searchable library of articles that allows users to browse information and learn about IT systems.

Knowledge Base articles are available on MyIT and contains help and support articles that have been written by University IT Services teams.

Access

Students can access the MyIT Knowledge Base via MyIT (see p.28).

Availability

MyIT Knowledge Base is available at the same time as MyIT (see p.28).

MYARTS & UAL WEBSITE

Description of service

The IT pages on the UAL website (<http://www.arts.ac.uk/>) and MyArts (<http://www.my.arts.ac.uk/>) are updated by the IT Communications team. The IT Communications team create written and graphic content about University IT Services, update news feeds and link these articles to social media channels.

Access

The UAL website can be accessed by anyone.

MyArts is only available to IT account holders.

Availability

These services are available online 24/7, subject to maintenance.

MYUAL

Description of service

MyUAL is a free app designed for students. It provides a centralised portal through which students can access information about UAL as well as core digital services, without the need to login to multiple systems.

Access

The app can be downloaded onto a desktop, tablet or mobile device from the UAL website and Apple's App Store.

Students can login with their IT account username and password to view a number of services and a range of information including:

- print credit and top-up
- maps of each college and campus
- information about Library Services and opening hours
- UAL news
- Moodle: UAL's Virtual Learning Environment

Availability

This service is available 24/7, once the student IT account has been created.

DEVELOPMENT & TRAINING

University IT Services do not provide IT training, however students can access Lynda using their IT username and password.

Lynda provides beginner to expert level software and technical tutorials on a range of topics, including programming and Adobe software.



WEB LINKS

Computer Facilities - <https://myintranet.arts.ac.uk/staffandstudents/help/it-services/computer-facilities/>

Discounts - <https://myintranet.arts.ac.uk/staffandstudents/help/it-services/discounts/>

Email Online Portal - <https://login.microsoftonline.com/>

Email & Personal Storage - <https://myintranet.arts.ac.uk/staffandstudents/help/it-services/email--personal-storage/>

JANET (University Network) - <https://www.jisc.ac.uk/network>

Lynda - <https://www.lynda.arts.ac.uk>

Managed Desktops File Storage - <https://myintranet.arts.ac.uk/staffandstudents/help/it-services/it-service-catalogue/my-device/>

My Account - <https://myintranet.arts.ac.uk/staffandstudents/help/it-services/it-service-catalogue/my-account/>

MyArts - <https://my.arts.ac.uk>

My Device - <https://myintranet.arts.ac.uk/staffonly/it-services/it-service-catalogue/my-device/>

MyIT - <https://myit.arts.ac.uk/>

0365 portal - <https://outlook.office.com/owa/>

Password Self-Service - <https://pss.arts.ac.uk>

Printing resources - <https://myintranet.arts.ac.uk/staffandstudents/help/it-services/printing/>

Shared Mailbox Access Request -v

UAL website - <http://www.arts.ac.uk/>

WiFi - <https://myintranet.arts.ac.uk/staffandstudents/help/it-services/wifi/>

NOTES

This booklet has been designed and produced by **University IT Services** in **London, United Kingdom**.
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