

IT Services

Quick start guide



W: rhul.ac.uk/it

E: ITserviceDesk@rhul.ac.uk

T: 01784 41 4321

Username & Password

Your College username and password were sent to you in August. You should have already used them to enrol online through CampusConnect. You will need these to access most College services. Visit **passwordmanager.rhul.ac.uk** to change your password at any time or contact us if you can't remember your credentials.

CampusNet

We provide internet access across campus including in Halls of Residence, the Libraries and academic buildings. With CampusNet you can do everything you would on the internet at home and:

- Access educational materials including Royal Holloway's Virtual Learning Environment (**moodle.rhul.ac.uk**) and digital library resources.
- Save work to your personal network drive, accessible anywhere.
- Send files to print to MFDs (Multi-functional Devices) across campus.

Getting Connected

- Use Wi-Fi to connect to the CampusNet wireless network or the wired connection by plugging the network cable into your computer/laptop.
- Open your preferred web browser.
- Your browser will automatically redirect to a registration page. This is normal and you won't have to register every time you use the internet – only if you start using a new device or are offline for several weeks
- Enter your College username and password when prompted.
- You'll be prompted to restart your browser after 60 seconds.

Have a games console? Register it online first to use the network:
rhul.ac.uk/console

Email

Access your life-long email account by visiting **mail.live.rhul.ac.uk** and logging in with your username followed by '@live.rhul.ac.uk' (e.g. abcd123@live.rhul.ac.uk) and password. This is the primary way the College and your department can contact you so check it regularly.

PC Labs

There are 16 open-access PC Labs across campus, for details see **rhul.ac.uk/IT**. For the availability of machines in each lab check **rhul.ac.uk/pcfindex**.

Printing

You can set up your laptop to print directly to the MFDs (Multi-function Devices) in Bedford Library, Founder's Library and the Open-Access PC Labs across campus, many of which are available 24/7. To do this you first need to visit **rhul.ac.uk/printing** which also has pricing information. Note: All new students get £10 printing credit each term of their first year*.

*this is only available to full-time undergraduate students

Box of Broadcasts

An off-air recording and media archive service, Box of Broadcasts lets you record programmes scheduled to air over the next seven days, as well as allowing you to retrieve programmes from the last seven days from a selected list of channels.

Visit **bobnational.net** to find out more and log in using 'Alternative login' with your Royal Holloway username and Password.

Discount software

In addition to free copies of Kaspersky Internet Security Suite, we provide students with access to special discounts on lots of different software packages, including Microsoft Office and Endnote. For more information, visit rhul.ac.uk/software.

Personal network storage

Every student has access to secure document storage, which you can access online from anywhere, known as the **Y:** drive. We also give each student web-space (known as the **W:** drive). Guidance on connecting to both is in our FAQs on rhul.ac.uk/it.

Off-campus & on-the-go access

If you are working away from Campus and want access to our networked services you can connect your computer via VPN (see rhul.ac.uk/vpn). Mobile devices and tablets can access files via webDAV (see rhul.ac.uk/webdav).



Staying Safe Online

Whenever you use the internet you should remember that there are risks involved. To help minimise these:

- Make sure that the antivirus protection on your device is up-to-date. If you need protection, Royal Holloway IT Services provide two free copies of Kaspersky Internet Security Suite (rhul.ac.uk/antivirus).
- Regularly update all of your applications (e.g. Microsoft Office).
- Close any unexpected pop-up boxes.
- Never respond to 'phishing' or spam emails, for example those that request your username and password. Royal Holloway will never request such information from you via e-mail.

Training

IT Services offer training sessions that cover Microsoft Office programs like Word and Powerpoint as well as offering introductory sessions in using IT and research skills. To book a space on one of these free courses, or to download a self-study pack, visit rhul.ac.uk/it/training.



If you need help

If you have any queries about any of our services contact the IT Service Desk:

Web: itservicedesk.rhul.ac.uk

Email: ITServiceDesk@rhul.ac.uk

Tel: 01784 41 4321

The Desk is manned Monday to Friday 9:00-17:00, but issues can be logged online or by email 24/7. Alternatively, visit the Bedford Library Helpdesk, where staff will be on hand to help with general IT queries or will be able to refer you to a specialist member of staff.

Laptop & Mobile Device Support

Get help connecting to CampusNet, resolving problems with your laptop/tablet, and using College services (like email on your smartphone). Held in Bedford Library room 201 during term-time*, no appointment needed:

Mon to Fri 12:00-16:00

Mon to Thurs 17:00-21:00

Sat/Sun 12:00-17:00

Additional support will be available during the first two weeks of the Autumn Term: Monday to Friday **10:00-12:00**.

*More IT information, our service status, and the most up-to-date support timetable is available from rhul.ac.uk/IT or on **Twitter** (@RHUL_ITServices), where we also welcome feedback.

