

IT Booklet for Partner College Staff (TNE)

Your pocket guide to your
affiliate account and access rights

MARCH 2024



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Requesting an affiliate account

You can request an Affiliate Account to receive access to the university systems which are required by your role.

Admin staff and academic staff may get access to different tools or systems. This is determined by their role.

The application form is at: gre.ac.uk/it-and-library/admin-systems/arms

Before completing the form, applicants should read the guidance available at

docs.gre.ac.uk/rep/information-and-library-services/arms-request-an-affiliate-account

When filling the form, Partner staff need to keep in mind the following:

- If your organisation is not listed on the drop-down box, please select OTHER and then insert “Name of organisation”.
- When you are completing the Affiliation Details field in Department, you MUST select the University of Greenwich school that the programme you teach belongs to.
- Partner Librarians applying for an affiliate account need to select Library Services under the Department field.

Requesting an affiliate account

How do I get my credentials?

Once the account is approved you will receive confirmation of this to the email address you used to register for the account including your username. If you have any problems logging in, please contact the IT Service Desk.

What will I get access to?

Partner affiliate account holders get Portal and BannerWeb access by default. Access to other systems will be dependent on what your approver has granted you rights to. You will be given access to services based on the type of work you undertake for the Partner institution in collaboration with the university. The approver decides how long the account is active for, and also whether you receive email rights.

IT systems access rights/approval process

If further rights to tools or systems are required, then a request needs to be made to the IT Service Desk. The request should come from your key contact from University of Greenwich staff and made to the IT Service Desk where our approval process will be followed to determine whether the access request is justified.

Multi-Factor Authentication (MFA)

All staff are required to have their affiliate accounts protected with Multi-Factor Authentication (MFA). You will not be able to log in to any of our systems until you have set it up.

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.

Which services use MFA?

All university services available via login.gre.ac.uk and the Portal require you to provide MFA.

This includes services related to Microsoft Office 365 such as Teams, and Microsoft Office applications that access your OneDrive area (such as Word, Excel and PowerPoint).

Affiliates already get prompted for MFA when accessing Office 365 when off university campus (and at some Partner sites).

gre.ac.uk/it-and-library/infosec/protect-yourself/mfa

Microsoft 365, Teams and email

If your access rights include Microsoft 365, you will receive a license which allows you to use the web version of Microsoft 365, join Teams meetings and share files. Please refer to our data classification policy to find out what is permitted. Your UoG Affiliate license does not include free download of Microsoft 365 apps to your desktop or devices.

How to access your Microsoft 365 email:

Your email account is accessed via login.gre.ac.uk. If your home institution already uses Microsoft 365 and you have the Outlook desktop client installed, you can add your Greenwich email account.

Go to File and select Add Account.

Type in your username@gre.ac.uk (e.g. ab12345c@gre.ac.uk) and when prompted select Microsoft 365 email, then follow the on-screen instructions. At the end you will need to restart Outlook to finish the setup. Once restarted it can take a while to sync your folders; this will be affected by your internet connection speed.

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).

The IT Service Desk can be reached by [email](#), [live chat](#) and phone (+44 (0)208 331 7555)

Your query may need to be looked into further and will be assigned a priority based on impact and urgency.

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



Username and password

You need your username and password to access all of the university's IT services.

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

Password expiry policy

Your password will expire every 180 days, 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.

See our guide at gre.ac.uk/it-and-library/password



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 the responsibility of the individual.

gre.ac.uk/it-and-library/infosec

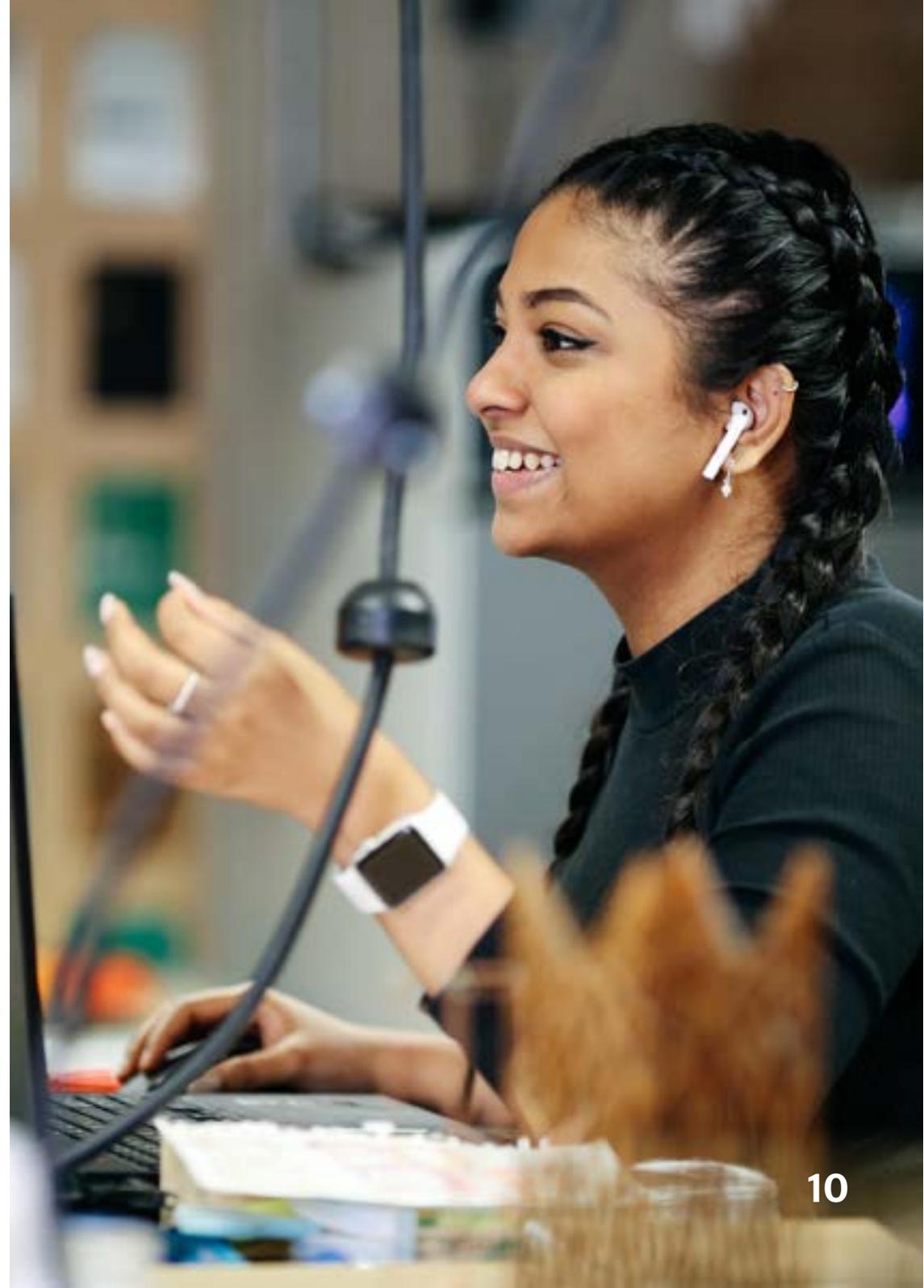


The Portal

You will be able to log in to the Portal and access Moodle (our online learning environment), view the Student Records System, access your library account, and read university news and announcements.

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

portal.gre.ac.uk





Library resources

Our electronic collections of books, journals and databases can be accessed with your username and password via the portal. Ebooks and electronic journals are searchable via LibrarySearch. By default, anyone with portal rights gets access to a set of databases – please refer to our [eresources access rights summary](#).

Contact us:

Stockwell Street Library: +44 (0)20 8331 7788
library@gre.ac.uk

Avery Hill Library: +44 (0)20 8331 9651
AveryHillLibraryTeam@greenwich.ac.uk

Drill Hall Library: +44 (0)1634 883878
DHLHelp@medway.ac.uk

Useful links

Electronic Resources Access Rights: libguides.gre.ac.uk/eresources/access

IT and Library Services: gre.ac.uk/it-and-library

IT Service Status: servicestatus.gre.ac.uk

Library Support for Partner Colleges: libguides.gre.ac.uk/partners

LibrarySearch librarysearch.gre.ac.uk

Microsoft 365 login: login.gre.ac.uk

Password change: login.gre.ac.uk/adfs/portal/updatepassword

Policies and Procedures: gre.ac.uk/it-and-library/about/policies-and-procedures

University Portal: portal.gre.ac.uk

Working remotely: gre.ac.uk/it-and-library/remote-access