Kingston University London

IT Services and You:
A guide for staff
2014/15

Your IT account

On behalf of Information Technology Services (ITS), welcome to Kingston University. This guide is designed to give you a quick overview of what you need to know when working with the IT systems at Kingston University.

Logging in

- Your username and password should be issued to you shortly after you join the University. If you are unsure, check with your line manager who can follow this up for you
- Once your computer is switched on, you will be asked to enter your KU username and password

Off campus, you are recommended always to login to StaffSpace initially via **https://go.kingston.ac.uk** so that your username and permissions can be automatically transferred to other areas, for example, **StudySpace** and electronic resources. This will reduce considerably the number of times you are asked to login.

Your password

- Your password should never be shared with anyone else and should not be written down
- If you forget your password, it can be reset at: **www.kingston.ac.uk/support**
- The Forgotten Password facility uses previously supplied security data. You may find it useful to set this up in your first few days so that the data is there should you need to use it
- Be careful to avoid 'Phishing' emails that try to get you to reveal your password
- All staff should read the ICT Security Policy available on StaffSpace for advice on managing their computing account and abiding by current legislation and JANET regulations

Getting help

You can get support from IT Services through the **Service Desk Portal** at **portal.kingston.ac.uk**. The portal has a growing library of help articles and is also your gateway for fault reporting and service enquiries.
The **Service Desk** can also be reached by phone on **020 8417 3355** Monday - Friday 08.00 - 17.00

Saving your work

Saving your work

The University provides a number of networked storage areas where you can store your work and where it can then be automatically backed up. These include:

- **H drive** – this is your personal space and only you can access it
- **K drive** – you can use this space to share data with other colleagues. Permission is granted only to those who need access to the data
- **My Site** – this is another networked area where you can store data and share documents with others, including the ability to collaborate and keep track of different versions. **My Site** has the added advantage of enabling you to access these files easily when you're working away from the office

H and **K** drives can be accessed via **http://www.kingston.ac.uk/support** and clicking on **Network Drives**.

My Site can be accessed via the link on the StaffSpace home page.

What is My Site?

My Site is a Personal Workspace within Sharepoint where you can store and edit documents, maintain links, and create a profile about yourself so other staff in the University know what you do.

There are two sections for storing documents **Personal Documents** and **Shared Documents**. As the names suggest, **Shared Documents** is used for sharing documents with other users and can be seen by staff across the University, whilst **Personal Documents** holds your own private files and is visible only to you.

Accessing files, email and other e-resources from home

- To access files on your **My Site** and email, go to **https://go.kingston.ac.uk**
- Login using your KU username and password and you will be logged into services as if you were on campus

iCat

For library resources, such as electronic journals and e-books, login as above and use the iCat search facility: **http://icat.kingston.ac.uk**.

Online information

StaffSpace, MyKingston and StudySpace

- **StaffSpace** is the intranet site for university staff **(http://staff.kingston.ac.uk).** You will automatically enter **StaffSpace** when you log on to any computer on campus and you can also log in externally **(https://go.kingston.ac.uk)**
- **StaffSpace** contains important information to support and inform all employees across the University. From here you can access **Yourself** which is the Kingston University HR Employee Self-Service application where you will find information on you and **Yourjob** including your payslip as well as information on your staff, including appraisal records and absence reports. **StaffSpace** also provides quick access to your e-mail and University processes such as logging an Facilities Management Desk call
- **MyKingston** is the equivalent of the staff intranet but for students. You can view the site by selecting the link on **StaffSpace**
- **StudySpace** is the University's virtual learning environment with a space provided for each module. **StudySpace** is based on the Blackboard and OneCommunity systems which provide a range of learning tools for students. Link to **StudySpace** from either **StaffSpace** or **MyKingston**.

Students cannot view **StaffSpace**.

Software

As standard, the University uses Microsoft Office 2007/2010 applications, including Outlook 2007/2010 for email. Work at home rights are available under the terms of our Microsoft site licence. Alternatively, for staff wishing to obtain Microsoft Office software for use at home, Microsoft offer free software. Details are available on **StaffSpace** under IT Services > Free Software.

A range of other software is pre-installed on your computer or can be easily installed via our desktop management tools (PC). If you have any questions, please contact the **Service Desk** which can be reached by phone on **020 8417 3355** Monday - Friday 08.00 - 17.00. Alternatively you can log a software request via the **Service Desk Portal**.

KU Service Store

Your computer is equipped with Microsoft Office applications and other software that you need for your job. There is a wide range of additional software supporting applications and services available from the **KU Service Store**.

To log in, click on the **KU Service Store** icon on your desktop.

Mobile devices

Laptops and other mobile devices

Laptops and other mobile devices can be connected to our wireless network **Connecting KU**. It is also possible to connect your laptop for use in teaching rooms if you prefer to use it rather than the fixed PC provided.

Details of how to access and use **Connecting KU** are available on **Service Desk Portal**. Click on the Help & Advice tab and see the articles in 'Network - Wireless'.

With an increasing variety of mobile devices being used by staff and students, it is not possible for Information Technology Services to support all devices. However, ITS staff are able to support the following services:

Mobile devices – Staff members whose role requires a mobile phone or tablet computer can request a device through their line manager. The University supports the Apple, Android and Windows operating systems for University owned devices.

ActiveSync – this is a simple means by which Apple, Android and Windows mobile devices can connect to the University's Microsoft Exchange system, enabling access to email, calendar, contacts and tasks. Guidance to help you set up your device is available on the Information Technology Services pages on **StaffSpace**.

The **eduroam** service is available to staff visiting other participating academic institutions. Please note this must be set up in advance of your visit. Details are available in the **Service Desk Portal**.

Email

Email

Your KU email account can be accessed from Microsoft Outlook (Windows users) on campus or via **My Site** either on or off campus, via Outlook for Web.

Other key things to remember with email:

- Avoid sending large attachments if possible. Instead, use your **My Site** to allow your colleagues access to large files (please note that databases cannot be saved on your **My Site**)
- Spam – do not send University-wide emails without prior authorisation, as this can slow the system and waste staff time
- Make sure that you use appropriate language in all communications – your professional reputation and that of the University may be at stake
- The Kingston University branding guidelines (available on **StaffSpace**) recommend a standard signature style and layout – please use this wherever possible
- For long periods away from the office, consider using the delegate function in Outlook to give access to your email to a colleague so that they can respond to urgent matters in your absence
- Meetings – schedule meetings using the meeting request facility on Outlook. This enables you to check the availability of those you're inviting
- Remember to set up an 'out of office' message when you're away for a day or more. You can choose whether this is sent just internally or also externally
- Note: see guidelines for email and internet usage within your induction pack or **Service Desk Portal**

Communicating Online

Calendar

- Your personal calendar can be accessed via Microsoft Outlook
- Try to use your Outlook calendar as this can help others when arranging meetings and save time by avoiding emails about availability

Note: for guidance on using Outlook requests, please visit the **Service Desk Portal**. Click on the Help and Advice button and see the section 'Software - Email'.

Communicator

The University has an instant-messaging system called Microsoft Communicator 2003. Communicator allows you to view the availability of contacts on your list and send them an instant message. A contact can be added by sending the person a contact request. Colleagues on Communicator can update their profile status to show when they are available or away from their desk, etc.

Note: for a guide on how to set up Communicator, please visit the good practice guides on **StaffSpace** under IT Help and Assistance.

Social networking and other external services

The use of social networking sites can promote general communication, exchange of ideas and online discussion. Kingston's virtual learning environment, **StudySpace**, provides such facilities within an internal environment. However, you may wish to use other social networking sites, such as Facebook, LinkedIn or Twitter, during the course of your work. Take care in reading the terms and conditions of these sites as they may compromise your intellectual property and never disclose any personal details. Please do not use your Kingston University login ID as your username for social networking sites. The University's ICT Security Policy includes guidelines on using social media.

CHERP (Centre for Higher Education Research Practice) also provides access to tools such as blogs and wikis for assisting with teaching and research. Contact details are on **StaffSpace**.

Further Information

Training

There are a number of training options for a range of software. For example, on site courses on Excel can be arranged for small groups. If you have a specific training enquiry, please contact ITS via the **Service Desk**

There is now a wide range of self-managed learning on **lynda.com** available to all staff at no charge.

CHERP provide a range of training courses and seminars related to e-learning, including introductions to **StudySpace** as well as using other tools such as electronic voting systems. Details are posted in **StudySpace** and **StaffSpace**.

Research Repository

Library and Learning Services maintains and develops the University's Research Repository in conjunction with the Research Support Office. The Research Repository is an "open access" digital archive containing the details of published research produced by Kingston University staff and researchers. For further information, including how to submit your research, please contact your Information Specialist in Library and Learning Services. **http://eprints.kingston.ac.uk**

Accessibility

Access Technology (AT) rooms are located in the Penrhyn Road LRC, Sir Sydney Camm Centre and Nightingale Centre. The AT room is designed for students and staff with disabilities (including dyslexia) and contains a wide range of specialist equipment and applications.

These two applications are available to all and are on your PC:

- TextHelp Read & Write (for those with dyslexia)
- Inspiration (Mind mapping software)

Contact **atr@kingston.ac.uk**

Support

Contacts

To provide a quick resolution to IT enquiries wherever possible, staff at Kingston are supported by the Service Desk **(ext. 63355)** or log an enquiry via the **Service Desk Portal** at **portal.kingston.ac.uk**

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iCat on your mobile device.

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INFORMATION TECHNOLOGY SERVICES