Technology is an essential part of university life and IT Services provides the tools and support to help you study successfully at the University of Bristol. This booklet will help you explore what is available and answer some of your questions.

IT Services provides the open access computers, printers in study spaces, networks and also supports online services, including MyBristol, the University portal, and Blackboard, the virtual learning environment. We are continually working to improve these services and in the last year helped introduce Mediasite, a service which gives you access to recordings of lectures.

As a student you will have access to some of the best software and services. A few years ago we introduced Google apps for education, giving students access to one of the best services for email and calendar, as well as enabling you to take the account with you when you graduate. Recently, we have introduced Microsoft OneDrive, providing you with fast and convenient file storage accessible from anywhere and integrated with Office applications. In addition, you can now install, for free, Microsoft Office on your own computer. We have new features to allow remote printing, provide a remote desktop facility and much more. Hopefully, these developments allow you the flexibility to study where, when and how you want.

We continually look to improve our services and listen to what you have to say. For example, based on feedback from students we have focused on improving the coverage of our wireless service and now our internet access in halls of residence, and access to getting online when you first arrive at the University, ranks amongst the top in the UK.

IT Services is very proud that Bristol students have demonstrated their growing satisfaction with the services available to them. In feedback from the National Student Survey, the Student Barometer, internal surveys and other comparative surveys we have seen a consistent rise in satisfaction over the last few years, and look forward to that continuing.

The IT website at bristol.ac.uk/it-services has more information, instructions and links to our services and our friendly IT Service Desk can provide advice and support.

Neil Davey
Student IT Experience Manager
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your username and password</td>
<td>3</td>
</tr>
<tr>
<td>Student Skills - Learning about IT</td>
<td>3</td>
</tr>
<tr>
<td>Laptop and mobile clinic</td>
<td>4</td>
</tr>
<tr>
<td>Assistive technology</td>
<td>4</td>
</tr>
<tr>
<td>Keep yourself and your work safe</td>
<td>5</td>
</tr>
<tr>
<td>Gmail - University email for life</td>
<td>7</td>
</tr>
<tr>
<td>Wireless</td>
<td>9</td>
</tr>
<tr>
<td>ResNet</td>
<td>10</td>
</tr>
<tr>
<td>MyBristol - the University portal</td>
<td>11</td>
</tr>
<tr>
<td>Blackboard</td>
<td>12</td>
</tr>
<tr>
<td>Mediasite - lecture recordings</td>
<td>13</td>
</tr>
<tr>
<td>Remote Desktop</td>
<td>14</td>
</tr>
<tr>
<td>Electronic library resources</td>
<td>15</td>
</tr>
<tr>
<td>Study spaces</td>
<td>16</td>
</tr>
<tr>
<td>Printing, photocopying and scanning</td>
<td>17</td>
</tr>
<tr>
<td>Filestores</td>
<td>19</td>
</tr>
<tr>
<td>Software</td>
<td>21</td>
</tr>
<tr>
<td>Having Problems</td>
<td>22</td>
</tr>
<tr>
<td>IT Service Desk</td>
<td>Back Cover</td>
</tr>
</tbody>
</table>
Your Username and password

What are my username and password?
They are issued to you during registration. Usernames are normally two letters followed by five numbers, e.g. ab12345. Use your username in this format to log on to the portal MyBristol, and other services that use our Single Sign On system.

Exceptions to the standard username include the format ab12345@bristol.ac.uk which is used for Eduroam wireless. This allows you to connect at many universities, using the same Eduroam username wherever you are. Another notable exception is the login for your Google ‘email for life’ account; usernames for this are in the format ab12345@my.bristol.ac.uk

What is single sign on?
Single Sign On (SSO) is a service which allows you to provide your username and password once to a trusted service and to have your identity securely, consistently and seamlessly provided to many web applications.

I've forgotten my password
You can use our self service password facility to reset your password. Alternatively, visit the IT Service Desk, with your student card (UCard) and they will be able to help. (See back page for contact details).

For information visit:

bristol.ac.uk/passwords

Student Skills Learning about IT

A basic level of IT skills is a must in most lines of work, study, and life in general. Having more than a basic knowledge can transform your work. IT Services provides many self-help and learning resources to help you to make the most of the IT facilities available to you at the University and improve your digital skills.
Laptop and mobile clinic

If you are having problems with your personal laptop, tablet or mobile device then the free Student Laptop and Mobile Clinic can help.

Bring your device along to the clinic and we’ll work on it while you wait. The Clinic helps fix software and configuration issues with all laptops, tablets and smartphones and offers advice on hardware faults. We can’t solve every problem, but are happy to look at anything and see what we can do.

To find out the opening times and location of the clinic visit:
[bristol.ac.uk/laptopclinic](bristol.ac.uk/laptopclinic)

Advice on connecting mobile devices to University services visit:
[bristol.ac.uk/it-services/mobile](bristol.ac.uk/it-services/mobile)

Assistive technology

A range of assistive technologies are available to help disabled students perform functions that might otherwise be difficult or impossible. These include specialist assistive software, ergonomic equipment and adjustable furniture.

Mind mapping software, literacy assistance, magnification software and other accessibility options are available on all open access computers. In addition, the Assistive Technology Room in the Arts and Social Sciences Library gives you access to screen readers, scanning software, ergonomic keyboards and mice and adjustable tables and chairs.

For more information on assistive technology and support visit:
[bristol.ac.uk/library/using/disabledusers](bristol.ac.uk/library/using/disabledusers)
Keep yourself, the University and your work safe

The University of Bristol has policies and regulations to which everyone using the University’s facilities must adhere.

As a student of the University you are given access to facilities, services and information which are not made available to the general public. You are able, for example, to enter University buildings using your uCard, borrow books from the Library, login to computers in Study Spaces, connect your personal wireless devices to the eduroam wireless network and look up fellow students’ email addresses in the Contact Directory.

These are privileges which must not be abused as by doing so you would breach the Student Agreement which you undertook to abide by when you joined the University. So please do not give access to any facilities, services or information to anyone who is not entitled to access.

You are required to use the University’s information systems, networks and computers responsibly and in accordance with the law, as set out in the Acceptable Use Policy. This includes not downloading or sharing any material which is subject to copyright law without the permission of the copyright holder.

Regulations are available from the Information Security Policies web page:

bristol.ac.uk/infosec/policies

Acceptable use policy visit:

bristol.ac.uk/infosec/policies/docs/isp-09.pdf

Advice on keeping yourself and your computer safe online is available from the Information Security website:

bristol.ac.uk/infosec

Links to these regulations are available:

bristol.ac.uk/secretary/student-rules-regs/

Regulations are in place to help ensure that your use of IT facilities does not break the law, cause harm to others or damage the reputation of the University.
<table>
<thead>
<tr>
<th>Do:</th>
<th>Don’t:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change your University password if you have any suspicion that it may have been compromised.</td>
<td>Disclose your password to anyone.</td>
</tr>
<tr>
<td>Ensure that personally owned equipment which has been used to store or process information on you or the University is disposed of securely.</td>
<td>Undermine or seek to undermine the security of computer systems.</td>
</tr>
<tr>
<td>Encrypt your mobile devices and make sure that restricted information is always encrypted before it’s sent to others.</td>
<td>Make copies of restricted University information without permission.</td>
</tr>
<tr>
<td>Password protect your devices.</td>
<td>Provide access to University information or systems to those who are not entitled to access.</td>
</tr>
<tr>
<td>Keep all of the software up to date on your personal devices.</td>
<td>Use your University password as the password for any other service.</td>
</tr>
<tr>
<td>Comply with the law and University policies.</td>
<td>Send unauthorised bulk email (spam).</td>
</tr>
<tr>
<td>Be mindful of the risks of using open (unsecured) wifi hotspots or computers in internet cafes, public libraries etc.</td>
<td>Leave your computer unlocked when left unattended.</td>
</tr>
<tr>
<td>Do assume that Information Security is relevant to you.</td>
<td>Leave hard copies of sensitive information unattended or unsecured.</td>
</tr>
</tbody>
</table>
Gmail University email for life

University communications are sent to your University of Bristol email address. Remember to check your email regularly so you don’t miss important messages.

The University provides students with a Google email service. This service offers:

• Significant storage
• Easy access to email and address books on most smartphones
• Access your email easily from anywhere over the web
• Additional Google applications such as Calendar and Drive
• An email address for life - a single email address which you get as a student but keep after graduation.

Creating your email address

Your email address should be based on your real name, and must also include your year of entry. If your name is James Smith, and you started at Bristol in 2015 your address should be something like James.Smith.2015@my.bristol.ac.uk.

If you prefer you could have J.Smith.2015@my.bristol.ac.uk or Jim.Smith.2015@my.bristol.ac.uk instead, as long as no one has already registered that before you. If your first choice of email address is already taken try a variation including your initials, middle names, or an extra number.

To create or change your mail name visit:

https://www.bristol.ac.uk/it-services/applications/mailname/mailname.html

What is the best thing about IT at the University?

Gmail email client is a massive improvement over previous iterations.
How do I access my email?
You can access your email from anywhere with a web browser via MyBristol (see page 11). It’s easy to use, and if you’ve used Gmail before then the email within MyBristol will be very familiar. It uses the same password you use to access other University services.

Why do I need to check my email while I am a student?
University communications will be sent to this email address. You must check your email frequently during term-time and vacations to make sure you do not miss important messages.

What happens when I leave the university?
Your email address @my.bristol.ac.uk will continue to work, even after you graduate.

Why might I want an email address for life?
A good email address makes an impression when introducing yourself professionally, like a business card. When applying for jobs an address @my.bristol.ac.uk shows employers that you studied at the University of Bristol. You might want to use it on your CV, in job applications or in a LinkedIn profile.

Can I use email via my mobile phone or tablet?
Yes

Visit the website below for instructions on how to set it up:
bristol.ac.uk/it-services/email

Can I access other google apps such as drive?
Yes

For information on Google apps available for students visit:
bristol.ac.uk/it-services/applications/google-apps
The Eduroam wireless service provides fast and convenient access to University resources and the internet using your own laptop or mobile device.

How do I start using wireless?
The first time you want to connect, pick Bristol-WiFi-Setup from the list of available wireless networks. Then browse to wireless.bristol.ac.uk and follow the instructions provided to configure your device to connect to Eduroam.

Where is wireless available?
Wireless is available in all study spaces, lecture theatres and in University accommodation. See the website for a list and map. Once your device is set up for Eduroam you can also connect when visiting any other university that is part of the worldwide Eduroam community.

Where do I look if I’m having problems?
To get help and support visit:
wireless.bristol.ac.uk/help

How do I use wireless in future?
Your device will automatically connect you to Eduroam when you’re at a wireless location that provides the Eduroam service.

Can my visitors use the wireless?
Anyone not able to use Eduroam can use the visitor wireless service provided by The Cloud. The Cloud does not provide easy access to all UoB resources and should not be used in preference to Eduroam.

For more information visit:
wireless.bristol.ac.uk/visitors
ResNet provides fast internet access to rooms in University accommodation.

How do I get connected?
Instructions for getting connected to the wireless and wired services are available in your residence.

Is it wireless or wired?
Both, although most people connect using wireless these days! Wireless is available in almost all University study bedrooms and also covers common areas such as kitchens. It is a convenient way to connect laptops, tablets, smartphones and games consoles.

The wireless signal (Eduroam) you connect to in your accommodation is the same that is available at many other locations around the University so you only need to set up your devices once and they’ll connect automatically when in range of other Eduroam wireless signals. Wired connections are also available in all bedrooms and can be a better option for faster speeds and greater reliability.

Where is ResNet available?

For a list of Resnet services visit:
www.ResNet.bristol.ac.uk/locations

My ResNet connection isn’t working
If you have any problems please contact the IT Service Desk for help (see back page for contact details)

For more information visit:
www.ResNet.bristol.ac.uk
When you sign in to MyBristol you’re able to quickly see information and announcements relevant to you. Using MyBristol you can pay your tuition fees online, access your email and view your timetable.

MyBristol provides quick access to course information as well as services available from the University Library, IT Services, Student Services and the Students’ Union. If you visit MyBristol using a smartphone you’ll see mobile enabled content.

What will you find in MyBristol?
MyBristol provides access to a wide range of services with new content added regularly. Examples of the tools and information you’ll find in the portal include:

- Email
- Timetables
- Faculty & School information
- Online registration
- News and announcements
- Blackboard (your online learning environment)
- Library account
- Print credit
- Remote Desktop

You can access MyBristol from anywhere in the world and you only need to remember one web address. When you sign in there is no need to re-enter usernames and passwords.

Visit MyBristol:
bristol.ac.uk/mybristol
To access Blackboard visit: www.ole.bris.ac.uk

Every programme and unit taught at the University has a space in Blackboard, which can contain course notes, presentations, reading lists, and other resources to support and enhance your learning. Blackboard also provides a range of tools for online communication, collaboration and assessment.

How do I log in?
You can access Blackboard through the University portal, MyBristol, or at www.ole.bris.ac.uk. Enter your University username and password to log in.

How do I enrol on the correct courses in Blackboard?
Most Blackboard course and programme spaces automatically enrol you from central enrolment data. If you are not enrolled on a course in Blackboard for a unit you are studying, first check that you are registered for the unit (via MyBristol). It may take up to 24 hours for your enrolment data to update in Blackboard. You could also contact your school office if you think you are not seeing the right Blackboard courses, as a small number have non-automatic enrollment.

I can't log in to Blackboard
Please check you are using your University username and password to log in. If you are still unable to access Blackboard, please email: service-desk@bristol.ac.uk

Mobile access
All students have free access to the Blackboard Student mobile app, which makes a range of Blackboard information, tools and activities more easily accessible on mobile devices.

MyBlackboard
All students have a small personal storage space in Blackboard (under the Content tab), as well as a customisable Personal Learning Space. Students can also request a community space in Blackboard for recreational societies or group activities - simply email: tel-help@bristol.ac.uk

How can i find out more about blackboard?
Support material can be found on the Help tab within Blackboard. Your School or lecturers may provide additional information.

To access Blackboard visit:
www.ole.bris.ac.uk
Mediasite is the University’s lecture recording system which captures audio and slide content of formal lectures, and has the capability for lecturing staff to record additional material either pre or post lectures to enhance online learning materials.

The aim is to help students engage more fully during lectures, review lectures to improve comprehension of key and/or complex concepts and provide an additional revision tool.

Mediasite is being introduced across the University and phase one will begin in September 2015, with 45 lecture theatres equipped for recording lectures. Whilst all staff are encouraged to record their lectures, there is no obligation and the academic leading your units will let you know which classes are recorded. Phase two will follow in September 2016, with at least a further 30 rooms equipped. Lectures recorded using Mediasite will be available to you via the related Blackboard course.

For more information visit:

bristol.ac.uk/mediasite/students
The Student Remote Desktop allows you to access a University desktop from any computer with an internet connection. You will have a full remote desktop, which works in exactly the same way as if you were sitting at a computer on campus.

You can save directly back to your University MyFiles or to other storage services, ready for the next time you are on site, or save to a hard disk or memory stick on your own PC. You will also be able to print either to your local printer or to University printers. You will have access to most departmental filestores and all of the University’s common applications, such as Microsoft Office.

You can also access the Student Remote Desktop using your own laptop whilst on campus, using Eduroam, the University wireless network.

You can access the Remote Desktop via MyBristol or at:

bristol.ac.uk/studentdesktop

Being able to access printing/vpn/remote desktop from home is very convenient

What is the best thing about IT at the University?
Electronic library resources

The Library purchases and subscribes to thousands of electronic journals, electronic books, and research databases for use by University students across all subject areas. Information about these resources is available throughout the Library website:

How do I find them?
Many of the electronic resources that the Library provides may not be available by simply searching the Web. It is important to access electronic resources using the search tools and links provided by the Library, as this will ensure that you are using the correct route to the resource.

Key search tools are available from the Library homepage: bristol.ac.uk/library. From here you will find Library Search as well as links to other, more subject focused search tools and databases.

How can I access electronic library resources from outside the university?
Electronic library resources are protected from public internet access but are available to UoB students both on and off University campus. Access to electronic library resources is controlled by a system of authentication. If the computer that you are using is on the University network most electronic resources can be accessed directly without the need to login.

In some cases you might need to login with your UoB username and password to access them, particularly when you are working off-campus. You will either be prompted for your username & password or the website will provide an ‘institutional’ login link.

Alternatively you may use one of two other options that make it possible to gain access from off-site:

- The Remote Desktop Service
- The Off-site Proxy Service

The remote desktop provides a virtual desktop with links to software within the University network. You can access the remote desktop via MyBristol (see page 11). The Off-site Proxy requires that you perform a short, one-off set-up operation on your computer.

For more information visit:

- bristol.ac.uk/offsite
- bristol.ac.uk/library/resources/eresources/
Open access computers are available in halls of residence, academic departments, libraries, central study spaces, communal areas, the Students’ Union and the Computer Centre.

Computers can be found in many, but not all, study spaces and give you access to the internet, a range of software packages, filestores and can be used for completing assignments, printing and checking email or timetables.

Most open access computers run Microsoft Windows 7, though there are Mac OSX and Linux computers in specialist computer rooms.

More information on open access computers is available via the web page on the right.

Alternatively you can connect your own device to wireless to get online, with wifi enabled in all study spaces in the University. Power sockets are available in many locations for you to keep your devices charged.
Printing, photocopying and scanning

Public printers are available in libraries, central study spaces, the Computer Centre and various other study spaces across the University. Most require you to purchase Print Credit in order to use them.

The same credit can be used to photocopy as well as print. Colour printing, copying and scanning facilities are available in most libraries, Senate House Study Centre, The Hawthorns and at the Computer Centre. Additionally, colour printing facilities are offered in some schools.

How do I print and copy?
When you first try and print a document on a University printer your account will be credited with a free £0.50 Print Credit. You will need to add additional credit before you print or copy more, though scanning documents (to your University filestore) is free. Printing/copying costs start at 5 pence per A4 page.

We use a “Print Release” system in many locations, whereby your printing jobs are stored and only print when you choose to login and collect it from a release capable printer. You can also print from your own device and collect printouts at a time and location of your choosing.

How do I add credit?
You can check and buy Print Credit online via the home tab of the University portal, My Bristol (see page 11). You can also buy credit at the IT Service Desk.

Can I scan, print and photocopy in colour?
We provide colour printers in many locations across the University. Many Print Release printers are colour devices.

For more information visit:
bristol.ac.uk/it-services/applications/printing/scantomyfiles.html
Why do documents print double-sided?

All our printers default to double-sided printing (duplex), helping the University reduce paper consumption and waste. You can print single-sided if you need to for no extra charge, this can be set on your computer when sending the document to print.

Where can I find a printer?

Many study spaces have printers and you can find a list of Print Release capable printers by visiting the web address below and following the link to 'Print Release Printer Locations'.

Can I print things from my own device?

You can connect to eduroam wireless network, add a printer queue and then print directly from your own device. Or you can send documents to Print Release using “Print via Email” and collect them from a University printer within 12 hours.

For more information visit:

bristol.ac.uk/it-services/applications/printing
Microsoft OneDrive

Microsoft OneDrive provides substantial cloud storage for you to upload and store files and then access them from anywhere. You can link your OneDrive for Business account to your Microsoft Office applications and edit, view and share documents across several devices.

Your OneDrive file space is always accessible from any internet connected devices via your Microsoft Office 365 portal, available via MyBristol (see page 11), or by logging in at https://portal.office.com. A range of OneDrive apps are available for most mobile devices, including iOS and Android that let you access your files. It is also visible from within Microsoft Office as a location to save and share from.

For first year undergraduates your OneDrive web space is also made accessible via a link in Windows Explorer on University computers, called “OneDrive - University of Bristol”, so that you can easily access it to open and save documents, as well as drag and drop files into it.

For more information visit:

bristol.ac.uk/it-services/applications/office/365.html

MyFiles

All new students are allocated around 5GB of fast storage space from our local systems where you can save your files and work.

Your filestore space is accessible as drive “O:” and is treated as a home folder/My Documents on Windows open access computers. You should normally expect the “O:” drive to be connected automatically at login on almost all Windows computers within the University.

You can also access your MyFiles personal storage folder through the Student Remote Desktop.
Can I access my o:drive /MyFiles folder from a home computer?

We recommend that you use the Remote Desktop service to access MyFiles (see page 14).

Google drive

You can also use Google Drive to store, edit and collaborate on documents with other users.

For more information visit:

bristol.ac.uk/it-services/applications/google-apps/drive/

bristol.ac.uk/it-services/applications/whichfilestore.html

Some faculties and departments also provide additional filestore areas for students to use for specific purposes, your department will give you details of these.

How do I access the filestore from the wireless network?

For instructions visit:

bristol.ac.uk/it-services/applications/filestore/byod/
Specialist software is available in some computer rooms, especially faculty and departmental facilities. In addition, some specialist software is available on the student remote desktop.

How do I get Microsoft Office at home?
All students are entitled to a copy of Microsoft Office for installation on up to 5 personally owned Windows computers or Macs.

You are also able to use Office Online Web applications, or Office for Android or Apple iOS, meaning you can get access to full versions of Office on almost all devices. We also provide an unlimited amount of online storage via Microsoft OneDrive to support these applications. You'll need to use your username in the format <username>@bristol.ac.uk when you access these services (see page 19).

What other software is available?
There is specialist software which helps students on particular courses. Your department will let you know if this applies to your course. This software may also be available via the remote desktop. There is also a range of free or low cost software that may assist you in your studies. This information can be found via the software site below.

Software advice visit:
bristol.ac.uk/software

I was impressed with the free help service / laptop clinic

What is the best thing about IT at the University?
Having problems?

1. I can’t log in to a computer
   Check the Caps Lock is off and try again. Check your password at bristol.ac.uk/password

2. ResNet connection not working?
   ResNet information (page 10).

3. I can’t access the wireless service
   See the details on setting up wireless (see page 9) or contact the IT Service Desk (see back page).

4. I can’t print my work
   Check you have credits in your printing account by logging into MyBristol (page 11).

5. I can’t save my work
   Filestore information (page 19).

6. I’ve lost my work
   Contact the IT Service Desk for advice (see back page).

7. I can’t access a journal article I’ve found on the web
   Check the University Library subscribes to the journal by searching for the title of the journal via Library search (page 15).

8. I can’t get access to an online service
   Check the IT service status page bristol.ac.uk/it-services/news/status/ or contact the IT Service Desk for advice (see back page).

9. My computer has got a virus - what do I do?
   Contact the IT Service Desk for advice or the Laptop and Mobile Clinic (see page 4).

10. My laptop isn’t working
    Take it along to the Laptop and Mobile Clinic to see if we can help with the problem (see page 4).

“having problems? The IT service desk is very quick in their response. What is the best thing about IT at the University?”
The IT Service Desk is located in the Computer Centre (between the Arts & Social Sciences Library and the Sports Centre on Tyndall Avenue).

This free service can help with:

- Passwords
- Remote Desktop
- Printing
- Email
- Student Filestore
- MyBristol
- ResNet
- Wireless
- Off-campus access
- University software and equipment

**IT Service Desk contact information:**
bristol.ac.uk/it-services/contacts

**Web self-service:**
servicedesk.bristol.ac.uk/tas/public

**Email:**
service-desk@bristol.ac.uk

**Phone:**
0117 928 7870 (internal 87870), weekdays, 8am - 5.15pm

**Study spaces and computer facilities:**
bristol.ac.uk/studyspaces

**IT news:**
bristol.ac.uk/it-services/news

**IT status page:**
bristol.ac.uk/it-services/news/status

**Counter service:**
Weekdays, 9am - 5pm Computer Centre, 5 Tyndall Avenue, Bristol, BS8 1UD

---

**Facebook:**
facebook.com/uob.it

**Twitter:**
twitter.com/BristolUniIT

bristol.ac.uk/it-services/