

IT SERVICES

Information technology at Sussex

An essential guide for staff



US

UNIVERSITY
OF SUSSEX

your accounts and files

Getting help with IT

The IT Services website has a lot of useful information including frequently asked questions, “how to” guides and news on system updates or current issues.

You can also call us on extension **8090** (01273 678090 from off campus) or visit the IT Service Desk in Shawcross. We’re open Monday to Friday, 9.00am to 7.00pm during term time and 9.00am to 5.30pm in vacations.

Our dedicated Staff Desktop Support team maintain computers which are supplied and managed by us, installing software and dealing with technical issues.

IT Services website

sussex.ac.uk/its

For information specific to staff

sussex.ac.uk/its/staff

Your IT account

To login to most of the IT systems at Sussex, you need your IT username and password. The username is usually made up of your initials, followed by a number, such as: **ano23**.

It’s important to choose a password that is memorable but difficult to guess. The longer your password is, the more difficult it is to crack.

More information about changing your password

sussex.ac.uk/its/myitaccount

Security policies and guidance

sussex.ac.uk/its/about/policy

Keep your password safe

Be careful never to tell anyone your password and don’t save it in an unencrypted form or send it in an email.

2GB

Your quota for email when you start at Sussex

Your email address

You will receive mail sent to your username followed by @sussex.ac.uk (e.g. ano23@sussex.ac.uk) but you can also have a more “friendly” email address as well such as a.n.other@sussex.ac.uk.

The email and calendaring system for staff uses Microsoft Exchange. Most PC users read their email using Microsoft Outlook. Mac users generally use a combination of Mail and iCal or Outlook 2011. There is also a web-based service, the Outlook Web App (OWA) which you can use from any computer with internet access, on or off the campus.

Login to email or check your calendar on any computer with internet access

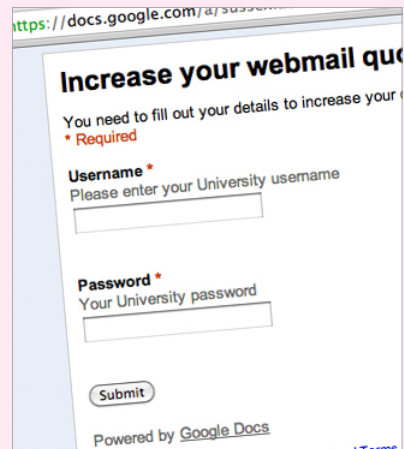
webmail.sussex.ac.uk

Information about staff email sussex.ac.uk/its/exchange

(including how to set up a range of programs or mobile devices)

Spam and phishing

We do our best to control the levels of fraudulent email but you should be alert to attempts to obtain confidential information from you or your colleagues.



Be suspicious of any email asking you to enter personal details or login information,

especially if the form isn't on the Sussex website. Responding to a message like this can cause problems for other staff and students too so please make sure you are aware of the dangers. sussex.ac.uk/its/security

10GB

Your quota for files in your home directory (N: drive)

Data storage and file space

Secure storage space is available for all work files. When you login to a PC with your username and password, you can get access to it just by clicking on the **Documents** folder. Every user has their own storage area like this, often referred to as your **home directory** or **N: drive**. You can also get access to this location when you're away from the campus (except central administration teams where off-site access is restricted).

Other types of file storage are also available. You may be given access to shared network drives (the group G: drive) and research data is saved in a specialised folder system (the R: drive) which provides the appropriate security and supports collaborative working.

How much file space can I use?
sussex.ac.uk/its/help/faq823

Where should I save my files?
sussex.ac.uk/its/help/faq2466

Working away from the campus
sussex.ac.uk/its/help/guide61

Saving files on a PC

Your Documents folder is usually the best place to save personal files. Depending on where you work, most work files will be saved to a group G: drive.

It's not a good idea to save your work on a PC's **hard drive** (C: drive). Hard drives on Windows PCs are not backed up which means you may lose your files without warning or hope of recovery in the event of fault.

Saving files on a Mac

In contrast to PCs, most Mac users save files directly to the hard drive which is backed-up overnight. However individual Macs can be set up differently so please check with us if you're in doubt.

How can I connect my staff Mac to the N: or G: drive?
sussex.ac.uk/its/help/faq2398

your staff computer

Computers and equipment

Computers for staff are supplied through the **Centrally Funded Workstation** programme which gives senior staff control over how departmental computers are allocated. Heads of department and team managers receive an annual allocation of vouchers for staff in their area and can decide exactly which computers are purchased every year.

Budget holders can also order additional computers, printers and peripheral devices at any time from a list of supported equipment.

The standard operating software for staff computers is Windows 7. We also support Mac OS and Linux (a custom-built implementation of Scientific Linux).

Centrally Funded Workstations

sussex.ac.uk/its/cfw

Printing

Staff normally have access to a networked printer which can be added to the list of printers on your Windows PC or Mac.

Staff can also use the chargeable printers in cluster rooms which are provided for students. You will need to add funds to your printing account using the payment machines in the Library and Shawcross or by asking the staff at the IT Service Desk to credit you from your department budget code.

Information about printing

sussex.ac.uk/its/printing

Backing up

Staff laptops and Mac desktop computers can be set up to use the **Crashplan** backup service which automatically saves your files on the University's servers where they can be recovered if the computer is lost or damaged.

sussex.ac.uk/its/crashplan

Software

Most staff use a PC or Mac set up with standard settings and software which includes Microsoft Office and security software as well as a range of useful programs. Software is updated and managed centrally by IT Services.

There are also over 800 computers on the campus for use by students. These are mostly Windows PCs, installed in computer rooms, open plan areas and a small number of teaching rooms. There are several Macs available in IT Services in Shawcross and the Library.

Information about software

sussex.ac.uk/its/software

Staff discounts

If you need to buy Microsoft Office so you can work on files on your own computer, you may be eligible to buy it at a discount from IT Services.

sussex.ac.uk/its/staffdiscounts

You can also install some software packages on your own computer. See the following pages for more details and terms and conditions:

SPSS (*statistical software*)

sussex.ac.uk/its/spss

Nvivo (*qualitative data analysis*)

sussex.ac.uk/its/nvivo

ArcGIS (*geographical and mapping*)

sussex.ac.uk/its/arcgis

Apple discounts

Staff are eligible for discounts on Mac computers and software purchased through the Mac Higher Education store.

sussex.ac.uk/its/buyingamac

working effectively

Using personal devices

If you bring your own computer, tablet or mobile into work, you can connect to the Sussex wi-fi network, **eduroam**, when within range of one of the many access points on the campus. As part of the connection process, you will be asked to register your device with the University and run a program called **XpressConnect** to automatically set the correct configuration.

Although we can't give full support for personally owned hardware or install University licenced software, you can usually get access to your email and network files from your own computer.

Connect to wi-fi or wired networks

sussex.ac.uk/its/wifi

Windows Remote

You can use your own computer to login remotely to a virtual Sussex PC and use programs and services such as printing and networked files as if you were sitting at a computer on the campus.

More about Windows Remote

sussex.ac.uk/its/windowsremote

Training

IT training sessions are available to staff and can be booked directly through Sussex Direct. Courses are available free of charge (although there is a charge for non-attendance).

Aside from the standard range which are available to all, you can also book onto staff-only courses which include audiovisual training for lecture theatres and seminar rooms and an IT Skills Surgery.

IT training courses

sussex.ac.uk/its/training

teaching and research

Records and resources

Sussex Direct

sussex.ac.uk/direct

Students and staff login to **Sussex Direct** with their IT username and password for access to teaching or study timetables and course details. If you're a tutor, this is where you will enter marks and record attendance.

Sussex Direct is also where you edit your personal profile, publications lists and contact details.

There are other services too (see p10 for more details).

Study Direct

sussex.ac.uk/studysdirect

The virtual learning environment at Sussex is called **Study Direct**. This is where tutors set up and manage sites with resources for a particular course, publish lecture recordings or host online discussions or quizzes.

More about e-learning

sussex.ac.uk/elearning

Annual software review

Software on student computers is reviewed every year. Staff can request software that is needed for teaching in the next academic year. It's then tested and incorporated into the standard software on student PCs during the summer vacation.

<i>Consultation</i>	Jan-Mar
<i>Build & test</i>	Mar-May
<i>Install</i>	Jun-Aug
<i>In use by students</i>	Academic year from September

Join the mailing list to stay up to date with the review

sussex.ac.uk/its/softwarereview

Audiovisual

We provide technical support for many of the teaching rooms on campus. If you need urgent help during a lecture or seminar, call us on **8022** for immediate assistance.

Many lecture theatres provide a built-in lecture capture system or you can borrow recording or presentation equipment from the IT Service Desk at Shawcross. You can also use videoconferencing facilities to host or join a meeting remotely, including a web-based service available to all staff.

The **Technology Enhanced Learning** team offer a short course on using equipment in teaching rooms
sussex.ac.uk/tel

Technical equipment in teaching rooms

sussex.ac.uk/its/avresources

More about audiovisual technology

sussex.ac.uk/its/services/teachingandlearning/audiovisual

Videoconferencing

sussex.ac.uk/its/videoconf

Research

Staff involved in research can take advantage of a number of specialised services at Sussex.

We provide research file space suitable for collaborative projects. Our research team also give technical support for bids and funding applications and arrange workshops and presentations for research students and staff.

We operate a **high performance computing** hub which is available for research projects and coordinate the provision of dedicated nodes for larger scale experiments.

IT services for research

sussex.ac.uk/its/services/research

business applications

Personal information

Personal records are maintained through **Sussex Direct**.

This is where you edit your contact details and your personal profile that is displayed on the Sussex website.

You can also browse minutes and agendas of University committees and order parking permits (choose **Transport** from the **Personal** menu).

The menu options available in Sussex Direct vary depending on the user. For example, tutors have a **Teaching** tab which is used to find details of teaching groups and advisees or enter details of attendance and assessment marks.

Sussex Direct
sussex.ac.uk/direct

Central database

The central database is where institutional records are held. Most staff will use Sussex Direct to read or update information in the database, but if your role requires more extensive access, you will use Oracle Web Forms (OWF, sometimes called simply “yellow forms”).

If you need statistical or financial data, you can use specialised **web reports** and get assistance from staff in our **Corporate Information Services** team.

Access to corporate information

If you need to update records or run reports, ask your manager to contact us with details of the services to which you should have access.

Contact us to request access
sussex.ac.uk/its/help

More about business applications
sussex.ac.uk/bis

information and contacts

Website

ITS home page
sussex.ac.uk/its

Key information for staff
sussex.ac.uk/its/staff

Get help or request services
sussex.ac.uk/its/help

Email

support@sussex.ac.uk

Phone

8090
(external 01273 678090)

Audiovisual support for teaching

8022

Social media

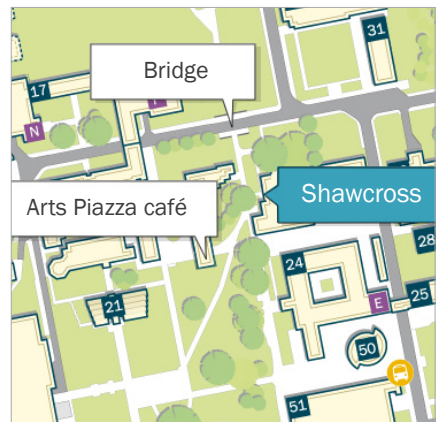
Twitter
[@ITServices](https://twitter.com/ITServices)

Facebook
facebook.com/itsussex

Blog
blogs.sussex.ac.uk/its

IT Service desk

Ground floor, Shawcross
Open Monday to Friday
9:00am to 7:00pm term time
9:00am to 5:30pm during vacations



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