Getting started
with IT at the University of Surrey

UNIVERSITY OF
SURREY

Need to **connect to wi-fi?**

Scan this QR code for full instructions

or
visit it.surrey.ac.uk/connecting-internet

Find out how to get
connected.

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MySurrey

Welcome to IT Services

This guide will provide all the information you need to know before you start using the University of Surrey IT services.

IT Account and Password

There are two steps to activating and protecting your IT account. Many of you will have already activated your account when you applied to your course. If so, please go straight to step 2.

Step 1 – activate your account.

Step 2 – protect your account.

The first time you log into your email account you will need to complete step 2 which involves:

• Setting up Microsoft multi-factor authentication (MFA) and

• Setting up self-service password reset

For full instructions about step 1 and step 2 please visit:
it.surrey.ac.uk/it-account-and-password

MFA enables you to authorise your login from a mobile device using the Microsoft Authenticator App.

Once you have set up self-service password reset you can change and reset your password by visiting this Microsoft page: passwordreset.microsoftonline.com.

Most university systems and services including email, OneDrive and wi-fi use the same university password, so it's important to remember that when you change your password for your university account it will also be updated across all other services.

For password advice please visit: **it.surrey.ac.uk/security**

MySurrey App

Download the MySurrey App onto your mobile for quick access to all the most useful University services.

Features of the App include quick access to your emails and timetables, library search, interactive campus maps, support services, live chat and PC finders.

The App is free to download and is available for iOS and Android devices.

Further information is available at: **it.surrey.ac.uk/mysurrey-app**

Email

You can log into your university email by visiting **surrey365.surrey.ac.uk.**

1. Enter your username in the following format **Username@surrey.ac.uk** (e.g. **ab12345@surrey.ac.uk**)

2. Enter your password.

Your university email is the primary method of contact between you and the University, so it is important that you check your inbox regularly for new messages.

Further information is available at: **it.surrey.ac.uk/email-and-calendar**

PCs on campus

There are hundreds of PCs available on campus for members of the University with many accessible 24/7. You can search for available PCs across campus using the PC Finder at: **labs.surrey.ac.uk.**

The PC Finder enables you to see live updates on

- Number of computers available
- Printing facilities
- Operating system
- Opening hours.

Further information is available at: **it.surrey.ac.uk/pc-labs-and-facilities**

Wi-fi on campus and in student accommodation

The wi-fi network at the University of Surrey is called eduroam. Connect your mobile devices to eduroam wi-fi for uninterrupted connectivity between campus and your university accommodation.

To connect:

- Make sure you know your IT username and password.
- Check your wi-fi is turned on and your device is not connected to a network cable.
- In the wi-fi settings for your device, select "eduroam" and enter your University of Surrey credentials **username@surrey.ac.uk** (e.g. **ab12345@Surrey.ac.uk**).
- Some devices will require you to download the 'get eduroam' application from your device's play store.

In your university accommodation please use the Residents Network (RESNET_WIFI) to connect your games consoles and smart devices (always use eduroam wi-fi for mobile phones and laptops).

For device specific instructions please visit **https://it.surrey.ac.uk/connecting-internet**

Alternatively, if you are unable to visit the help pages, please call the IT Service Desk on **01483 689898**.

Saving your work

Once your IT account has been set up you will have access to **1TB** or secure cloud-based file storage that integrates with your university email account using **OneDrive.**

With **OneDrive** all of your documents are accessible from any device with a good internet connection or offline if your device is synced. You can easily upload and share files inside and outside of the University as well as synchronise and access files between multiple devices. By saving your files in **OneDrive** you are able to continue working whether on or off campus.

You can also access your **OneDrive** via **MySurrey App**, giving you quick access to your documents on your mobile or tablet.

Your **OneDrive** account is for your university files and data. Personal files should be stored in a personal **OneDrive** account or another cloud storage service (such as iCloud or Google Docs) so you can continue accessing them when you leave the University.

Further information is available at: **it.surrey.ac.uk/file-storage**

Accessing files and web services off campus

You can access your email, **OneDrive** account and most web applications including SurreyLearn anywhere with a good internet connection.

If you need to access services that are not normally available outside of the University such as library resources, you will need to use remote access. If you need access to specialist software off campus or on the move, you can use the Virtual Desktop service. This will connect your PC into a virtual machine so you have the same experience as you would if you were on campus.

To find out how to connect to either of these services, please visit: **it.surrey.ac.uk/off-campus-access.**

Printing, copying and scanning

IT Services provide printing, photocopying and scanning facilities throughout the campus. All computer labs have printing facilities, many also have multi-function devices (MFDs) which allow you to photocopy and scan your work as well as print.

To send a document to a University MFD/printer from a:

- University PC – select SurreyPrint from the printer options.
- Mobile phone or tablet on campus – please use mobile printing or web printing.
- Personal laptop or PC on campus – download SurreyPrint onto your personal device. Do not use mobile or web printing on campus from a personal laptop or PC.

Further information is available at: **it.surrey.ac.uk/printing-campus**

All print jobs are held in a central queue for up to 72 hours and can be collected from any of the hundreds of MFDs across campus.

To collect a print job, scan or photocopy simply swipe your campus ID card through the card reader on the MFD and follow the prompts on the touch screen. After your printing is completed, you can swipe your card to log out or the machine will automatically log you out. If you need to cancel a print job, go to the jobs log page on the touch screen, select the job you wish to cancel and press 'cancel'.

When you first join the University your printing account will be preloaded with some initial credit. If you don't have preloaded credit, please call IT Services on 01483 689898. You can add credit to your account using the online payment system at: **surrey.ac.uk/printcredits.**

Download MySurrey App to quickly see your print credits at a glance.

Further information is available at: **it.surrey.ac.uk/printing-campus**

Timetables

Your initial Course timetable will be ready for the start of the semester via a PDF (on SurreyLearn in the course material section).

Your full timetable will be available online once your module registrations have been processed and your seminar groups have been allocated.

While the online timetable system is operational from the start of semester, if you have to choose optional modules for your programme, these may not show in your online timetable until the beginning of the third week of the semester.

Accessing your online timetable

You can access your timetable online and on your mobile. To view your timetable visit: timetable.surrey.ac.uk and enter your university username and password. If you have any queries about your timetable, please contact **timetablehelp@surrey.ac.uk**

SurreyLearn

SurreyLearn is the virtual learning environment (VLE) which will play a key role in supporting your learning, studies and assessment during your time at the University of Surrey. Your tutors will explain how it will be used in your modules and course, and it is important that you become familiar with using it.

To login to SurreyLearn visit: **surreylearn.surrey.ac.uk** and enter your University username in the following format **username@surrey.ac.uk** (e.g. **ab12345@surrey.ac.uk** and your password. It may take a few days at the start of each semester for all your upcoming modules to appear in SurreyLearn, so please be patient if they do not appear immediately.

If you still cannot access any modules by the start of teaching, please contact the module leader.

University approved software

uniapps.surrey.ac.uk

This SharePoint site is the place to go for all the software you'll need whilst studying here. All software on this SharePoint site is free to download for Surrey students!

Please visit **it.surrey.ac.uk/software-and-training** for more information about the software available to you whilst at Surrey.

Software offers

As a student you will be able to download Microsoft Office 365 completely free of charge on up to five devices, for the time that you are a student at Surrey.

To find out how to download your copy please visit
it.surrey.ac.uk/software-and-training

Microsoft Teams is also available for free via your university login.

MySurrey Attendance is an online tool that will allow you to capture your attendance at timetabled teaching sessions. It can be downloaded from the App Store and Google Play or accessed via a web browser through attendance.surrey.ac.uk.

MySurrey Attendance will allow you to see your attendance stats, and these will be included in your personalised engagement rating on MySurrey Engagement.

For more information on the platform and for guidance on how to use it, please visit **surrey.ac.uk/attendance**

If you are missing teaching sessions from your MySurrey Attendance, please speak to your Academic Hive in the first instance.

Should you have any questions regarding the functionality of the app/web browser please refer to the user guide in the first instance and if you still have queries contact IT Services on 01483 689898 giving as much information on your query as possible.

MySurrey
Attendance

MySurrey Engagement

Access MySurrey Engagement on any of your digital devices to power up your learning journey!

This personalised online dashboard will give you a snapshot view of your engagement with your learning, giving you a rating so that you can see how you are doing at any time and help you to reflect and make informed decisions about how to improve your chances of success.

Your rating will change throughout your time at Surrey and will be impacted by many things including accessing course materials, watching captured content, attendance at timetabled teaching sessions, and using various online resources will all have an impact.

To access your dashboard and for further information and help, visit surrey.ac.uk/engagement

If you have a question about using the platform, please refer to the video and user guide on surrey.ac.uk/engagement in the first instance. If you still have questions, please discuss with your personal tutor. Should youn have a technical issue, please contact IT Services on 01483 689898.

MySurrey Engagement

Call:	**01483 689898 Internal ext. 9898**
Live chat:	**it.surrey.ac.uk**
On campus:	**at the library (limited hours)**
Timetable help:	**timetablehelp@surrey.ac.uk**
SurreyLearn help:	**surreylearnhelp@surrey.ac.uk**
Surrey Self Service help:	**studentsystems@surrey.ac.uk**

To help deal with your request as quickly as possible, please remember to include:

- The device and operating system you are using
- Details about your request or the error you are experiencing
- Your email address
- Your contact number
- Your university username. **it.surrey.ac.uk/contact-us**

IT Service Desk (including live chat) semester time opening hours

	Telephone and live chat
Mon - Fri	8am to 5pm
Sat - Sun	Closed *

*Outside of telephone monitoring hours calls will be handled be a third party who can provide help for many common IT issues 24 hours a day 7 days a week. If you have an IT security concern, please contact the IT Service Desk.

Connect with IT Services

🌐 **it.surrey.ac.uk**
🐦 **@uniofsurreyit**
▶️ **youtube.com/user/universityit**

IT Services
+44 (0)1483 689898
Live chat: **it.surrey.ac.uk**
Face to Face: In the library (limited hours)
itstatus.surrey.ac.uk
Report phishing emails: use 'Report Phish' button in Outlook

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