

Student engagement - common IT queries

Welcome Week

This year we are not offering an in-person support service. Instead we are offering LiveChat help, where students can instant message our team and get help online. During Welcome Weekend we will have staff available online between 09:00-17:00.

Term time services

From Monday 21 September 2020 our opening hours will be:

Monday - Friday: 09:00 - 17:00

Saturday and Sunday: 12:00pm - 17:00

The IT Service Desk is available to answer technical queries online, by email and on the phone.

Email: itservicedesk@rhul.ac.uk

Phone: 01784 41 4321

Online: <https://intranet.royalholloway.ac.uk/students/help-support/it-services/getting-help-with-it.aspx>

On Footprints: enquirymanagement.rhul.ac.uk

Please note that the service is staffed by student staff at the weekends so some queries will be logged and answered during the working week.

User accounts

College usernames are four letters and three numbers (e.g. abcd123).

Students' Microsoft Office 365 ID (also sometimes referred to as an 'email username') is their username with '@live.rhul.ac.uk' added at the end (e.g. abcd123@live.rhul.ac.uk).

Student email addresses are normally in the format firstname.lastname.20XX@live.rhul.ac.uk, where 20XX is the year they started at Royal Holloway, e.g. (jane.holloway.1886@live.rhul.ac.uk).

The email address is not currently used to log in to any services Royal Holloway provide, but some external services may ask for it.

Service	Login type	Login format
Campus Connect	Microsoft Office 365 ID	abcd123@live.rhul.ac.uk
CampusNet (wifi) registration	Username	abcd123
Eduroam	Other	abcd123@rhul.ac.uk

Service	Login type	Login format
Email	Microsoft Office 365 ID	abcd123@live.rhul.ac.uk
Logon to a PC on Campus	Username	abcd123
Library services	Username	abcd123
Moodle	Microsoft Office 365 ID	abcd123@live.rhul.ac.uk
Network drives	Username	abcd123 Note: windows users should add cc\ before their username.
Office 365	Microsoft Office 365 ID	abcd123@live.rhul.ac.uk
printing.rhul.ac.uk	Username	abcd123
Students' Union	Microsoft Office 365 ID	abcd123@live.rhul.ac.uk
Timetables	Username	abcd123
Target Connect	Microsoft Office 365 ID	abcd123@live.rhul.ac.uk
uPay	Email address	User-chosen
VPN	Username	abcd123

Passwords

There are two main ways for students to change their password: via our password manager, or by logging in to a lab PC on campus.

Password manager can be accessed from anywhere by visiting <https://passwordmanager.rhul.ac.uk/>. Students can use it whether they know their current password or not - there is a 'forgot my password' option.

Students will need to log in to a lab PC to change their password, so they do need to know their current details. When they have logged in, they should press *Control + Alt + Delete*. This will open a menu with several options including "Change a password". They will be asked to enter their old password and select a new one.

Password rules

Passwords must contain between 8 and 16 characters. They should not contain a space, a UK pound sign (£), a quote character ("), a less than symbol (<) or any character not on a standard UK keyboard.

CampusNet

CampusNet is Royal Holloway's residential and campus-wide network. It is available via wired or wireless connection.

CampusNet supports a wide variety of network-capable items, and most common devices such as laptops, smartphones and tablets are automatically supported by CampusNet.

We also allow various internet-enabled devices including printers, games consoles and other smart devices but many of these require manual registration. If they're using the Wi-Fi, students can add their devices themselves by logging in to campusnet.rhul.ac.uk. If they're using ethernet, they should will need to email the [IT Service Desk](#) with their device's make, model, and MAC address. They will also need to provide their room number as well as the port number, which will be on a sticker attached to the port.

Devices should stay registered to the network. However, it is normal for devices to be prompted to re-register if they haven't been on campus for a few weeks (e.g. over the Summer or Christmas breaks).

Teams

A large amount of teaching and an increased number of other student services are taking place on Microsoft Teams. Students can download Teams by going to rhul.ac.uk/software.

We have some guidance on Teams on our web pages, which students can access by going to rhul.ac.uk/it.

Printing

All students receive £10 per academic term as printer credit. Credit is not stackable - if they do not use it, it will not be rolled over into the next term.

Students can add printer credit to their own accounts by visiting printing.rhul.ac.uk. There is a minimum deposit of £5.

Off-campus access

Students can access their documents and other services more easily off-campus if they are connected to the VPN. There is a short set-up procedure for the VPN which can be found on the 'Off-campus' section of the IT intranet.

The URL is <https://intranet.royalholloway.ac.uk/students/help-support/it-services/it-essentials/access-off-campus/access-off-campus.aspx>

Free software

Students can download a number of free pieces of software from rhul.ac.uk/software. There are:

- Microsoft Office (including Teams)
- Sophos
- Mathematica
- MATLAB
- NVivo
- SPSS

Spam

Students and staff can report suspicious messages directly to our cybersecurity team by pressing the 'report' button on the top ribbon on their window. Students who have clicked on spam or affected by a spam attack should be sent directly to the IT Service Desk, where we will advise that they:

- Change their password
- Run a virus scan
- Check their email settings for rules or options they do not recognise.

Lost documents

Students can restore files or folders they delete from their network drives for up to 30 days. There is an FAQ online here: <https://intranet.royalholloway.ac.uk/students/help-support/it-services/faq/network-drives/how-do-i-restore-documents-to-my-network-drives.aspx>.

Email

The login page for students is mail.live.rhul.ac.uk.

They should log in with their username with '@live.rhul.ac.uk' added at the end (e.g. abcd123@live.rhul.ac.uk).

All Royal Holloway email accounts come with 50GB of space.

Student email addresses at Royal Holloway last a lifetime and email accounts will not be deleted when students leave. However, we only offer limited support to alumni who forget their details. Students should make a note of their username and password before they leave.

Students who receive error messages when trying to log in to their emails should be directed to the IT Service Desk.

More help

The IT Services pages on the intranet have guides on all the things covered in this document and an extensive set of FAQs. Students can access this by going to rhul.ac.uk/it.