

IT Support Handbook University of Edinburgh

1. Introduction to IT Support

The University of Edinburgh IT Services provides comprehensive support for all students and staff. This handbook covers essential procedures, troubleshooting steps, and best practices for maintaining a secure and efficient computing environment.

Key responsibilities include: - Responding to support requests within 24 hours - Maintaining up-to-date documentation - Following security protocols - Providing training and guidance

2. Account Management

User accounts are managed through the central identity system. All accounts must follow university naming conventions and security policies.

Account Creation Process: 1. Verify user identity and affiliation 2. Create account with appropriate permissions 3. Set up initial security settings 4. Provide login credentials securely 5. Schedule follow-up training if needed

Password Requirements: - Minimum 12 characters - Mix of letters, numbers, and symbols - No dictionary words or personal information - Must be changed every 90 days

3. Security Best Practices

All users must follow these security guidelines: - Use strong, unique passwords - Enable two-factor authentication - Keep software updated - Report suspicious activity immediately - Never share credentials with others

4. Troubleshooting Common Issues

Problem: Cannot access university systems Solution: Check network connection and credentials - Verify you're connected to EdUni network - Ensure username and password are correct - Check if account is locked or expired

Problem: Software installation fails Solution: Check permissions and system requirements - Verify you have installation rights - Check system compatibility - Contact IT support for assistance

5. Contact Information

IT Support Helpdesk: - Email: ithelpdesk@ed.ac.uk - Phone: +44 131 651 5151 - Hours: Monday-Friday, 9am-5pm

Emergency Support: - Available 24/7 for critical issues - Contact via emergency hotline - Escalation procedures in place