

IT Skills Training

Staff ICT Induction



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Introduction

A network username and password is issued allowing access to the Writtle University College (WUC) computer systems including Office 365 and photocopying. A personal storage area on the College servers (referred to as the 'N drive' or My Documents) will be allocated together with rights to view other WUC network areas as necessary, Intranet and e-mail accounts. Please remember the environment and switch off all equipment when not in use. For more information go to for further support guides and a searchable A-Z of IT help go to <http://writtle.ac.uk/ITTraining> (Moodle login required).

Passwords

At the prompt, enter your username login initials supplied by HR, then your password. Your password should be changed as soon as possible. Do not tell anyone your password as this will give them access to your files and your E-mail account. If you leave your PC unattended it must be 'locked' by pressing [Ctrl] [Alt] [Del].

Logging Off

Click **Start** then **Shut down** or **Logoff**.

Changing Passwords

To change your password simply log on to any WUC PC and with the [Ctrl] [Alt] keys pressed, tap the [Del] key. Select the **Change Password** option. Password format must be a minimum of 6 characters including an uppercase, a lowercase and a number or non-alphanumeric e.g. @,£. You will be prompted to change your password every 60 days.

Changing Passwords off Campus

1. Initially a **Personal Key word** will need saving in MyWi, log in to <http://MyWi.writtle.ac.uk>.
2. Find yourself in the WUC telephone directory using the search facility.
3. Click on the arrow to the left of your name to open your personal record.
4. Scroll down and find the **Personal Key Word** and type a memorable word.
5. Type a **Key Word Hint**.
6. Click **Update**.
7. From the WUC website click on the [Staff](#) link and select then **Reset Password** or <https://writtle.ac.uk/passwordreset/>
8. Follow the on-screen instructions, you must remember your personal key word.



Viruses

Staff should be vigilant against computer viruses. If you suspect your PC has a virus contact the Support Desk immediately.

Network Drives in Writtle University College

The following network drives are mapped on WUC PCs:

- **F:** Mainly for student related applications.
- **G:** Departmental information is stored here and only **authorised** staff can read/write; contact the Support Desk if you require access to departmental folders.
- **N:** Your personal Network space that is backed up regularly. Save all work *not saved to the g:\ drive* here and not to your hard disk (c:\drive).
- **T:** This is a drive for temporary file storage. T:\Staff is accessible by all staff and T:\Student by both staff and students. Files placed in either folder are not secure. **All files here are deleted after two weeks and are not backed up. There is no way of retrieving these deleted files.** T:\ is also the default location for scanning which is also a public area, take care not to leave confidential files here.
- **W:** This drive is where some teaching material and WUC templates are stored. It is not possible to save to this drive unless you have rights.

All drives can be accessed from outside WUC using **Writtle Filestore Access (WFA)** by typing <http://wfa.writtle.ac.uk> into your browser. Download and save locally any file you want to work on, save, then upload the file to WFA. Office 365 also provides storage via the **OneDrive** – sign in to e-mail to access.

Virtual Private Network (VPN) Access

In some instances arrangements can be made via Information Services & Technology to access your usual WUC functionality from a designated point of access. Please contact the Support Desk to raise a request.

WUC Templates

Templates incorporating WUC branding are available from <G:\Useful\Rebrand Store\Writtle University College>.

Printing

Staff can print to any printer in WUC, see Printing Guide leaflet <http://writtle.ac.uk/printingguide>

Wireless Network

Wireless access points are located throughout the WUC. Use your normal WUC username and password to connect.

Internet

All PC's have connection to the Internet. The unauthorised download and installation of software and misuse of the Internet are strictly forbidden.

Intranet (MyWi)

Inside the WUC simply type **MyWi** in the address bar. Outside the WUC go to <http://MyWi.writtle.ac.uk>. The Telephone directory, News and Events and links to other major services such as email and Moodle can also be found here. Login with your usual network login and password to access departmental information where further WUC policies and procedures such as the IS usage policy can be found here.

VLE (Moodle)

Moodle is the WUC's Virtual Learning Environment (VLE) where teaching material for most of the courses run at Writtle can be found. Inside the WUC simply type **moodle.writtle.ac.uk** in the address bar. Outside the WUC go to <http://moodle.writtle.ac.uk>. Your usual network login and password is required to access the VLE. Many other resources relating to teaching and learning can be found here.

E-mail (OWA in Office 365 and Outlook 2010)

All staff and students are allocated an Outlook Web App (OWA) e-mail account that is accessible from inside and outside WUC. Signing in to e-mail Office 365 also provides access to 50gb of storage on the OneDrive (cloud storage), Calendar and People (Contacts). The Username for OWA is your normal Network Login details followed by **@writtle.ac.uk**, for example, FB@writtle.ac.uk the password is the same as your normal network password, click Sign in or press the enter key. By default you will be directed to the Inbox. Some staff may require Outlook 2010 which provides extended functionality to OWA. Separate guides are available from www.writtle.ac.uk/ITtraining.

Signing in from WUC systems and PCs

Writtle e-mail icon can be found on the PC desktop, double click to go straight into the sign in screen. Access can also be through <http://mywi.writtle.ac.uk>; <http://moodle.writtle.ac.uk>; <http://www.writtle.ac.uk/staff>

Direct via the Internet

From a browser e.g. Internet Explorer type the web address (URL) <http://outlook.com/owa/writtle.ac.uk> in the address box and press enter.

Log out

Click the drop down box next to your name at the top right of OWA, choose **Sign out**.

Library

The Library catalogue (Heritage) can be viewed at <http://library.writtle.ac.uk>

Unite

Unite holds all student records and permissions and access is granted to certain members of staff.

Athens

Provides users with a single sign-on to numerous web-based services throughout the UK and overseas can be found at www.athens.ac.uk. Students and staff can access using their usual WUC login credentials.

CASTLe - Centre for Academic Standards, Teaching and Learning

The Centre <http://castle.writtle.ac.uk> encompasses Academic Quality Systems, Learning and Teaching pedagogy, Careers Advisory Service, the Library and English Language Support.

Accessibility

If you have any special needs regarding IT equipment or software please contact the Support Desk. For settings on devices to change fonts, colours etc. go to [Moodle/accessibility](#).

Telephony

There are a variety of telephones throughout WUC for a user guide go to <http://writtle.ac.uk/ITTraining> click on the **Telephony** tab. Ensure your details are always up to date in MyWi including mobile numbers if applicable.

Media Resources

Audio Visual equipment e.g. Smart Boards, projectors are maintained by Media Resources. Equipment can also be loaned e.g. cameras, laptops; contact media.resources@writtle.ac.uk for more details.

Teaching Spaces

Most classrooms have a projector and white board/Smart board installed. Take care not to move or unplug any wires located in the classrooms. Report any problems to the Support Desk. Timetabling and Room bookings are available in MyWi – login to enable. Please check Timetabling for room availability before booking a room on-line or by email.

Further IT Training

Staff and student ICT development are regularly advertised in News and Events and by e-mail; contact ITtraining@writtle.ac.uk for any requirements.

Support Desk

Should you require any assistance with your PC /software, either use the **Electronic Support Desk** (see below) or ring the Support desk on ext 23632 or direct line 01245 424211, or e-mail supportdesk@writtle.ac.uk. The support desk is open weekdays 9:00am to 5:00pm. If the problem cannot be rectified immediately it will be logged on to the Electronic Support Desk.

Electronic Support Desk – INSERT (Information Services Request Tracker) system

This facility is available at <http://esd.writtle.ac.uk> or via MyWi. By logging on you will be able to report problems to the Support Desk and keep track of their progress using INSERT. Users will get automatic email notification when a problem is entered, updated or closed.

Property related problems should be reported via the Property Request Tracker (PRT) system: <http://esd.writtle.ac.uk/auth/prt>.