



# IT at Sussex

An essential guide for staff

IT Services  
Here to help



# your accounts and files

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## Getting help with IT

The IT Services website has a lot of useful information including frequently asked questions, “how to” guides and news on the status of systems 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, 08.30 to 19.00.

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](https://sussex.ac.uk/its)

### For information specific to staff

[sussex.ac.uk/its/staff](https://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](https://sussex.ac.uk/its/myitaccount)

### Security policies and guidance

[sussex.ac.uk/its/about/policy](https://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 2016. 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](http://webmail.sussex.ac.uk)

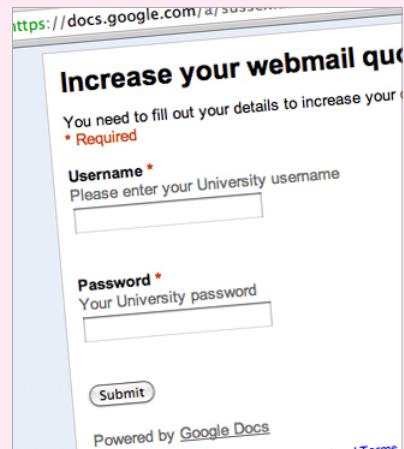
### Information about staff email

[sussex.ac.uk/its/exchange](http://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.

# 50GB

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

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## 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](https://sussex.ac.uk/its/help/faq823)

### Where should I save my files?

[sussex.ac.uk/its/help/faq2466](https://sussex.ac.uk/its/help/faq2466)

### Working away from the campus

[sussex.ac.uk/its/help/guide61](https://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

If you are a Mac user, you have a choice of either setting up a connection to your N: drive and securely saving files there, or saving files to your Mac's hard drive and setting up CrashPlan Pro, which backs up your computer every 15 minutes.

### How can I connect my staff Mac to the N: or G: drive?

[sussex.ac.uk/its/help/faq2398](https://sussex.ac.uk/its/help/faq2398)

### How do I set up CrashPlan Pro?

[sussex.ac.uk/its/help/faq2721](https://sussex.ac.uk/its/help/faq2721)

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# your staff computer

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## Cloud storage

Staff have access to online cloud storage via Box and OneDrive.



Staff have unlimited file storage with Box, which is the recommended platform for file sharing and collaboration.



Staff and students have 1TB of storage with Microsoft OneDrive.

### Find out more about Box

[sussex.ac.uk/its/box](https://sussex.ac.uk/its/box)

### Find out more about OneDrive

[sussex.ac.uk/its/onedrive](https://sussex.ac.uk/its/onedrive)

## Printing

Staff printing is provided via Multi-Function Devices (MFDs) that can be found across the campus. These devices can print, scan and photocopy. When printing, look for a printer called UoS\_Secure\_Print on your computer.

### More information about printing

[sussex.ac.uk/its/printing](https://sussex.ac.uk/its/printing)

## Computers and equipment

Desktop workstations for staff have been provided by IT Services and they're kept updated on a regular cycle.

Budget holders can also order additional computers and peripheral devices at any time from a list of supported equipment. See [sussex.ac.uk/its/help/equipmentorder](https://sussex.ac.uk/its/help/equipmentorder) for details.

The standard operating software for staff computers is Microsoft Windows. We also support Mac OS and Ubuntu Linux.

### For more information

[sussex.ac.uk/its/cfw](https://sussex.ac.uk/its/cfw)

## 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](https://sussex.ac.uk/its/crashplan)

# software

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

There are also over 1000 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](https://sussex.ac.uk/its/software)

## Office 365

Staff can install Office 365, which includes Word, Excel and PowerPoint, on your own devices.

## Information about Office 365

[sussex.ac.uk/its/office](https://sussex.ac.uk/its/office)

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

### **Adobe CC** (*creative software*)

[sussex.ac.uk/its/adobe](https://sussex.ac.uk/its/adobe)

### **SPSS** (*statistical software*)

[sussex.ac.uk/its/spss](https://sussex.ac.uk/its/spss)

### **Nvivo** (*qualitative data analysis*)

[sussex.ac.uk/its/nvivo](https://sussex.ac.uk/its/nvivo)

### **ArcGIS** (*geographical and mapping*)

[sussex.ac.uk/its/arcgis](https://sussex.ac.uk/its/arcgis)

### **Apple discounts**

Staff are eligible for discounts on Mac computers and software. Please contact IT Services for details.

### **Software discounts**

Other discounts are available to staff, including Maple, Microsoft Visio and Microsoft Project.

[sussex.ac.uk/its/staffdiscounts](https://sussex.ac.uk/its/staffdiscounts)

# working effectively

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## 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.

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](https://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](https://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.

Popular courses include Adobe Photoshop, Adobe InDesign, Mindview and Excel.

## IT training courses

[sussex.ac.uk/its/training](https://sussex.ac.uk/its/training)

# teaching and research

## Records and resources

### Sussex Direct

[sussex.ac.uk/direct](https://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).

### E-learning

IT Services also provides an e-learning platform. This is where tutors set up and manage the resources for courses, publish lecture recordings or host online discussions or quizzes.

### More about e-learning

[sussex.ac.uk/elearning](https://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 &amp; test</i>	Mar-May
<i>Install</i>	Jun-Aug
<i>In use by students</i>	Academic year from September

### Terms of Reference

More information about the software review, including the Terms of Reference, can be found at:

[sussex.ac.uk/its/softwarereview](https://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](https://sussex.ac.uk/tel)

### Technical equipment in teaching rooms

[sussex.ac.uk/its/avresources](https://sussex.ac.uk/its/avresources)

### More about audiovisual technology

[sussex.ac.uk/its/services/teachingandlearning/audiovisual](https://sussex.ac.uk/its/services/teachingandlearning/audiovisual)

### Videoconferencing

[sussex.ac.uk/its/videoconf](https://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](https://sussex.ac.uk/its/services/research)

# business applications

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## 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](https://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 IT Services.

## 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](https://sussex.ac.uk/its/help)

**More about business applications**  
[sussex.ac.uk/its/bis](https://sussex.ac.uk/its/bis)

# information and contacts

## Website

ITS home page  
[sussex.ac.uk/its](https://sussex.ac.uk/its)

Key information for staff  
[sussex.ac.uk/its/staff](https://sussex.ac.uk/its/staff)

Get help or request services  
[sussex.ac.uk/its/help](https://sussex.ac.uk/its/help)

## Email

[support@sussex.ac.uk](mailto:support@sussex.ac.uk)

## Phone

8090  
(external 01273 678090)

## Audiovisual support for teaching

8022

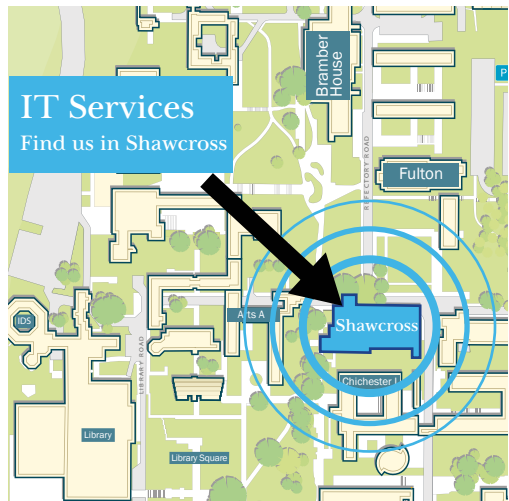
## Social media

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

Facebook  
[facebook.com/itsussex](https://facebook.com/itsussex)

## IT Service desk

Ground floor, Shawcross  
Open Monday to Friday  
08:30 to 19:00





# If you need IT support

IT Services website:	<a href="http://www.sussex.ac.uk/its">www.sussex.ac.uk/its</a>
Request help:	<a href="http://www.sussex.ac.uk/its/help">www.sussex.ac.uk/its/help</a>
Call the IT Service Desk:	Ext 8090 (+44 1273 678090)
Email us at:	<a href="mailto:support@sussex.ac.uk">support@sussex.ac.uk</a>
Visit the IT Service Desk in Shawcross:	08:30 - 19:00 Monday to Friday

You can also sign up for IT Services news updates at [sussex.ac.uk/its/signup](http://sussex.ac.uk/its/signup) or follow us on Twitter at @ITServices