

IT Booklet for UK Partner College Staff

Your pocket guide to your
affiliate account and access rights

MARCH 2024



Table of contents

Requesting an Affiliate Account	3
How do I get my credentials?	4
What will I get access to?	4
IT systems access rights/ approval process	4
Multi-Factor Authentication	5
Microsoft 365, Teams and email	6
Greenwich Gateway Card	7
The IT Service Desk	8
Username and Password	10
Password expiry policy	10
Changing your password	10
Information Security	11
The Portal	12
Student Records (BannerWeb for Associate Colleges)	13
Business Objects Reporting	14
Library Access	15
Useful Links	17

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)

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

If you have more than one device, we recommend setting up MFA on both in case one is lost or becomes unusable.

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 affiliate licence 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 Office 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.

To download and install the software log into your Microsoft 365 account (login.gre.ac.uk) from the PC or Mac you wish to install it on.



Greenwich Gateway Card

Once your affiliate account is created, you will need to visit one of our Students Centres in order to obtain a Greenwich Gateway card.

When you visit the Student Centre you will be asked to provide proof of identity. The card can only be printed if there is a live account with your details in our system. You will only be in the system if you have been supplied with an affiliate account.

You need your Greenwich Gateway Card to:

- Visit our campuses (cards should be carried at all times)
- Access and use the libraries
- 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

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.

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, such as the Portal, 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 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.

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.

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

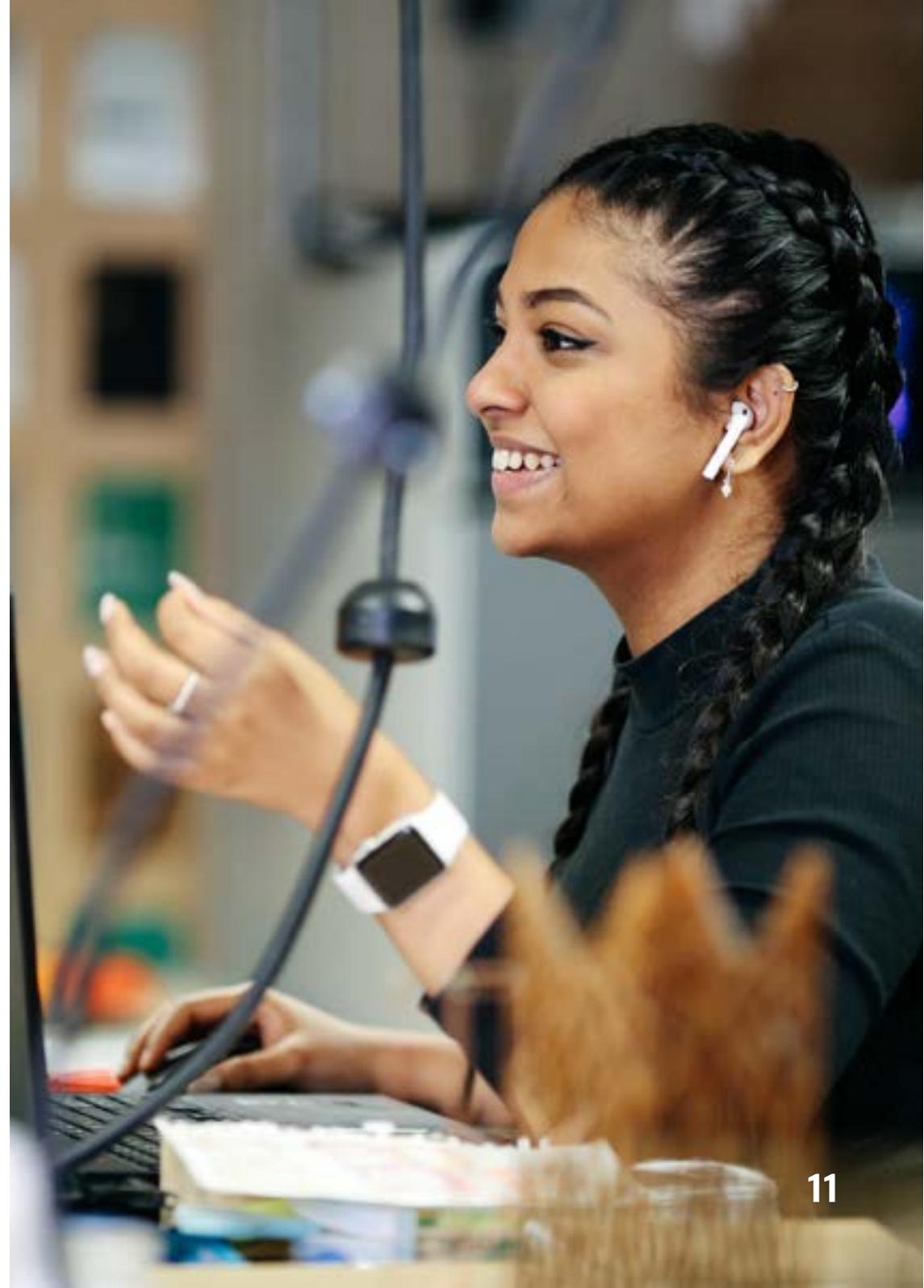


The Portal

Use your university account to log in to the Portal and access Moodle, 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



Student Records (BannerWeb for Associate Colleges)

BannerWeb is a self-service tool which provides a wide range of user access to relevant data from within the Student Records System (Banner).

Academic and administrative staff use BannerWeb to find class, course or programme lists, view student grades, upload assessment moderation samples, and view or process admissions decisions, extenuating circumstances claims, and assessment misconduct cases.

General access to BannerWeb is granted depending on the site selected when your affiliate account is approved, some of the systems do require additional access which should be requested with your affiliated faculty.



Business Objects Reporting

There are three reports available to Partner College staff, these are used for monitoring applicants, students, and progress decisions of students at your site.

As these reports contain sensitive data it is advised that only a few users at your college have access to run these reports.

All access to Business Objects reports will be granted after completion of training, training sessions are delivered jointly by Academic Systems and Planning and Statistics and can be booked here:

uogcloud-my.sharepoint.com/personal/hm61_gre_ac_uk/WebServices/SitePages/Available%20Sessions.aspx (affiliate account required).

Library access

Anyone who teaches on any of the university programmes at partner colleges needs to apply for access to our libraries in order to borrow books. To apply for access to the physical libraries, a request needs to be sent to the IT Service Desk.

Library staff will then approve it after it has been confirmed by the Faculty that the requestor is teaching on one of its programmes.

Our campus libraries (which all contain computing facilities and group study areas) are located at Avery Hill, Greenwich Stockwell Street Building 10, and Medway Drill Hall. They are available to all staff, students and researchers.





Library access

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: 020 8331 7788

Avery Hill Library: 020 8331 9651

Drill Hall Library: 01634 883878

For further information about our facilities, opening hours and subject support, visit

libguides.gre.ac.uk/partners

Useful links

Campus maps: [gre.ac.uk/about-us/travel](https://www.gre.ac.uk/about-us/travel)

Electronic Resources Access Rights: [libguides.gre.ac.uk/eresources/access](https://www.libguides.gre.ac.uk/eresources/access)

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

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

Library Support for Partner Colleges: [libguides.gre.ac.uk/partners](https://www.libguides.gre.ac.uk/partners)

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

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

Password change: [login.gre.ac.uk/adfs/portal/updatepassword](https://www.login.gre.ac.uk/adfs/portal/updatepassword)

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

Services A-Z: [gre.ac.uk/it-and-library/a-z/services](https://www.gre.ac.uk/it-and-library/a-z/services)

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

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