

# IT booklet for University of Greenwich staff

How to access all the IT and Library  
support you need to work on and  
off-campus

MARCH 2024



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# The IT Service Desk

The **IT Service Desk** is the first point of contact for all issues and queries relating to our services and software.

The **IT Service Desk** operates Monday to Friday from 9.00am – 5.00pm GMT/BST (excluding Bank Holidays and university closures).

When possible, staff will resolve the issue over the phone when you call. Your call may need to be looked into further and will be assigned a priority based on impact and urgency.

The IT Service Desk also opens at 8.30am during teaching weeks so that any urgent issues in teaching and learning spaces can be responded to before 9am. If your call between 8:30-9am is not teaching and learning related, you may be asked to call back after 9am.

If you're having trouble accessing a specific service, please check our IT Service Status page first: <https://servicestatus.gre.ac.uk>



# The IT Service Desk

- Phone:** +44 20 8331 7555 9.00am to 5.00pm
- Email:** [itservicedesk@gre.ac.uk](mailto:itservicedesk@gre.ac.uk) anytime – your messages will be automatically logged into our system.
- Live Chat:** Available from the [IT and Library web pages](#)

When calling the [IT Service Desk](#) please ensure you have:

- Your username (this is printed on your Greenwich Gateway Card)
- Full details of the problem (including details of any error messages)
- The name of any applications you may be encountering problems with
- UG number of any affected hardware - this can be found on a sticker attached to the device

If you're emailing us, you'll need to provide the following details:

- Name and username
- Telephone number
- Location
- As much information as you can about the problem (including screenshots with details of any error messages if possible)
- UG number of any affected hardware

# Username and password

**You need your username and password to access all of the university's IT services, such as the Portal, Horizon HR, Moodle, Microsoft Teams, and Panopto.**

We use single sign-on (SSO) to allow you to access all of these systems with the same credentials.

Your username is printed on your Greenwich Gateway Card, which you should wear whenever you're on campus.

## **Password expiry policy**

Your password will expire every 18 months, but you will be reminded as the date approaches.

## **Changing your password**

You can change your password at any time using the 'change password' button at the top of the Portal homepage.

You can change your password on campus when logged onto your desktop or a lab PC. Press the Ctrl+Alt+Delete keys and select Change a Password.

See our guide at

[gre.ac.uk/it-and-library/password](https://gre.ac.uk/it-and-library/password)



# Multi-Factor Authentication (MFA)

**MFA provides an additional layer of security to all our services, by requiring an extra piece of information in addition to your username and password to log in. All students, staff and affiliates must use MFA when logging on to our systems from an off-campus location.**

We recommended that all staff use the Microsoft Authenticator app set to 'receive notifications for verification' as it provides the fastest and easiest method of MFA approval.

MFA uses number matching, meaning that you need to enter the number shown on the login page into your Microsoft Authenticator app to approve the authentication request.

Once set up, MFA is easy to use and provides added protection against cyber-attacks, which is especially important now as many of us are connecting remotely.

## **Setting up MFA**

See our guidance at [gre.ac.uk/it-and-library/infosec/protect-yourself/mfa](https://gre.ac.uk/it-and-library/infosec/protect-yourself/mfa)





# Greenwich Gateway Card

**You will need to attend your nearest Student Centre to have your ID card photograph taken.**

Please contact the Student Centre before your visit to ensure they have the information they need to produce your card.

When you attend you will be asked to provide some proof of identify - your letter of appointment will be acceptable.

You need your Greenwich Gateway Card to:

- Be able to present your ID on campus
- Access and use the libraries
- Use the turnstiles at the Stockwell Street building at Greenwich
- Access any other buildings of the university
- Print, scan and copy documents

For more information, go to

[gre.ac.uk/it-and-library/  
connect/greenwich-gateway-card](https://gre.ac.uk/it-and-library/connect/greenwich-gateway-card)

# Working remotely

**Most university IT services can be accessed off-campus, whether that's from your home or further afield.**

Find out how to access Microsoft Teams, Office applications, your email and various academic and administrative tools to help you work and teach from home, and how to keep your data secure when you're off campus.

Our remote working for staff page at [gre.ac.uk/it-and-library/remote-access/remote-access-for-staff](https://gre.ac.uk/it-and-library/remote-access/remote-access-for-staff) contains all the information you need to get started.





# Standard IT equipment

We provide enhanced support levels for standard devices, which are fully compatible with all our teaching and office spaces. We are transitioning from staff PCs or desktop devices to a laptop first provision.

Going forward, we will offer a laptop and an on campus workstation as standard to all our staff.

See our standard IT equipment specifications and your options here:

[gre.ac.uk/it-and-library/computing/office-it-equipment/](https://gre.ac.uk/it-and-library/computing/office-it-equipment/)



# Microsoft 365 on your devices

**Microsoft 365 gives you access to Microsoft applications in the cloud, including the Office suite, such as Word, Excel and PowerPoint, which allows you to create and share your work.**

Microsoft 365 also offers collaboration and communication tools such as Teams and OneDrive. As a member of staff at the University of Greenwich, you have access to the full Microsoft 365 suite for PC or Mac for free for the duration of your employment.

Microsoft 365 can be installed on up to 10 devices (5 PC/laptop/Mac, 5 tablet/mobile). To download and install the software log into your Microsoft 365 account ([login.gre.ac.uk](https://login.gre.ac.uk)) from the PC or Mac you wish to install it on.

- Click on the link entitled: Install Office
- Select the version you wish to install
- The installation file will download to your device.
- After installation, activate the software by entering your university username and password.

Microsoft also provide apps for iOS and Android devices, which are available in the app stores.

# Software Center

**All staff and students of the university have a set of core applications available to them when they log in. Additional licensed software can be accessed via the [Microsoft Software Center](#).**

Click on your 'Start' button (bottom left hand corner of the screen), then the Software Center tile under 'Tools' on the desktop. You can also type 'Software Center' into the search box at the bottom of the screen and the app will be displayed in the search results.

If you have a requirement for a specific piece of software that is not currently available, or require new software to be installed on the network, you will need to follow the [Application Management Protocol \(AMP\)](#) process.

## Personal and shared drives

**OneDrive for Business is a cloud hosted storage system, on which you can store and share files with any staff or students at the university.**

Find out more on our OneDrive support page:

[gre.ac.uk/it-and-library/software/microsoft-365/onedrive](https://gre.ac.uk/it-and-library/software/microsoft-365/onedrive). You have a terabyte of cloud storage enabling you to access your files anywhere.



# Information security

**We all need to take the security of information very seriously.**

Information protection and management is of critical importance to the university - without adequate security measures, years of research data, personal information or sensitive documents could be put at risk.

The security of confidential information is everyone's responsibility. **All staff are required to complete mandatory information security training.**

[gre.ac.uk/it-and-library/infosec](https://gre.ac.uk/it-and-library/infosec)



# The Portal

Use your university account to log in to the Portal and access Horizon HR and Moodle, access your library account, read university news and announcements, and find out about the range of services available to staff.

When signing in to the portal, use your **username@gre.ac.uk**

[portal.gre.ac.uk](https://portal.gre.ac.uk)





# Printing, copying & scanning

**High performance multi-function devices (MFDs) are located on all campuses.**

They can be used for printing, photocopying and scanning.

Send your documents to:

GM-MFD-Print (Greenwich and Avery Hill)

ME-MFD-Print (Medway)

You can print from any standard university desktop PC to any open access multi-function device by releasing your print job when you are at an MFD. To retrieve your printing, tap your Greenwich Gateway Card (or enter your username and password). You can also use MFDs to photocopy, or scan and email documents to your university email address.

## Telephones

User guides and feature codes for the telephones in staff offices and teaching spaces can be found at:  
[gre.ac.uk/it-and-library/connect/telephony](http://gre.ac.uk/it-and-library/connect/telephony)

# Wi-Fi on campus

**Throughout the university, there are over 500 wireless access points covering almost all of the buildings that staff and students use.**

The university is part of an international agreement to use the eduroam wireless system. To access eduroam you must use your full **username@gre.ac.uk** login credentials, e.g. ab1234c@gre.ac.uk, plus your university password.

The [\*\*geteduroam app\*\*](#) is the easiest way to make all the changes your device needs to connect to the eduroam service. The app is available for iOS, Android 8 onwards, and Windows. Full information is available on our wireless support page.

[\*\*gre.ac.uk/it-and-library/connect/wireless\*\*](https://www.gre.ac.uk/it-and-library/connect/wireless)

If you experience any Wi-Fi connection issues, please raise a ticket with the IT Service Desk.





# University email

**Your University of Greenwich email is available through Outlook on PC, Mac, and mobile devices.**

You can access your email from any computer or via [portal.gre.ac.uk](https://portal.gre.ac.uk)



# Library access

**Our campus libraries are located at Avery Hill Southwood Site, Greenwich Stockwell Street Building 10, and Medway Drill Hall.**

They are available to all staff, researchers and students. They include computing facilities, group study areas and our Academic Support Hubs.

All libraries offer late night opening, until midnight on most days during term-time with 24 hour opening during exam time. View current opening hours at [libcal.gre.ac.uk/hours](http://libcal.gre.ac.uk/hours)

Stockwell Street Library 020 8331 7788

Avery Hill Library 020 8331 9651

Drill Hall Library 01634 883878

Find out about our library facilities, resources and the help available to staff from our subject librarians at [libguides.gre.ac.uk](http://libguides.gre.ac.uk)





# Academic support

**Our Academic and Digital Skills Team can help your students to study more effectively by developing their academic skills such as essay writing, research, referencing, dissertation preparation, critical thinking, presentation skills and assessing their digital capabilities.**

Find out more about the support available for your students, including Integrity Matters (an e-learning module to promote and support academic integrity), NextLevel (an online course covering library skills, study skills and digital skills), GREFest and WinterFest (our induction programmes for new and continuing students).

**[gre.ac.uk/academicskills/](https://gre.ac.uk/academicskills/)**





# IT and Library supported classrooms

**The IT and AV equipment in our teaching spaces is important to lecturers and students alike, whether it's a 300 seat lecture theatre or a small seminar room.**

Our guide to the technology and facilities available you in IT and Library supported rooms contains AV help and guidance, links to Hyflex teaching resources, information about assistive technology, and access to the classroom inventory app which allows you to look at the AV facilities available in each teaching room.

**[libguides.gre.ac.uk/supportedclassrooms](https://libguides.gre.ac.uk/supportedclassrooms)**



# Panopto/lecture capture

**Panopto is a leading solution for the capture and playback of lectures.**

The Panopto client is installed onto every fixed teaching "Podium" PC in every lecture theatre and seminar room across the University. Panopto is also able to deliver out-of-class recording and playback and this is available across the rest of the university.

Recordings can be viewed on PCs and Macs via the virtual learning environment (Moodle).

Read our resources for staff including our getting started guide: [gre.ac.uk/it-and-library/teach/panopto](https://gre.ac.uk/it-and-library/teach/panopto)

# SafeZone

**We recommend that all staff and students download SafeZone, which is available in your usual App Store.**

The app is free to download, and use, and is designed to put you in touch with the on campus first aiders, security or emergency response teams more quickly, when needed.

Please use your university email address when you login and provide a mobile phone number - the app doesn't accept landlines.

Find out more:

[gre.ac.uk/articles/public-relations/safezone](http://gre.ac.uk/articles/public-relations/safezone)



# Useful links

Academic and Digital Skills: [gre.ac.uk/academicskills](https://gre.ac.uk/academicskills)

Accessibility - Creating Inclusive content: [gre.ac.uk/creating-inclusive-content](https://gre.ac.uk/creating-inclusive-content)

IT and Library Services: [gre.ac.uk/it-and-library](https://gre.ac.uk/it-and-library)

IT Service Status: [servicestatus.gre.ac.uk](https://servicestatus.gre.ac.uk)

LibrarySearch: [librarysearch.gre.ac.uk](https://librarysearch.gre.ac.uk)

Microsoft 365 login: [login.gre.ac.uk](https://login.gre.ac.uk)

Password change: [gre.ac.uk/it-and-library/password](https://gre.ac.uk/it-and-library/password)

Policies and Procedures: [gre.ac.uk/it-and-library/about/policies-and-procedures](https://gre.ac.uk/it-and-library/about/policies-and-procedures)

SafeZone: [gre.ac.uk/articles/public-relations/safezone](https://gre.ac.uk/articles/public-relations/safezone)

Supported Classrooms: [libguides.gre.ac.uk/supportedclassrooms](https://libguides.gre.ac.uk/supportedclassrooms)

Panopto: [gre.ac.uk/it-and-library/teach/panopto](https://gre.ac.uk/it-and-library/teach/panopto)

Portal: [portal.gre.ac.uk](https://portal.gre.ac.uk)

Working remotely: [gre.ac.uk/it-and-library/remote-access](https://gre.ac.uk/it-and-library/remote-access)