



IT at Sussex

your essential guide to IT Services

2020/21

Signing into Zoom

Look for a button to sign in with SSO

Enter the domain as: **universityofsussex.zoom.us**

Log in with your username@sussex.ac.uk and your Sussex password



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** in your room 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

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 PC and Mac computers on campus for you to use. Find a map of student computer rooms on the ITS website.



Log on to PCs and Macs with your IT username and password. These are the details you get when you register. It will be a few letters and a few numbers, 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



Shawcross



Pevensey 1



JMS 1B1



Richmond



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 a Sussex computer or from your own device.

Find out more:

sussex.ac.uk/its/printing



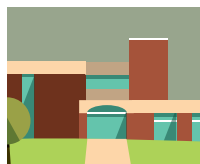
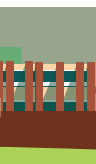
nd

Bramber 239

Jubilee G23

York House

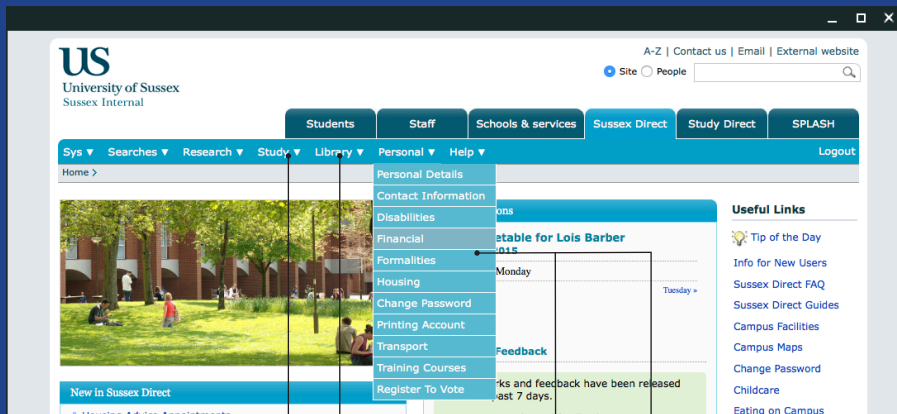
Northfield



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

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

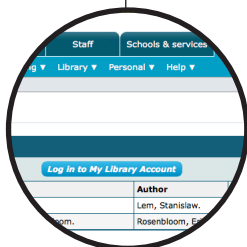
choose course
options and electives

finance
details

housing
information

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

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



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

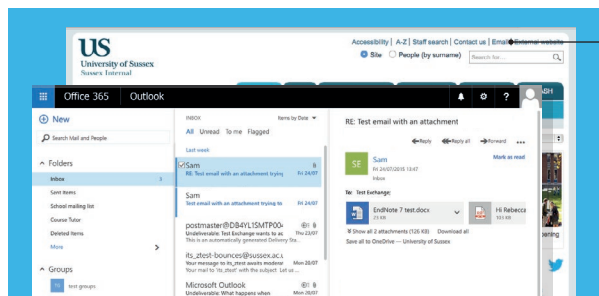
**Make sure we have your correct
mobile number and email
address.**

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 them.

You can also manage held messages in your [Personal Mailbox](#). 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



All students and staff have 1TB of storage with Microsoft OneDrive. This is where you should keep all your Sussex files.

Login to **office.com** with your username@sussex.ac.uk

You can also access OneDrive directly from your Sussex webmail at outlook.office.com.





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 with the University of Sussex logo and navigation links: Home, Account, Dashboard, Modules, Calendar, Inbox, and Help. The main content area is titled 'Module syllabus' and includes a 'Jump to today' link. Below the title is a large red banner with the text 'ART & ARTISTS' in white and black. Underneath the banner is a text box describing the module: 'Art and Artists deals with one of the central issues of the study of Art History: how did 'great artists' gain their reputation, both during their lifetime and subsequently. Some artists' reputations have not been constant, while others have been admired for very different reasons at different times. The lecture series looks at a variety of case studies, presenting different 'histories' of the artist across a time-span from the ancient world to the present day. The course covers painters, printmakers, sculptors as well as artists whose achievements were in the applied arts. You can take the module on its own or as part of the 'Art and Heritage' elective pathway.'

Below the text box 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

On the right side of the interface, there is a calendar for August 2018 and a note stating 'Module assignments are not weighted.'

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.

We recommend you use the Chrome browser to access Canvas on your computer.

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

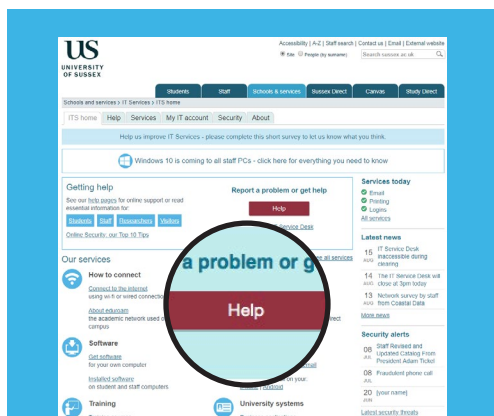
Help with Canvas is available 24 hours a day, 7 days a week. Click on the Help button on the main menu and access help, either by online chat or a dedicated telephone number. For help relating to submission of online assignments please email itservicedesk@sussex.ac.uk



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

Use the search box to find the help you need, or visit the Students page.

Subscribe to ITS news or follow us on social media.

Can't find the information you need? We're here to help.

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.

Look for the red Help button. Alternatively, call or email us...

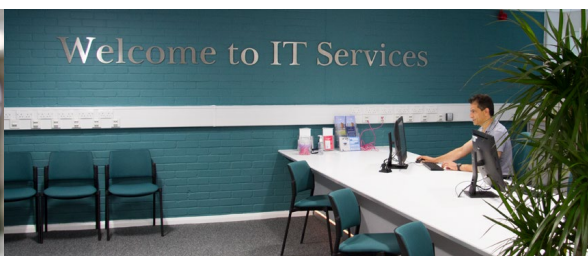
 **8090**
01273 678090

Lines are open 9am to 5pm, Monday to Friday.

 its servicedesk@sussex.ac.uk

 @itservices

 itssussex



Training

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

Microsoft Office

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

Mind Mapping

Organise, explore and present ideas, plan projects.



Learn at your own pace with **LinkedIn Learning**



Set up your Sussex account and get unlimited access to over **14,000** training videos while you're at Sussex. Get noticed by employers by adding badges to your LinkedIn profile.

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**



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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