

# *I.T Survival Kit*

**V3.0**

**2015**

# Contents

General Overview of Computer Network

Computer Services Unit and Audio Visual

Your Network Account

The Wireless Network (GIFHEZone & WLAN\_GIFHE\_STAFF)

Password Self Service

Storage and Backup of Data

Remote Desktop Portal (RDP)

E-Mail

Google Mail

Printing

Everyone Print

Moodle

Interactive White Boards

Information for Students

Acceptable Usage Policies



## **General Overview of Computer Network**

The academic computer network at Grimsby Institute runs on a virtualised Windows 2012 and 2008 domain platform. The workstations currently run the Windows 7 operating systems.

Logon to the network is secured via unique usernames and passwords.

Your username and password is your responsibility. Do not pass your details on to anyone else.

Computer Services will never ask you for your password. There is no way we can find passwords – all we can do is to alter them to something else. We will also require relevant ID when changing network passwords.

Applications on the network are either installed locally to the machine or run from the network as required.

Main applications such as Word are installed locally.

The current office package used is Office 2007.

Internet access is provided from every machine although content is filtered in accordance with policies. Internet filtering is done via categories i.e Violence.

## **Computer Services Unit and Audio Visual**

The C.S.U and A.V.A support the entire network / computer / Interactive White Board infrastructure at the Institute.

Currently this is over 2800 devices, 1200 staff and 18000 student accounts.

We have a fault reporting procedure in place which is accessed via the FirstClass E-mail system.

Please book any faults into the IT Fault Reporting conference.

We also have an IT Helpdesk which can be located at the front of the 1B corridor or contacted via telephone on ext. 271.

# **IT Helpdesk**

Please do not send whole classes of students to the IT Helpdesk.

Please note that the IT Helpdesk primarily performs the following services:-

- Logon issues to the network, e-mail or Moodle.
- Internet access issues.
- Issues related to saving work.
- Issues related to external access to resources.
- Issues related to the centralised print system.
- Advice on how to use the Institutes I.T resources.

Other services are available from the helpdesk including the booking of Audio Visual equipment

We definitely do not:-

- Issue ID Badges
- Give out copies of Microsoft products to students (staff are entitled to various packages)
- Take any money for print credits (please visit the Libraries)

Our main aim is to ensure you can use the network resources effectively, safely and gain a rewarding experience while using them.

If you feel we could provide any other useful service then we would be open to suggestions...



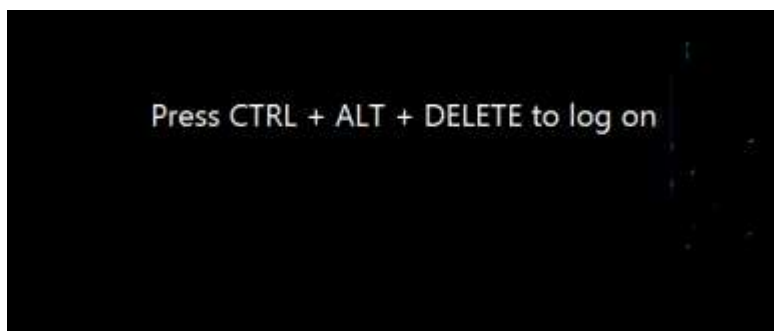
## Your Network Account

Your network account is for you and for you alone. It is not to be passed to other staff members or students to use. Doing this will be seen as a serious breach of our network security policy.

To access your account you need to logon.

You can access your account from ANY academic network machine. You can also access parts of your account externally (My Documents etc.).


To logon to a machine you need to first be at the Welcome to Windows screen which asks you to press the CTRL ALT and DELETE keys.



Once you have done that the main Log On to Windows screen will be displayed:

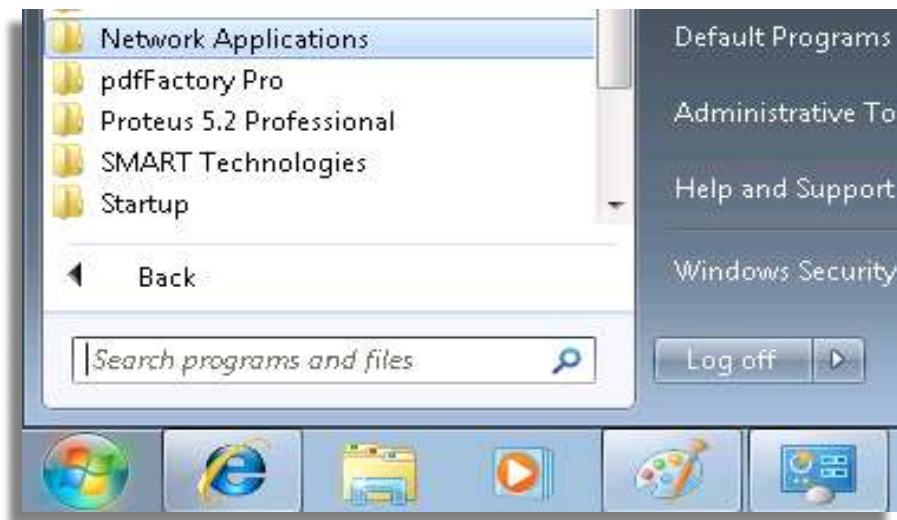


Enter your network username (usually surname followed by initials) in the **User Name** box. Enter your network password in the **Password** box. Log on to: should be set to GIFHE

Click the  button to start the logon to the network. If you have not entered your details correctly you will receive an error message and not be logged on to the network.

If successful, after a short while, the desktop will appear.

The desktop will have many icons on it and you will also have a START button in the bottom left of the screen:



You can now access most applications from the shortcut icons on your desktop although some will appear under the START menu.

When a department launches a new piece of software, or application, you will be told how to access or login to the application. It may be an icon or shortcut on the desktop or via the Start button.

These applications may take some time to load, depending on their size so please only select them once, and allow them to run.

Please resist the urge to continually double-click the icons.

You can access the Internet or World Wide Web from your computer by using Internet Explorer, Firefox or Chrome. The Institute is connected to the Internet directly via JANET (Joint Academic Network). At the moment we have a 1GB connection provided by VIRGIN Media.

## The Wireless Network



### GIFHEZONE – Student Wireless Network

#### Connecting

Check your list of available wireless networks on your device and select **GIFHEZONE**. Once connected then load up your chosen web browser and access the internet. If your device runs **Microsoft Windows**, you will be prompted to install a java applet (see below) whilst your web browser attempts to connect to the internet. Please note that you must install this applet so the wireless network can check your device for virus protection. Please note this install should only require performing once per device. Other operating systems including Apple OSX/IOS and Android **DO NOT** have to install the java applet and scan their devices for a virus scanner. This process only applies to Microsoft Windows based devices.







The screenshot below is what will appear whilst the wireless network checks for a virus scanner on your device.

## Welcome to GIFHEZONE

**Checking for antivirus software**

This network requires that your computer be scanned for antivirus software prior to being granted full network access.

**NOTE: In order run this scan, you must click "Run" in the security warning that appears, allowing the network to scan your computer using a Java applet written by Meraki.**



To run this scan, you need to have the Java plug-in installed. The installer can be found below:

- [Java Version 7 Update 40 for Windows](#)
- [Java Version 7 Update 40 for Windows \(64-bit\)](#)

A progress bar will appear in the centre of the screen above and once the scan is complete, you will receive a message with the scan results. If your device is successful it will display a screen similar to the one shown below.

## Welcome to GIFHEZONE

**You Passed!**

The following approved antivirus software was found on your system:

Microsoft Forefront Endpoint Protection - 2.1.1116.0

**You are now being forwarded to your original URL.**





Once your device has passed the initial checks, you will be presented with a logon page for access to the internet (see below).

A screenshot of a web page titled 'Welcome to GIFHEZONE' with the Grimsby Institute logo in the top right corner. The page contains two columns of text. The left column says: 'Please enter your username and password using your network logon credentials for GIFHE. You will need to be on the list of authorized users for this network in order to access the Internet.' The right column says: 'If you already have an account on this network, sign in here:' followed by two input fields labeled 'username' and 'password', and a green 'sign in' button at the bottom.

Your username and password are the same details that you use to log onto the computers and moodle, etc.

### **Please Note**

If you are unsuccessful with any of the stages above then please do not hesitate in contacting the IT Helpdesk on the 1<sup>st</sup> floor of the main campus. We are always happy to help!!!!

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### **WLAN\_GIFHE\_STAFF - Staff Wireless Network**

Please visit the IT Helpdesk on the 1B corridor to get your device connected to the staff wireless network, **WLAN\_GIFHE\_STAFF**

For Security purposes we CANNOT issue the password to staff. A CSU Member MUST key the password in.



Password

## Password Self-Service

A facility has been launched that will allow all users (both students and staff) of our GIFHE network to register a set of security questions against their account which can then be used to reset a forgotten password.

To enrol for this service please double click the icon on your desktop called 'Password Self Service'



Once you have double-clicked on this icon you will see a logon screen. For security you must enter your GIFHE NETWORK password to continue.

The screenshot shows a 'Login' dialog box with a yellow padlock icon on the left. The text reads: 'You use this system to attach a set of security questions against your network account. Once these questions are set you can then use them to change your network password if you forget it. You must enter your current network password to proceed.' Below the text is a 'Password:' label and an empty text input field. At the bottom are 'OK' and 'Cancel' buttons.

Once you have successfully entered your network password you will see the main enrol screen.

The screenshot shows the 'Password SelfService Enrolment' dialog box. It contains a 'Username:' label and an empty text input field. Below that are three rows, each with a 'Question' label, a dropdown menu, an 'Answer' label, an empty text input field, and a 'SET' button. At the bottom are 'SUBMIT' and 'CANCEL' buttons.

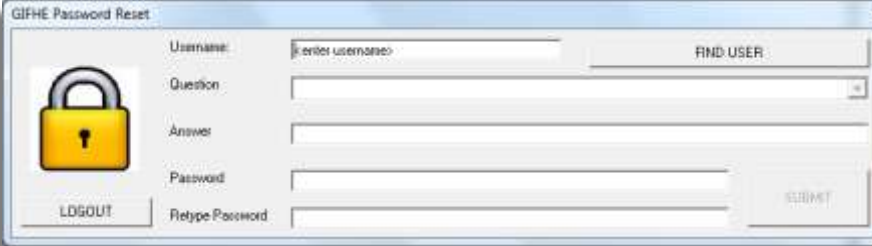
On this screen you must select and answer 3 security questions from the question bank. After each question is answered click the SET button to store the answer. When all 3 questions have been selected and answered you can click the SUBMIT button to store your answers in the security database. All answers are encrypted.

## Resetting a Forgotten Password

To reset a forgotten password you need to logon to a GIFHE machine as (or use one of the reset terminals)

Username: password  
Password: reset  
Domain: GIFHE

This will then load the special desktop and reset tool.



The screenshot shows a window titled "GIFHE Password Reset". On the left side, there is a yellow padlock icon. Below the icon is a "LOGOUT" button. The main area of the window contains several input fields and buttons:

- Username:** A text input field with the placeholder text "enter username" and a "FIND USER" button to its right.
- Question:** A dropdown menu.
- Answer:** A text input field.
- Password:** A text input field.
- Retype Password:** A text input field.
- SUBMIT:** A button located at the bottom right of the form area.

You will need to enter your username and click the FIND USER button. Once the system has found your user you can select one of your 3 questions to answer and also fill in a new password for you account. Click SUBMIT and you password will be reset.



## Storage and Backup of Data

You should save any work you produce on the H drive (H:) . This is available in My Computer and from any application. My Documents is also redirected to this H: drive.

The H: drive is your own personal and private document space.

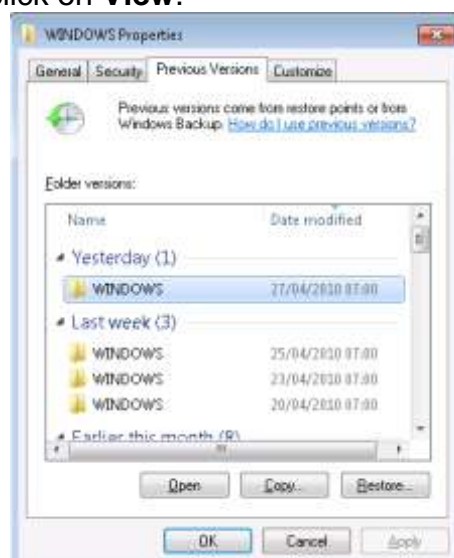
If you wish to share work with colleagues then please make use of the G: drive which contains shared group folders. These are generally grouped into curriculum area.

The H: drive and G: drives are backed up every night to off-site disk backup.

If you inadvertently delete a file you can restore it yourself as we take snapshots of these drives twice daily.

### To perform this restore:

- Open up your H or G drive by double-clicking on the appropriate icon in **My Computer**.
- **Right-click** on the file or folder that you wish to restore from a previous version, and select **Properties**.
- A new window will appear. At the top of this window, locate the **Previous Versions** tab.
- A list of previous versions should now be displayed. Select one by left-clicking on it once.
- Three options should now appear below; **View**, **Copy** and **Restore**. In order to ensure that the previous version you're restoring from is the correct one, left-click on **View**.



- Once you are satisfied that the version you have viewed is the one that you wish to restore, click on **Restore**.

## Remote Desktop Portal (RDP)

You can access Your GIFHE network resources, off-site, via:-

- PC -- Remote Desktop Connection
- Mac – CoRD application
- iPad – FreeRDP application

Most Users will be able to connect, through Moodle:-

Login to Moodle with your normal Username and password.

Staff can then select “Staff Resources – Remote Desktop Connection”

Students can select “Student Resources – Remote Desktop Connection”

Once connected, a blue login screen will appear. Login again, on this screen, with your normal Username and Password details.



A Windows desktop will load, with access to applications and options, including your H: drive, and Office applications, as though you were sat at GIFHE.



## FirstClass E-Mail (Staff ONLY)

The Institute's Main Electronic Mail system for Staff is called FirstClass. FirstClass offers a dedicated Mailbox, Group Conferences, Electronic Forms, online chat, useful web-links, fault reporting and your email off-site.

To access FirstClass, Double-click on the 'FirstClass' icon, found on your desktop.

This will display a login screen similar to the one shown below:-



Simply click with your mouse in the User ID field and login using your FirstClass E-Mail details

Your FirstClass desktop will appear with several icons, which can be explored with a simple double-click of the mouse. Please feel free to try each icon out, particularly the FAQ folder. This folder will probably answer every question you need to ask, BEFORE you need to phone for help.

It would be HIGHLY advisable to change your Email Password regularly. To do this click on Collaborate drop-down menu from the menus at the top of the screen, then click on Change Password. Type in Default in the Old Password: field, type in your new password and then re-type your password for verification before clicking on OK. The system will let you know if you do this incorrectly.

**Please be aware that your external email address with immediate effect will be :-**

**FirstClassUserID@grimsby.ac.uk**

It is advisable to double check details before getting any stationery, business cards or letterheads printed.

You can access your FirstClass Email account from Home or via Smartphone / iPad. For details on this, contact the IT Helpdesk on the 1B corridor or on ext 271. Training on FirstClass is also available through the same routes.

## Google Mail

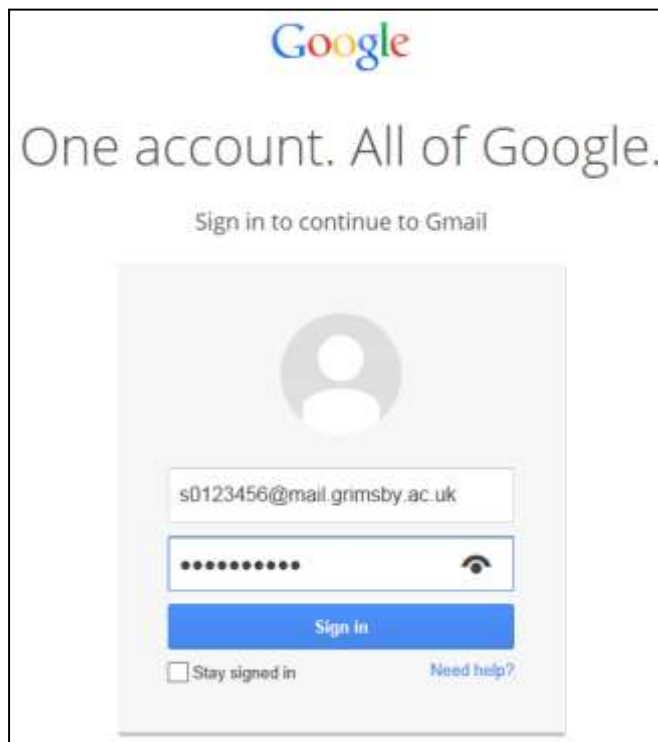
Users can access their Google Email one of two ways.

Directly in a web browser, on:-

<http://g.mail.grimsby.ac.uk>

Students also have a link by logging onto Moodle, and then clicking on Student Resources – Student Email

Once the login screen appears, login with your full email address and password. i.e. s0123456@mail.grimsby.ac.uk



You will then have access to a range of apps, including an email Inbox.



## Printing

In order to print you will need print credits. These credits are assigned to staff by their Line Managers or Budget Holders. Students will need to purchase Print Credits from the Libraries or the Central Services department.



Printing is recharged back to your departmental cost centre via Central Services. If you run low on Print Credits you will need to contact your Budget Holder or Line Manager.

In most areas we now “pull-print” which allows you send a document to be printed on any of the printers at GIFHE. You then walk up and take the print from that printer, provided you have enough print credits. This offers significant advantages over having printers in individual’s offices.

- When you print the printer will tell you how much the print will cost you and you can then decide whether to print it or not.
- If one printer fails to operate, you will be able to collect your print from another printer.
- A number of printers will be available on many corridors and floors.
- Security of a document is ensured, as it will not be printed until you approach and login to the printer.
- The handling of inks / toners and replacement parts for the printers is done centrally.
- Centralised printers inform CSU when they have a problem or issue.

We recommend always using the print preview options to ensure you are printing what you think. We also recommend using the Central Services department for high volumes of printing as this works out most cost effective.

### **When printing doesn’t work.**

If you have an issue with printing then please perform the following checks before contacting the IT Helpdesk:

1. Are there any flashing lights or error messages on the front / panel of the printer? If so this could mean a paper jam, so please check for paper that has become stuck in the printer.
2. Recycle the power to the printer – it does solve a lot of printing issues!
3. Are you printing with the correct paper size? Make sure you are printing onto A4 paper.

## Everyone Print



We have launched a new 'Everyone Print' service which can be located at <http://print.gifhe.ac.uk>

This allows staff and learners to use the pull printing system from any device. So now learners can use their own devices and still have the print facility available.

Simply Login to the service and browse for your required document or photo.

Advanced options allow you to print Colour (B&W is the default). When happy with your options, click on Grimsby Print Queue, to print to a printer at Grimsby.



My Print Jobs   Web Print   My Printers

### My Print Jobs

Your print job has been added successfully. It will be processed automatically in a moment.

#### Upload Document To Print

Supported documents include Microsoft Office, PDF, JPG, GIF, PNG, TIF, BMP, TXT.

Date/Time	Filename	Pages	Status
11/10/14 2:45 PM	EveryonePrint.jpg	1	Awaiting release

To print this job, select a printer below:

Grimsby Print Queue  Advanced

Number of copies:

Print from page  to

Double-sided print (works only if the printer supports duplex):

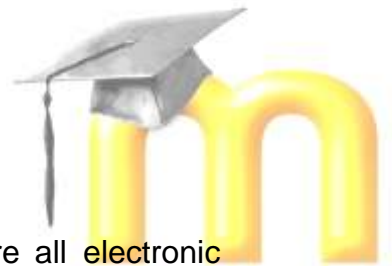
None

Long-side (most common)

Short-side

Print in black/white even if document contains color:

Yorkshire Coast Print Pool  Advanced



## Moodle

Moodle is our Virtual Learning Environment, the place where all electronic course materials are stored.

To logon to Moodle visit <http://moodle.grimsby.ac.uk>

Your Moodle username and password should match your network username and password. If you get an error when logging on, please speak to the CSU IT Helpdesk on ext 271 or email the I.T. Fault Reporting conference.

Home / Login to the site

NEW MOODLE @ THE GRIMSBY INSTITUTE GROUP

Returning to this web site?

Login here using your username and password  
(Cookies must be enabled in your browser)

Username

Password

[Forgotten your username or password?](#)

Some courses, connections, shortcuts and drop-down menus will already be assigned to your user account. You will also be able to “self-enrol” yourself onto other courses.

NEW MOODLE @ THE GRIMSBY INSTITUTE GROUP

enjoy Your Passport to Success

Course Name	Level	Start Date	End Date
Level 3 Yr 2 Extended Diploma (Rock School)	Level 3	2014-09-01	2015-08-31
Fashion & Design	Level 3	2014-09-01	2015-08-31

AVAILABLE COURSES

- Level 3 Yr 2 Extended Diploma (Rock School)
- Fashion & Design

Moodle is available both internally and externally from any web browser by using the address above.

For more information and help on Moodle please contact the Computer Services Unit via the IT helpdesk.

## Interactive White Boards

# Smart boards: Stage One – Your Finger is your mouse



### Starting the Smartboard

#### Type A – Smart board with ceiling mount projector

Using a projector remote,  
Turn on the ceiling projector.  
Turn on the pc  
Log in



#### Type B – Smartboard with Smart projector arm

Turn on the Smartboard/Projector arm.  
Turn on the pc.  
Log in.



#### Type C – Smartboard with normal projector arm

Using a projector remote,  
Turn on the Projector arm.  
Turn on the pc.  
Log in



#### Type D – Smartwall & Lightraise Projector

Using a projector remote,  
Turn on the Projector.  
Turn on the pc or Mac.  
Log in.



## Using the Smartboard

Your finger is your mouse! It is the same as a left-click. To open an application such as an Internet browser, double-press the application icon with your finger. Any installed application on your PC or Mac is controllable this way, from Microsoft Word to SAGE to Paintshop Pro.

To **right-click**, simply press mouse' button on the front of



on the 'right click the pen tray

## Writing and Erasing

The pens located in the pen tray, can be used as if they were normal makers. Pick one up at a (sensors detect which tray is being used) and the cursor will change to a pen.

You can now write or draw over any application in the Windows environment. If two pens are picked up then it will be the last one it detects. The same occurs for the Eraser. To avoid confusion return them back into the tray when you have finished using them, the cursor will then changes back to an arrow.

tray, can be dry wipe time

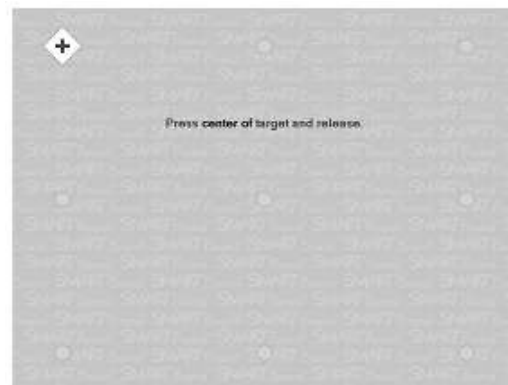


## If The board Needs Aligning



1. To orientate the interactive whiteboard, press and hold the **Keyboard** and **Right Mouse** buttons simultaneously until the Orientation screen appears.

2. Follow the on-screen instructions. The SMARTboard will then be orientated.



**\*NOTE\*** If using the Smart Lightraise system to orient the wall, use the smart tools menu to select Orient and using the stylus click on the points marked out on the wall. Following this use your finger to select 'touch' points on the wall.



Stages 2 Using - Smart Notepad and 3 - Advanced Smartboard usage, can be covered in a training session run by CSU technicians or at 'Innovate' training centre.

Please contact us for details.



**GRIMSBY INSTITUTE GROUP**

**Network Acceptable Usage  
Policy**

Version:	V2
Name of author:	Barry Clarkson
Name of responsible manager:	Barry Clarkson
Date issued:	
Review date:	
Document Reference:	

## **Grimsby Institute Group ("the Group") Policy for the Acceptable Use of Computer Network.**

We may revise this acceptable use policy at any time. You are expected to check this policy from time to time to take notice of any changes we make, as they are legally binding on you. The Group Computer Network ("the GCN") may only be used in accordance with this policy.

1. The GCN is not be used for any of the following purposes:
  - a. creation, storage, transmission or deliberate receipt (other than for properly supervised and lawful research purposes) of any offensive, obscene or indecent images (including pseudo images), data or other material, or any data capable of being resolved into obscene, unlawful or indecent images or material;
  - b. creation, storage or transmission of material which causes, or is likely to cause annoyance, revulsion or needless anxiety to the Group, its staff, learners, visitors or any third party.
  - c. creation or transmission of defamatory abusive or other unlawful material in respect of the Group, its staff, learners, visitors or any third party;
  - d. storage or transmission of material in such manner that it infringes the copyright of the Group, another person or organisation or which discloses confidential or sensitive information or data relating to the Group, its staff, learners, visitors or any third party;
  - e. transmission of unsolicited commercial or advertising material;
  - f. any other act which is considered unlawful in any country where the network is being accessed;
  - g. deliberate activities with any of the following characteristics:
    - i. wasting staff effort or networked resources, including the effort of staff involved in the support of these services, including but not limited to;
    - ii. corrupting or destroying the Group's or other users' data;
    - iii. manipulating and altering assessments, grades or transcripts;
    - iv. accessing and copying files of other users in order to obtain an improper advantage;
    - v. violating the privacy of the Group or other users;
  - h. disrupting the work of other users; using the GCN in a way that denies service to other users (for example, deliberate or reckless overloading of access links or of switching equipment);
  - i. continuing to use an item of networking software or hardware after a request that use cease because it is causing disruption to the correct functioning of the GCN;
  - j. other misuse of GCN or networked resources, such as the introduction of viruses, extracting material of others and passing it off as one's own, manipulating material of the Group or others to one's own advantage, whether pecuniary or otherwise
2. Where the GCN is being used to access another network, any abuse of the acceptable use policy of that network will be regarded as unacceptable use of the GCN.
3. All the provisions of the Acceptable Use Policy of the Joint Academic NETWORK ("JANET") apply to users of the GCN in addition to the provisions herein.



4. Users are not permitted to access the GCN on behalf of third parties without prior written agreement of the Group;
5. It is beyond the resources and ability of the Group to monitor all activities on the GCN. However, where there is sound reason to suspect unacceptable use as defined above, the Group reserves the right to inspect a user's material and use history, including email messages, and at its sole discretion block or edit such material as it sees fit. Furthermore, from time to time, the Group may implement technical measures to monitor activity on the GCN to ensure compliance with the requirements of this Policy and to carry out tests for research purposes.
6. Acceptance of the right of the Group to take steps to prevent suspected misuse is a condition of access to the GCN.
7. Any external organisation having a direct link into the GCN must take all reasonable steps to ensure compliance with the requirements of this Policy and to ensure that unacceptable use of the GCN does not occur. The external organisation must also accept responsibility for adequately informing its own users of the conditions of use of the GCN;
8. Where necessary, and at the sole discretion of the Group, access by an individual or organisation may be withdrawn, either temporarily or indefinitely.
9. In the event of misuse of the GCN the Group reserves the right to exclude access to any external organisation (see point 7 above), or employee, or learner and in the case of:
  - a. misuse by an employee of the Group, to proceed against that employee under the Group's disciplinary procedures for employees and
  - b. misuse by a student, to proceed against that student in accordance with the Group's Learner Disciplinary Procedures.
10. Individuals must not share the passwords for any of their Group accounts. Account owners are held responsible for all activities and content associated with their accounts. Failure to conform to these requirements may lead to the suspension of account privileges or other actions as provided by the appropriate Group policy. If an individual believes that someone else is accessing their account, they must report this immediately to the IT Helpdesk Desk.

Signed: \_\_\_\_\_

Printed: \_\_\_\_\_

Date: \_\_\_\_\_