

IT booklet for University of Greenwich UK partner students

How to access all the IT and Library support you need to study on and off-campus

MARCH 2024



Table of contents

The IT Service Desk	3
Username and password	5
Multi-Factor Authentication (MFA)	6
Greenwich Gateway Card	7
Studying remotely	8
Microsoft 365 on your personal devices	9
Software center	10
Personal file storage	11
Information security	12
The Portal	13
Printing, copying & scanning	14
IT labs and laptop loans	15
Wi-Fi on campus	16
University email	17
Library access	18
Academic support	19
Useful links	20

The IT Service Desk

The **IT Service Desk** is the first point of contact for all issues and queries relating to our services and software.

The **IT Service Desk** operates Monday to Friday from 9.00am – 5.00pm GMT/BST (excluding Bank Holidays and university closures).

When possible, staff will resolve the issue over the phone when you call. Your call may need to be looked into further and will be assigned a priority based on impact and urgency.

If you're having trouble accessing a specific service, please check our IT Service Status page before contacting us:

servicestatus.gre.ac.uk



The IT Service Desk

- Phone:** +44 20 8331 7555 9.00am – 5.00pm
- Email:** itservicedesk@gre.ac.uk anytime – your messages will be automatically logged into our system.
- Live Chat:** Available from the [IT and Library web pages](#)

When calling the [IT Service Desk](#) please ensure you have:

- Your username (this is printed on your Greenwich Gateway Card)
- Full details of the problem (including details of any error messages)
- The name of any applications you may be encountering problems with
- UG number of any affected hardware (e.g. student lab desktop PC, LapSafe laptop) - this can be found on a sticker attached to the device

If you're emailing us, you'll need to provide the following details:

- Name and username
- Telephone number
- Location
- As much information as you can about the problem (including screenshots with details of any error messages if possible)
- UG number of any affected hardware (e.g. student lab desktop PC, LapSafe laptop)

Username and password

You need your username and password to access all university IT services, such as the Portal, your student record, Moodle account, and Microsoft Teams. We use single sign-on (SSO) to allow you to access all of these systems with the same credentials.

Your username is printed on your Greenwich Gateway Card, which you should wear whenever you're on campus.

Password expiry policy

Your password will expire every 18 months, but you will be reminded as the date approaches.

Changing your password

When you initially set up your security preferences, you will automatically be registered for password reset - see our guide at

gre.ac.uk/it-and-library/password

You can change your password at any time using the 'change password' button at the top of the Portal homepage. Please see our [password and MFA policy](#) for guidance on choosing a strong password.



Multi-Factor Authentication (MFA)

Set up MFA with the Microsoft Authenticator app to get fast, easy and secure access to university IT services off campus.

We recommended that all students use the Microsoft Authenticator app set to 'receive notifications for verification' as it provides the fastest and easiest method of MFA approval.

MFA provides an additional layer of security to all our services, by requiring an extra piece of information in addition to your username and password to log in.

All students, staff and affiliates must use MFA when logging on to our systems from an off-campus location.

MFA uses number matching - meaning you need to enter the number shown on the login page into your Microsoft Authenticator app to approve the authentication request.

Setting up MFA

See our guidance at <https://www.gre.ac.uk/it-and-library/password/mfa>

If you have more than one device, we recommend setting up MFA on both in case one is lost or becomes unusable.



Greenwich Gateway Card

You need your Greenwich Gateway Card to:

- Visit our campuses (cards should be carried at all times)
- Access and use the libraries
- Access any other buildings of the university
- Print, scan and copy documents

For more information, go to gre.ac.uk/it-and-library/connect/greenwich-gateway-card

Studying remotely

Most university IT services can be accessed off-campus, whether that's from your home or further afield.

Find out the fastest way to the services you need to work and study effectively, and how to keep your data secure when you're off campus.

Our remote working for students page at gre.ac.uk/it-and-library/remote-access/remote-access-for-students contains all the information you need to get started.



Microsoft 365 on your personal devices

Microsoft 365 gives you access to Microsoft applications in the cloud, including the Office suite, such as Word, Excel and PowerPoint, which allows you to create and share your work.

Microsoft 365 also offers collaboration and communication tools such as Teams and OneDrive. As a student at the University of Greenwich, you have access to the full Microsoft 365 suite for PC or Mac for free for the duration of your studies.

Microsoft 365 can be installed on up to 10 devices (5 PC/laptop/Mac, 5 tablet/mobile). To download and install the software log into your Microsoft 365 account (login.gre.ac.uk) from the PC or Mac you wish to install it on.

- Click on the link entitled: Install Office
- Select the version you wish to install
- The installation file will download to your device
- After installation, activate the software by entering your university username and password.

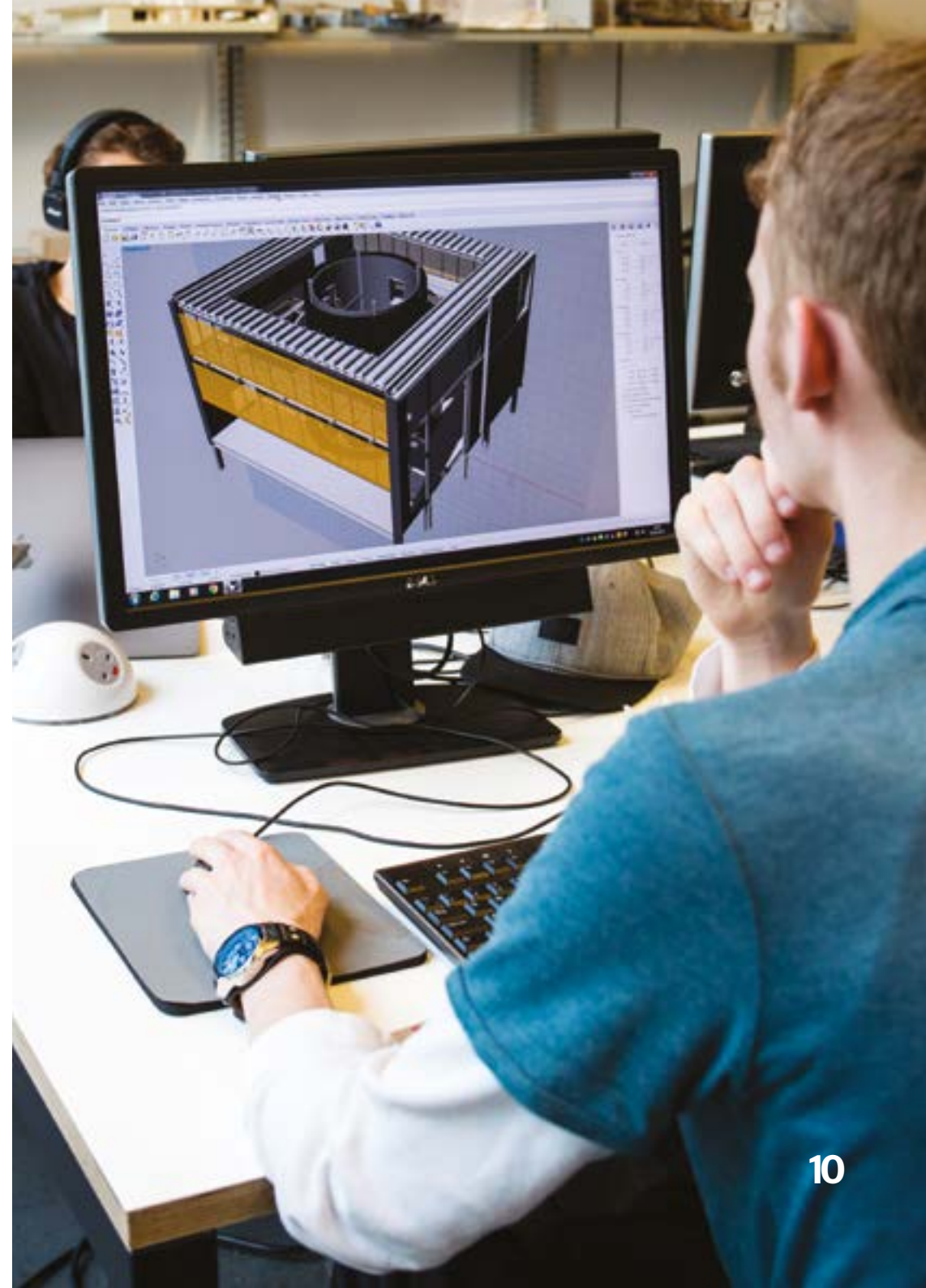
Microsoft also provide apps for iOS and Android devices, which are available in the app stores.

Software center

All students of the university have a set of core applications available to them when they log in. Additional licensed software can be accessed via the [Microsoft Software Center](#).

Click on your 'Start' button (bottom left hand corner of the screen), then the Software Center tile under 'Tools' on the desktop.

You can also type 'Software Center' into the search box at the bottom of the screen and the app will be displayed in the search results.



Personal file storage

OneDrive for Business is a cloud hosted storage system, on which you can store and share files with any staff or students at the university.

Find out more on our OneDrive support page:

[gre.ac.uk/it-and-library/software/microsoft-365/onedrive](https://www.gre.ac.uk/it-and-library/software/microsoft-365/onedrive).

You have a terabyte of cloud storage enabling you to access your personal files anywhere.

You should not try to store any files on the local hard drives of computers in the IT labs.



Information security

We all need to take the security of information very seriously.

Information protection and management is of critical importance to the university - without adequate security measures, years of research data, personal information or sensitive documents could be put at risk.

The security of confidential information is everyone's responsibility.

gre.ac.uk/it-and-library/infosec

The Portal

Use your university account to log in to the Portal and access Moodle (our virtual learning environment), view your courses and grades, access your library account, read university news and announcements, and find out about the range of services available to UK Partner students.

When signing in to the portal, use your **username@gre.ac.uk**

portal.gre.ac.uk



Printing, copying & scanning

High performance multi-function devices (MFDs) are located on all campuses.

They can be used for printing, photocopying and scanning. Students receive £5 print credit at the start of each academic year. You can top up your credit while you are on campus from printcredit.gre.ac.uk (you can only access this URL on campus).

Send your documents to:

GM-MFD-Print (Greenwich and Avery Hill)

ME-MFD-Print (Medway)

You can print from any standard university desktop PC to any open access multi-function device by releasing your print job when you are at an MFD.

To retrieve your printing, tap your Greenwich Gateway Card (or enter your username and password). You can also use MFDs to photocopy, or scan and email documents to your university email address.

Print credit costs: gre.ac.uk/it-and-library/computing/mfd/costs



IT labs and laptop loans

There are dedicated open access (no booking required) IT labs on all campuses, while the campus libraries also all have study areas with managed desktop PCs and MFDs.

Many spaces stay open til late and some are open 24/7 at certain times of year.

gre.ac.uk/it-and-library/computing/oa-it

You can find loan laptops in each of our libraries which you can use anywhere on campus - they are networked, secure and ready to print, and are set up to use our standard student software titles including Microsoft 365. Find out more at:

gre.ac.uk/it-and-library/computing/lapsafe

Wi-Fi on campus

Throughout the university, there are over 500 wireless access points covering almost all of the buildings that students and staff use.

You can set up your Wi-Fi profile before you arrive on campus, so that your devices connect as soon as you are on site. To access eduroam you must use your full **username@gre.ac.uk** login credentials, e.g. ab1234c@gre.ac.uk, plus your university password.

The [geteduroam app](#) is the easiest way to make all the changes your device needs to connect to the eduroam service. The app is available for iOS, Android 8 onwards, and Windows. Full information is available on our wireless support page.

[gre.ac.uk/it-and-library/connect/wireless](https://www.gre.ac.uk/it-and-library/connect/wireless)





University email

Your University of Greenwich email is available through Outlook on PC, Mac, and mobile devices.

Key information about induction and events, and all official communications will be sent to your university email account and not your personal account.

You can access your email from any computer or via portal.gre.ac.uk

Your account will remain active for the duration of your study at the university.

Library access

Our campus libraries are located at Avery Hill Southwood Site, Greenwich Stockwell Street Building 10, and Medway Drill Hall.

They are available to all students, researchers and staff. They include computing facilities, group study areas and our Academic Support Hubs.

All libraries offer late night opening, until midnight on most days during term-time with 24 hour opening during exam time.

Greenwich: library@gre.ac.uk

Avery Hill: AveryHillLibraryTeam@gre.ac.uk

Medway: dhlhelp@medway.ac.uk

Find out about our library facilities at libguides.gre.ac.uk/partners





Academic support

Our Academic and Digital Skills Team can help you to study more effectively by developing your academic skills such as essay writing, research, referencing, dissertation preparation, critical thinking, presentation skills and assessing your digital capabilities.

Our support includes Integrity Matters (an e-learning module to promote and support academic integrity), NextLevel (an online course covering library skills, study skills and digital skills), and GREFest and WinterFest (our induction programmes for new and continuing students). Find out more: gre.ac.uk/academicskills/

Prepare for online and digital learning - catch up on past Academic Support workshops on our [Recordings page](#) and find a [short course](#) to boost your academic capabilities.

Useful links

Academic Support: [gre.ac.uk/academicskills](https://www.gre.ac.uk/academicskills)

Academic and Digital Skills workshops & events [libcal.gre.ac.uk](https://www.libcal.gre.ac.uk)

Campus maps: [gre.ac.uk/about-us/travel](https://www.gre.ac.uk/about-us/travel)

Digital Student Centre: [studentcentre.gre.ac.uk](https://www.studentcentre.gre.ac.uk)

IT and Library Services: [gre.ac.uk/it-and-library](https://www.gre.ac.uk/it-and-library)

IT Service Status: [servicestatus.gre.ac.uk](https://www.servicestatus.gre.ac.uk)

LibGuides: [libguides.gre.ac.uk/partners](https://www.libguides.gre.ac.uk/partners)

LibrarySearch: [librarysearch.gre.ac.uk](https://www.librarysearch.gre.ac.uk)

Microsoft 365 login: [login.gre.ac.uk](https://www.login.gre.ac.uk)

Password change: [gre.ac.uk/it-and-library/password](https://www.gre.ac.uk/it-and-library/password)

Policies and Procedures: [gre.ac.uk/it-and-library/about/policies-and-procedures](https://www.gre.ac.uk/it-and-library/about/policies-and-procedures)

Student Portal: [portal.gre.ac.uk](https://www.portal.gre.ac.uk)

Working remotely: [gre.ac.uk/it-and-library/remote-access](https://www.gre.ac.uk/it-and-library/remote-access)