Get the **SussexMobile** app for fast access to all your important information.
The main wi-fi network at Sussex is called eduroam, short for education roaming. It’s used in universities all over the world.

With over 1500 access points across the campus, it provides high-speed access in all residences, lecture theatres, study spaces, cafes 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 the 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 manually.
3. Follow the on-screen instructions for your type of device.

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

Get the latest news

IT Services publishes news and updates by email, Twitter and on the website. 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.

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

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Library

260  19

Shawcross

127  14

Pevensey 1

125

JMS 1B1

26

Richmond

110

Windows 10 PCs

Mac computers

24 hour access with keypad

sussex.ac.uk/its/keycodes

Get the SussexMobile app for access to email, timetables and key information
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 or use cash at the stations in the Library.

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.

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

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

Open 24 hours with security office nearby
See information the University holds about you and keep it up to date.

Go to Sussex Direct sussex.ac.uk/direct

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

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

Universities are valuable targets for cyber criminals so make sure you look out for messages that may not be genuine.

Never click on a link to upgrade your account. It probably goes to a fake website designed to steal your login details.

Ignore emails with attachments from unknown senders. Even a simple document could have malware inside.

The best defence is awareness. Find information about staying safe online at sussex.ac.uk/its/security

Get the SussexMobile app for access to email, timetables and key information
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 free software like SPSS.

![Office 365](sussex.ac.uk/its/software)

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**1 TB** space available online in your OneDrive

**50 GB** your personal file space at Sussex

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**OneDrive**

All students and staff have 1TB of storage with Microsoft OneDrive. Login with your Sussex email address and password to store as much data as you like online.

[sussex.ac.uk/its/files](sussex.ac.uk/its/files)

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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 at:

[sussex.ac.uk/its/files](sussex.ac.uk/its/files)

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

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

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 support@sussex.ac.uk

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

Click for Help or to contact us

8090
+44 1273 678090

support@sussex.ac.uk

Drop in for IT support including help connecting to the wi-fi network:

Shawcross building
Term time opening:
8.30am-7pm (Mon - Fri)

Library hub
Term time opening:
9am-7pm (Mon - Fri)
12-5pm (Sat - Sun)

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**
Brainstorm, organise and present ideas, plan projects.

**Adobe CC**
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.

**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.

**Information**
Safeguard personal data, respect other 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.

**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.

**IT 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

Get the SussexMobile app for access to email, timetables and key information
### 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](sussex.ac.uk/its/security)