



UNIVERSITY OF
WEST LONDON
The Career University

YOUR GUIDE TO IT SERVICES AT UWL

Getting the
most from
the services
at your
University



Introduction

A very warm welcome to the University of West London on behalf of IT Services.

This short guide will describe how to access and use IT services at UWL. It explains how to log in; where to find PCs, Apple Macs, and other resources; how to change your password; use your own device on the wireless network, Eduroam, which is also available on UWL's shuttle bus fleet; how to print and how to get help.

If you haven't done so already, please log in to the Student Portal at <http://portal.uwl.ac.uk>, which provides access to all the applications and online services you need at University, plus lots of advice and information. You can also gain easy access to your University email, your Timetable, Blackboard and 5 TB of online storage via UWL OneDrive.

We've been busy over the Summer improving the IT services we offer to you and we have refreshed the audio-visual equipment in key teaching spaces. Not only have we replaced 350 PCs across the University, but we have also introduced new Apple Macs. All student PCs (both in classrooms and open access areas) have been rebuilt with Microsoft Windows 10 and use AppsAnywhere to deliver over 180 software applications on demand.

Our dedicated IT Support team provide friendly, expert technical support and are always available to help with your IT queries. If you are on campus, ask one of our team. They wear a blue polo shirt and can be found in the Paul Hamlyn Library at St Mary's Road, the second-floor social space at Paragon House, Brentford and on Mondays, Wednesdays and Thursdays at Fountain House, Reading. The IT Service Desk is available 24/7. Email us at ITServiceDesk@uwl.ac.uk, call 2222 from a UWL telephone on campus, or call 0300 111 4895 from any other phone. Don't forget to follow us on Twitter too: @UWL_IT.

We value your feedback, so if there is anything we can do to improve the service we offer you, please do not hesitate to contact us, whether by e-mail, comments card, in person or via our website. Tell us what we do that you like, and what we can do better. If, for any reason, you are not satisfied with the IT services and support that we provide, you can also contact me personally.

Best wishes and good luck in your studies.

Adrian Ellison
Associate Pro Vice-Chancellor & Chief Information Officer
dirIT@uwl.ac.uk



UWL IT Services

Resources available for your use include:

- Access to PCs and Apple Macs on Campus
- Access to your University e-mail account.
- Access to the Student Portal
- Access to Blackboard online learning environment
- Access to 5 TB of UWL OneDrive online storage

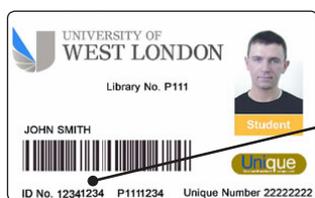
To access these IT services, use your IT user account.

How to log in to UWL IT Services for the first time:

An e-mail from MySecurity@uwl.ac.uk will have been sent to your personal e-mail address (the one you used to apply to the University). The e-mail contains your IT user account name (username) and temporary password.

Note If you did not receive your IT user account details by e-mail then check your Junk or Clutter mail folders to see if the e-mail is there. If not, then contact the IT Service Desk or ask our roving team (in the blue tops) for assistance.

Your username is the same as your Student ID number and is an eight-digit number (for example 12341234) which can be found on your student card.



12341234

Note This is the number just below the barcode, next to the words 'ID No.' and not the Pxxxxxx number or any other number.

Your temporary password is in a random alpha-numeric format.

Important This is a temporary password and you are required to change it once you log in for the first time. Please allow at least 24 hours from registration for your account to activate fully before you change your password.

Registering for Self Service Password Reset (SSPR)

Self Service Password Reset (SSPR) enables you to change or reset the password on your IT user account.

- Use it now to change your password
- If you forget your password
- If you ever suspect that your account has been compromised or that someone else has learned your password.

You can use SSPR at any time from anywhere. All you need is an internet connection.

In order to use the service, you will first need to use your temporary password to complete a simple registration process.

Important To register for SSPR you need to provide a personal mobile phone number and e-mail address which you can easily access. This information will only be used by UWL to verify your identity when you request a password change

1. From any web browser go to the following address: <https://mysecurity.uwl.ac.uk>
2. Sign in using your **username@student.uwl.ac.uk** and **password**.
3. Click **Next**.
4. You will be directed to a UWL page with a heading **More information required**.
5. Click **Next** to begin the registration process.
6. You will now be asked to setup a mobile phone and e-mail address for security.
7. Next to **Authentication Phone is not configured**, click **Set it up now**.
 - Select your country or region for the correct international prefix (eg: +44 for the UK), and enter your phone number in the box provided.
 - You can then opt to receive your verification code number by text (click **text me**) or by phone call (click **call me**).
 - Once you receive the verification code, type it into the text box provided and click **verify**.
 - If you chose **call me**, you will receive a phone message asking you to press the **# key** instead.
8. **Authentication Phone** will now show a green tick. Your phone contact is now set.
9. Next to **Authentication Email Address is not configured**, click **Set it up now**
 - Enter a personal, non-University e-mail address in the text box provided.

Important Don't use your UWL e-mail address, because you won't have access to it if you forget your password

- Click **email me** to receive an e-mail containing a verification code to your **alternative email address**.
- Once you receive the verification code, type it into the text box provided and click **verify**.

This may take a few minutes to arrive. Check Spam/Junk folders if you have not received it.

10. **Authentication Email Address** will now show a green tick. Your e-mail address is now set.

11. When both options are ticked as complete, you can now click **Finish**.

Now you have registered for SSPR you are ready to change your temporary password.

Once you have registered for SSPR, you can update authentication information at any time by signing into <https://mysecurity.uwl.ac.uk> and clicking **Change**.



Reset your Password

1. In any web browser go to: <https://mypassword.uwl.ac.uk>
You will be directed to the UWL password reset page with a heading **Get back into your account**



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next

Cancel

2. Enter your University User ID in format **username@student.uwl.ac.uk** in the User ID text box and to prove you aren't a robot by entering the validation characters you see, Click **Next**.
4. Choose whether you want your verification code to be sent by **Email, Text, or Call**.
5. If you selected Email or Text a verification code will be sent to the personal e-mail address or phone number that you provided when you registered.
Type the verification code and click **Next**.
6. If you selected Call my phone number, you will receive a phone message asking you to press the **# Key** instead of a verification code.
7. Once you have verified your identity you will prompted for a new password.
8. Type in your new **password**. You need to choose a strong password for your university account. Any password that is too short, too weak or too easy to guess will be rejected.

Try three random words with both upper and lower case, mixed with numbers or punctuation for a strong but memorable password.

9. Re-enter the new **password** to confirm.

10. Click **Finish**.

If your password reset was successful, you will receive an on-screen confirmation and an e-mail notification.

Important Please allow up to 30 minutes for your password change to synchronise across all the University IT systems. If you changed your password after you have configured mobile devices with wireless or e-mail settings, you may need to update the password for those services.



The Student Portal

The Student Portal is a single place for you to find and access online services and information that you will need during your time at University, including:

- Your timetable
- Access to learning resources on Blackboard
- Access to your UWL e-mail
- Up-to-date notices, news items and information
- Access to Library resources
- Advice, help and support
- Online storage space through UWL OneDrive
- Access to a huge library of online tutorials through <http://lynda.uwl.ac.uk>

How to Access the Student Portal

1. You can access the Student Portal either on or off campus by going to <https://portal.uwl.ac.uk> in your web browser.
2. Enter your **username** (eg: 12341234).
3. Enter your **password**.
4. Click **Sign In**.

The screenshot shows the Student Portal interface. At the top left is the University of West London logo with the tagline 'The Career University'. To the right is a banner image of four students looking at a laptop. Below the banner is a grid of service tiles: 'Welcome' (user: Mohammed Zabir Ahmed), 'My Email', 'My TimeTable', 'My Blackboard', 'Attendance', 'My Registry', 'My Student', 'My UWL OneDrive', 'University News', 'Get social with UWL', 'Students' Union', and 'Library'. A search bar and social media icons are visible in the top right corner.

Student E-mail

Student E-mail

You have a free UWL e-mail account for the duration of your study with us. Your tutors, academic school, and key services, like the Engagement service, the Students' Union, and the Library will send important e-mails to your student e-mail account, so you need to check it on a regular basis and use it for all University correspondence.

To access your e-mail via the web, go to the Student Portal <http://portal.uwl.ac.uk>, and click on the **"My Email"** tile.

Your e-mail address is in the format `username@student.uwl.ac.uk` (eg: `12341234@student.uwl.ac.uk`)

To access your e-mail account from a mobile device download the Microsoft Outlook app for iOS or Android from either the App Store or Google Play Store.

UWL OneDrive

UWL OneDrive is an online cloud storage service. You can access your files from anywhere that has access to the internet. You have 5 TB of space, so there is plenty of room for your coursework and study needs. Log on to the Student Portal, and click **"My UWL OneDrive"**. You can also save directly to UWL OneDrive from Microsoft Office. There are apps for phones and mobile devices.

UWL Skype

You can install UWL Skype software from the portal page. Click on **"UWL Skype"**, then download it onto any device. By using your student email account and password you can log into UWL Skype. Skype is useful, professional, live video-sharing software that allows you to hold meetings with your fellow students, organise your contacts, or even apply for job interviews.

Blackboard & Turnitin

Blackboard is the online home of your studies. On Blackboard you will find:

- Module study guides
- Learning materials
- Grades and feedback from your tutors
- Assignment submission areas (including Turnitin)
- Online discussions and other learning activities

Please note that many courses and modules will not become available in Blackboard until the start of term.

Turnitin

Turnitin is an online service that enables universities and lecturers to compare their students' assignments with a range of electronic sources, including other students' work. Turnitin is a valuable tool to help institutions, staff and students prevent and detect matching text in assignments and aids students with referencing.

At UWL, Turnitin is integrated into Blackboard, so you'll find the assignment submission areas within your Blackboard module.

- Submit your work
- Resubmit your work, if allowed to do so
- View the Similarity report
- View your feedback and grades

You will always submit to Turnitin via a Blackboard course or module site. Your lecturer determines:

- Whether Turnitin is to be used for a particular assignment
- How you are presented with your assignments
- When and how you should submit them
- Whether you can submit drafts to Turnitin, or whether your first submission is final
- Whether you see the Similarity Report for your work
- Whether Turnitin will be used to provide grades and feedback on your work

Important Your lecturer will have provided you with an assignment brief (usually included in the Module Study Guide). Use Turnitin to submit your work.

UWL Timetable & LinkedIn Learning

My Timetable

To access your timetable, go to <http://portal.uwl.ac.uk> and log in with your IT user account and password. Click on the “My Timetable” tile and you will be automatically taken to your personalised teaching timetable.

You can synchronise your timetable to the calendar and/or your mobile device. Details of how to do this can be found here: <https://it.uwl.ac.uk/timetable/>

The online timetable and your synchronised view will always show the latest, most up-to-date timetable. So, do not print off or otherwise record a static version of your timetable, as it is possible that things will change over time.

LinkedIn Learning

LinkedIn Learning provides access to thousands of online courses. These are on a wide-range of topics, including:

- Software packages that you need to use at university
- Basic Digital Skills (IT Skills)
- Skills relevant to business and management, technology, and the creative industries
- Study skills, soft skills and personal productivity skills
- Leisure interests such as photography, and learning a musical instrument

To access LinkedIn Learning:

1. Log into the [Student Portal](#)
2. Click the [Lynda.com](#) tile.

Or



Mobile app login

The LinkedIn Learning app is available for free from the App Store or Google Play. As well as providing you with an interface optimised for mobile devices, the app allows you to download courses to watch offline.

Free Wi-Fi (“Eduroam”)



Wi-Fi

The University provides high-speed, wireless network access. The wireless network “**eduroam**” provides a way to connect your personal devices to the campus network, allowing you to check your email, access the Student Portal, and connect to the internet free of charge. You can access eduroam from:

- Classrooms and lecture theatres
- The Paul Hamlyn Library
- The UWL Shuttle Bus service
- All major social spaces across the campus
- Other universities, in the UK and overseas, which have signed up to the eduroam scheme.

For further information, go to:
<https://it.uwl.ac.uk/Eduroam/>

Get Connected to Wi-Fi

Connection instructions for Eduroam depend on which type of device is being used.

Android phone or tablet:

1. Tap Settings > Wireless & Networks > Wi-Fi settings > Add Wi-Fi Network
2. Network SSID: Eduroam
3. Security: 802.1x Enterprise or WPA-EAP
4. EAP method: PEAP
5. Phase 2 authentication: MSCHAPV2
6. CA Cert: Do not validate
7. Identity: Your student email address - e.g. - 12341234@student.uwl.ac.uk
8. Wireless password: Enter your password
9. Tap Save.

You should now be connected, but if you experience difficulties, please contact IT services.

Apple iPhone or iPad:

1. Tap Settings > Wi-Fi.
2. Swipe to turn on Wi-Fi.
3. Tap eduroam.
4. Enter your student email - e.g. - 12341234@student.uwl.ac.uk and your password.
5. Tap Join.
6. When the certificate is displayed as “Not Trusted”, change it to “Trust”.

You should now be connected, but if you experience difficulties, please contact IT services.

Laptops:

For eduroam wifi on your own personal laptop, go to: <https://cat.eduroam.org>

Click on the large button at the foot of the page, which reads:
“eduroam user: download your eduroam installer”.

Search for “University of West London” and, click on the result it finds of that name.

At the next page, offering:

“Welcome to eduroam CAT eduroam Configuration Assistant Tool”,
there will be mention of “itservicedesk@uwl.ac.uk”, and then a giant button offering to:
“Download Your eduroam Installer”. It should be mentioning your laptop’s operating
system. If you’re happy to proceed, click the button and wait for eduroam to set up.



Printing

Printing Services

You can print from any UWL PC or Mac, onto A4 or A3 paper, in colour or black-and-white, and to any UWL multi-function device (MFD) on campus. The MFD are known as “Follow-You” printers. Pick up your printing by logging on to any MFD in any location, by touching your UWL ID card against the card reader, and use the mini-screen choices to print any print jobs that show.

Location of Printers/MFDs

There are many printers/MFDs located throughout the University. Find the printer closest to you:

Ealing Campus

- 2 MFDs on each floor of the Paul Hamlyn Library
- 2 MFDs in The Street
- 1 MFD in room BY.02.027 on the second floor of Lady Byron
- 1 MFD in room BY.03.030 on the third floor of Lady Byron
- 1 MFD in room BY.004.001 on the fourth floor of Lady Byron

Brentford Campus

- 6 MFDs in the Social Space on the second floor of Paragon House (Brentford site)
- 1 MFD on the Mezzanine floor of Paragon House (Brentford site)

Reading Campus

- 1 MFD on the 9th floor of Fountain House
- 1 MFD on the 10th floor of Fountain House

Printing Charges

Black and White is Free for academic use

A4 Colour one page is 30p per side, A3 Colour one page is 60p per side

Before Printing

Ensure the following actions have been taken before you print:

- You have a valid UWL ID card
- If you want to print in colour, you have enough printing credit on your card.
- Choose whether to print in colour or black-and-white



How to Print / Printing Charges

Topping Up Printing Credits

To securely top up printing credits:

1. Log into the Student Portal
2. Select Student Services > Top up my UWL ID Card
3. The minimum top up is **£1**.

How To Print

There is a full guide to printing located at every student MFD unit explaining how you can print. However, below is a summary to printing:

1. Log into a UWL PC or Mac.
2. Print from your application (e.g. from Word) in the usual way.

Note: A4 black & white, double-sided is the default setting. For any other settings, choose these from your application before you print.

3. At any MFD unit, touch your UWL ID card where indicated.
4. On the touch screen, check your account balance.

Important If your balance is £0.00 (zero) or in brackets e.g. (£0.72), negative credit, you are overdrawn. Documents will not be available to print until you have topped up your card.

5. Press **Release Documents** on the touch screen panel.
6. Select the document(s) that you want to print.
7. Press **Print**.

To print from your own device using WiFi Printing read the instructions at <https://it.uwl.ac.uk/print>

Note: You can also use the MFD units to photocopy or scan a paper document and e-mail it.. Please refer to the guide booklet connected to the MFD for further information.

IT Resources

UWL IT Resources Available

There are 1100 PCs, and 200 Apple Macs located across the University. They can be found in:

Ealing Campus

- Paul Hamlyn Library
- Lady Byron 2nd, 3rd and 4th floor
- William Brake Student Services Centre in the Street
- Warwick 1st and 3rd floor

Paragon Campus

- Mezzanine floor, 2nd floor Social Space, 3rd floor and 9th floor

Fountain House

- 9th and 10th floor

Other IT Resources

- Collaborative working and presentation spaces on the first floor of the Paul Hamlyn Library
- Safe and secure “LapSafe” charging lockers, located on the first floor of the Paul Hamlyn Library.

Windows 10 & AppsAnywhere

All of our student PCs on campus run the latest Windows 10 operating system.

We've added new technology, called **AppsAnywhere** so that you can now access many of your course specific software across campus. This means you no longer need to visit a faculty lab to work on a particular application, such as Matlab or Eclipse - you just log in and open AppsAnywhere and there it is!



AppsAnywhere

How do I stay safe online

Keeping Safe Online

People on the internet aren't always who or what they claim. Beware of phishing scams, where criminals use fake e-mails, calls, texts, or social media posts to try and steal personal details or install unwanted and harmful software. Don't click on links or attachments you didn't expect. Fraudsters will target students who are about to receive their student loan—the Student Loan Company will never ask for banking details by text or email. If you are the victim of cybercrime please reach out to the IT Service Desk or Student Services.

Your University IT user account gives you access to many important services. You are responsible for everything done using your account so protect it with a strong password. We recommend three random words, using both upper and lower case, and separated with numbers or punctuation. Never tell anyone your password or let them borrow your account. Use different strong passwords for other important services like banking, personal email, and online shopping.

Protect your computer and phone by turning on automatic updates so you get the latest security fixes. Use a password, PIN, or fingerprint scanner and turn on "Find My Phone". Use antivirus software – the free versions from companies like Avira or Bitdefender is enough.

As a student you'll create important files like lecture notes, assessments, and projects. Keep them safe by regularly backing up in at least two different places. For example, use built-in tools like Windows Backup or Time Machine to back up everything to an external USB hard disk, and also make copies of everything important to your UWL OneDrive cloud storage - you have 5Tb of space so there's plenty of room. Don't forget about important paper documents too – you can scan and email them for free using the University Multi-Function devices (MFDs).

Important: There is legislation regarding how you use IT and other people's data, and you may be committing an offence if you misuse IT systems or data. It is your responsibility to comply with the law and with University IT policies.

Anything you put on social media may become public and stay on the internet forever, so think before you post. Don't reveal personal details online and keep your privacy settings high. For more advice read our Social Media Guidelines for Students at <https://www.uwl.ac.uk/policies> If you experience cyberbullying please reach out to the IT Service Desk or Student Services.

For lots more information and tips about staying safe online, visit <https://it.uwl.ac.uk/infosec>

Important Make sure you read the University's Information Security, Data Protection, and Acceptable Use policies. These can be found at: <https://it.uwl.ac.uk/Pages/itPolicies.aspx>

Free Software to Use on Your Own Device

Get Free Microsoft Office Software

UWL has a license which enables you to download and install Microsoft Office on up to **5 devices** while you are a student at UWL. To download the software on your Windows PC/laptop or on an Apple Mac, follow these steps:

1. Login to Office 365 with your UWL username and password by going to **<https://www.office.com>**
2. Once logged in, click the **Install Office** button.



3. Follow the on-screen instructions by clicking to Run the installer. The installation will begin and, after a few minutes, you can start using office.
5. When you launch Office for the first time, you will need to activate it - click **Sign In** and then enter you UWL username (followed by @student.uwl.ac.uk).
6. Click **Next** and then enter your Password and **Sign in**.

Many individual Office applications (such as Word, Powerpoint, OneNote) are also available for mobile devices. Download them from App Store or Play Store.

SPSS and nVivo

If you require SPSS (numerical analysis software) or nVivo (qualitative analysis software), contact the IT Service Desk who will send you a request form. Once you have completed the form, send it back to the IT Service Desk. They will then send you a serial number and the link that will allow you to download the software onto your personal device.

Contact Us

Contact Us

- By telephone, dial **2222** from an internal telephone or help point.
- Or call **0300 111 4895** from any other phone, **24x7**.
- By email, at ITServiceDesk@uwl.ac.uk
- Via Twitter [@UWL_IT](https://twitter.com/UWL_IT)

Roving IT support in the Paul Hamlyn Library. Look for our staff wearing blue tops with “IT Services” on their backs.

Roving IT support on the 2nd-Floor social learning space in Paragon. Look for our staff wearing blue tops with “IT Services” on their backs.

Roving IT support in Fountain House, Reading on Mondays, Wednesdays, and Thursdays. Look for our staff wearing blue tops with “IT Services” on their backs.

As well as getting help with UWL IT, we also offer “best endeavours” support for your personally-owned devices, including getting your device connected to the UWL network, accessing email, downloading and installing UWL-provided software.

Remote or at seat support is available as required, where IT Staff can help via remote access on your computer screen.

Feedback

You can provide feedback to us at any time by speaking to one of our IT Customer Experience Team, or by emailing itfeedback@uwl.ac.uk.

Complaints

If for any reason you are not satisfied with the level of service you have received, you can make a formal (or informal) complaint to the Customer Experience Manager.

Email mohammed.ahmed@uwl.ac.uk or
Telephone **020 8231 2355**.

If you are a student and not satisfied that the matter has been resolved within IT Services, you should follow the University **Students Complaints Procedure**, which can be found in the UWL Student Handbook.



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For further information please contact:

ITServiceDesk@uwl.ac.uk