



IT at Sussex

your essential guide to IT Services

2019/20



Get the **SussexMobile** app for fast access to all your important information



Get online

The main wi-fi network at Sussex is called **eduroam**, short for **education roaming**. It's used in universities all over the world.

The eduroam network provides high-speed access in all residences, lecture theatres, study spaces, and in the library.

If you live on campus, use a **wired connection** for a faster and more stable service. You should find a network cable in your room. If not, speak to reception staff in your residence.



How to connect

- 1** Connect to a wi-fi network called **sussex.ac.uk-wifi-setup** or connect your computer to a network port in your room.
- 2** Your web browser should open automatically. If it doesn't, open your browser.
- 3** Follow the on-screen instructions for your type of device.

REMEMBER

When you connect to eduroam, type your username as:
ano123@sussex.ac.uk not just ano123

For more information visit sussex.ac.uk/its/wifi

Get the latest news



IT Services publishes news about maintenance and updates that might affect your studies. Subscribe at sussex.ac.uk/its/subscribe

Computers

There are more than 1000 computers on campus for you to use, many of them available 24 hours a day.



Log on to PCs and Macs with your IT username and password. These are the details you get when you register. Your username is normally made up of your initials followed by a number, such as **ano123**.

Remember to **log out** when you've finished but don't turn off the computers - they automatically go to sleep when not in use.

You can also borrow a Chromebook from the self-service lockers in the Library. **sussex.ac.uk/its/chromebooks**

More about student computers **sussex.ac.uk/its/computers**

Library

260 Windows 10 PCs
19 Mac computers



Windows 10 PCs
Mac computers

Shawcross

127 Windows 10 PCs
14 Mac computers



Pevensey 1

125 Windows 10 PCs



JMS 1B1

26 Windows 10 PCs



Richmond

110 Windows 10 PCs



24 hour access with keypad
sussex.ac.uk/its/keycodes

Printing

You can print from any student computer or straight from your laptop.

Top up your printing balance with a credit or debit card in Sussex Direct.

Print, scan or photocopy using our Multi-Function Devices (MFDs). You will need to know your Printing ID Number (PIN). You can check your PIN online.

You can print from at Sussex computer or from your own device.

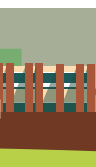
Find out more:
sussex.ac.uk/its/printing

Check your PIN at:
sussex.ac.uk/its/pin



nd

Bramber 239



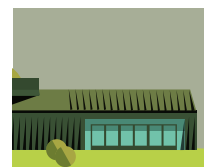
Jubilee G23



York House



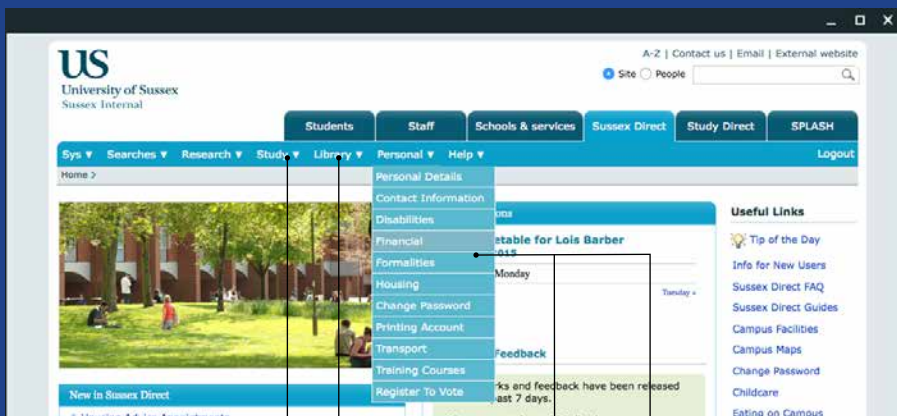
Northfield



Open **24 hours**
with security office nearby

Sussex Direct

See information the University holds about you and keep it up to date.



book appointments with Housing, Counselling or the Student Life Centre

see your timetable

choose course options and electives

See details of your current library loans and renew or reserve books online.



finance details

housing information

change or reset your IT password
top up your printing account
pay fees and accommodation charges

Keep your contact details up to date, like your mobile number and home address.

Make sure we have your correct mobile number and email address.

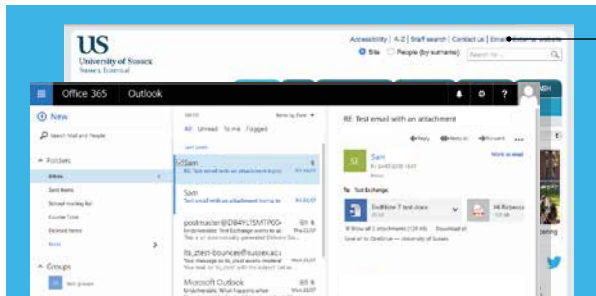
This is important if you ever need to change your password.

Go to Sussex Direct
sussex.ac.uk/direct



Email

Your email address is your username followed by @sussex.ac.uk. So if your username is ano123, your email address is ano123@sussex.ac.uk



Click the email link at the top of any Sussex web page and log in with your username and password.

To check your Sussex email account from your phone, install the Outlook email app. You can find a guide to setting up your email on your iPhone or Android device at sussex.ac.uk/its/mobile-email

Stay safe online

You are a target for cyber criminals. The University's security systems will protect you from many threats, but watch out for fake emails.

If we block any of your incoming emails, we will let you know. We'll send you an email with the subject line: **'You have new held messages'**, This will list any of your emails we've held for you. If you think one is genuine, you can release it to your inbox.

You have new held messages

You can release your held messages and permit or block

You can also manage held messages in your [Personal](#) For more information, please see [the ITS website](#).



The best defence is awareness.

For IT security advice, visit sussex.ac.uk/its/security

Software & files

Microsoft Office is available on all student computers, along with more specialised software for particular subject areas. There are also other helpful applications like mind-mapping tools on all student PCs.

Download Microsoft Office for free to use on your own laptop and mobile devices as well as other software like **SPSS** and **Endnote**.



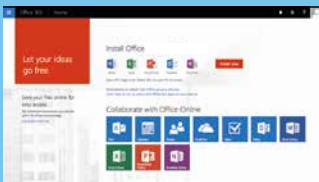
sussex.ac.uk/its/software

1TB

space available online
in your OneDrive

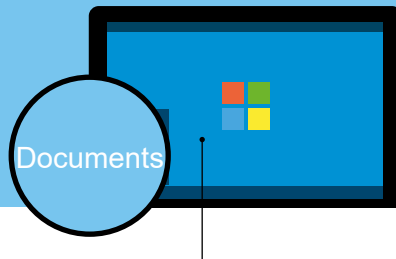
50GB

your personal file
space at Sussex



 OneDrive

All students and staff have 1TB of storage with Microsoft OneDrive. Login to **office.com** with your Sussex email address and password.



Files on the **Desktop** or in the **Documents** folder on a University computer are in your personal file space. You can open them on any student computer or get access to them from home.

sussex.ac.uk/its/files



Canvas

Canvas is the University's online study platform, designed to enrich and support your study.

The screenshot shows the Canvas LMS interface. On the left is a dark sidebar menu with the University of Sussex logo and navigation options: Account, Dashboard, Modules, Calendar, Inbox, and Help. The main content area is titled 'Module syllabus' and features a large red banner with the text 'ART & ARTISTS' in white and black. Below the banner is a text box describing the module's focus on the reputation of 'great artists' and listing the course content. To the right of the banner is a calendar for August 2018. Below the banner is a 'Module summary' table.

Date	Details
Thu, 23 Nov 2017	Artists and Otherness: Ana Mendieta 11:00 to 12:00
Mon, 27 Nov 2017	Artists and Otherness: Felix Gonzalez Torres 10:00 to 11:00

You'll find resources and activities including lecture slides, discussions, assignments and course reading lists within each Canvas module.

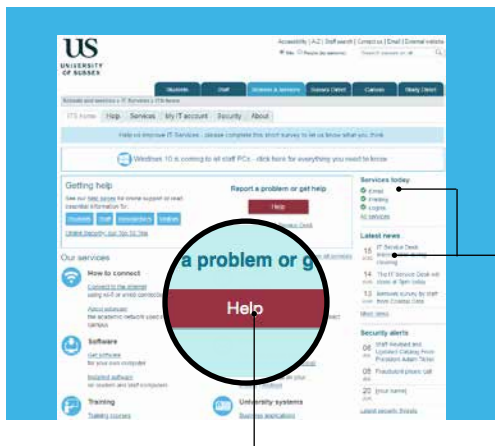
When you first log in you might want to update your profile and customise your notification settings. You can enable email alerts and set up a profile picture. These settings are located in the Account area of the main menu.

Some assessments are submitted online. Check the Assignments area in your Canvas modules.

Help with Canvas is available 24 hours a day, 7 days a week. Click on the Help button on the main menu and access help, either by online chat or a dedicated telephone number. For help relating to submission of online assignments please email itservicedesk@sussex.ac.uk

Help

You're not on your own. If you're having trouble with IT, we can help.



See our website for help guides and answers to your IT questions.

www.sussex.ac.uk/its

Check the current status of services and stay up to date with all the latest news and developments affecting IT at Sussex, or keep in touch with us on social media.

You can get help, report faults or requests services online. You can also track the progress of any enquiries that you have logged with us.

Alternatively you can contact us by:



8090

01273 678090



itservicesdesk@sussex.ac.uk



Drop in for IT support

Shawcross building

Term time opening: 8.30am - 5:30pm (Mon - Fri)

You can also find us in the Library



@itservices



itsussex



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Get the **SussexMobile** app for access to email, timetables and key information



Training

Improve your IT skills with our **free** courses.

Microsoft Office

Beginner to advanced courses in Word, Excel, PowerPoint, OneNote.

Mind Mapping

Organise, explore and present ideas, plan projects.

Adobe Creative Cloud

Professional editing software including Photoshop, InDesign, Illustrator and Premiere Pro



See the training website for full details and to book your place on our courses:
sussex.ac.uk/its/training

Join the training mailing list to keep up to date with the latest training news.

Policies

As a Sussex student, you have agreed to certain policies and codes of behaviour. This includes the use of IT at the University.

Act responsibly

Abide by the law and the University of Sussex's regulations and policies and observe the regulations of any third parties whose facilities you access.

Behaviour

Don't waste IT resources, interfere with others' legitimate use or behave towards others in a way that would not be acceptable in the physical world.

Information

Safeguard personal data, respect people's information and don't abuse copyright material. Don't download or share copyrighted material via peer to peer software.

Infrastructure

Don't put the institution's IT facilities at risk by introducing malware, interfering with hardware or loading unauthorised software.

Passwords

Don't allow anyone else to use your IT credentials, don't disguise your online identity and don't attempt to obtain or use anyone else's.

Security

Follow our Top 10 Tips for IT Security. See the back of this booklet and at **sussex.ac.uk/its/security**

For full details please visit **sussex.ac.uk/infosec/policies**

Top 10 IT Security tips



Sussex is a high-value target

Cyber-criminals see you as a valuable, vulnerable target. Attacks and campaigns can be clever and persuasive. **Don't ever say "it'll never happen to me".**

Protect sensitive data

Is your data safe? Encrypt your mobile device and any sensitive data you are sharing over the internet.



Beware phishing emails and calls

Cyber criminals will try to convince you to give away your personal details. Look out for suspicious emails or phone calls. They might request personal information or ask for your password.

Don't leave computers or devices unlocked

Keep your devices physically secure, including your computer(s), phone and any data storage media (memory sticks/hard drives/CDs). Always lock your computer when you're not using it.



Keep your software up-to-date

Check all your devices: the operating systems, web browsers and other applications must be kept up-to-date to benefit from the latest security updates. Turn on automatic updates where possible.

Take care when you follow links

Avoid visiting unknown websites or downloading software from untrusted sources. If attachments or links in email are unexpected or suspicious for any reason, don't click on them.



Secure your mobile device

Is your phone safe? Make sure it's locked with a password or PIN and keep this private. Update the operating system when prompted and install security software and encryption where possible.

Use strong passwords

Do you know how to make a genuinely secure password? Do not use the same password for multiple accounts and never share your password. Install and use a password manager.



Use anti-virus and anti-malware software

Install security software from a known and trusted source. See the IT Services website for recommendations.

Back up your data

Use cloud-based systems to back up your data where possible. OneDrive is provided by IT Services. If you use physical storage media, store this separately from your computer.



Find lots of security advice at sussex.ac.uk/its/security