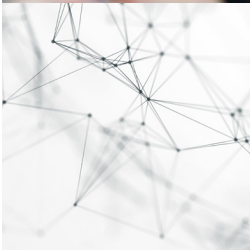
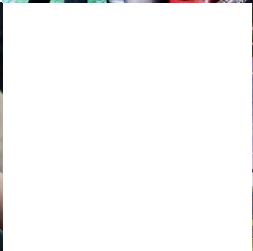


Get Connected

Your guide to getting
online at Durham University





Welcome to Durham University!

We know how important good IT is to your University experience, and in Computing and Information Services (CIS), we're here to make that the very best it can be.

We're constantly investing in our IT infrastructure, software and innovative learning technology to enhance and support your learning.

We know that you need reliable, fast speed Wi-Fi, the latest applications and support on-hand, and we've got it all covered. This guide should help get you started, and we look forward to supporting you through your time here with us at Durham.

Let's Get Online

We have a great Wi-Fi network across the University campus, so you can always get online no matter whether you're in College, your Department, the library or even the Students' Union!

Log on to the DU Student network using your username and password. Your username will be a combination of four letters and two numbers, and will be sent to your personal email account you provided on your application. Your password will also be provided in this way, and you can change it once you are on the University system.

Your username and password will be sent out in two separate emails up to eight weeks before you are due to start your programme.

There are a number of points to note:

- You need to have accepted your place. There is more information on confirming your place here durham.ac.uk/student-registry/faq/?faqno=1361
- We need your current personal email address details. Please contact student.records@durham.ac.uk if you need to update your details with the University.

Once your acceptance has been processed by the Admissions Team, it will be at least three working days before you can expect to receive your username and password emails.

Our IT Top 10



Use our IT checklist to get organised with all of your IT needs in your first few weeks at University.

01 Get your campus card

- Save time and avoid the queue! Your College or Department will have this for you if you have completed registration and uploaded a photo durham.ac.uk/student.registry/registration/uploadphoto
- If not, come along to the **Bill Bryson Library** to get your picture taken and we'll make your card while you wait.

02 Access AppsAnywhere – new for 2019

- We're the only UK University to provide all students with your study software to all of your devices. Whether you prefer to work on your laptop, phone or even PS4, you can use **AppsAnywhere** to do this. Simply go to apphub2.durham.ac.uk to access your software, including the Office suite free of charge.

03 Check your email

- Colleges, Departments and Administrative teams will use your University email address to contact you while you're studying with us, so check your University email account regularly. You can do this at office365.dur.ac.uk

04 Log onto DUO

- **DUO** is the University's virtual learning environment where you'll keep your course materials, reading lists and assessments. Like your email account, you should check **DUO** often for course information and updates. Visit duo.dur.ac.uk

05 Encore! Replay your lectures online

- Encore is our lecture capture system that allows you to revisit your lectures and watch them again to help you study. Visit durham.ac.uk/encore

06 Set up your storage

- You've got the choice to save your University work and documents on your **OneDrive** account or your University-provided storage space – **J drive/Home Directory**. Work out which one is best for you and set up your filing before the work starts!

07 Check out our PCs rooms

- We have over 2,000 PCs in open access areas, libraries and classrooms across the campus. Find out the nearest to you in case you want to use the computers or printers.

08 Download the MyDurham app

- Visit your usual app store and download the app to get campus maps and student guides to help you find your feet during the early days at Durham.

09 Knowing your responsibilities

- Read the IT regulations so you know what you can and can't do with University IT services.

10 Set up your personal network – new for 2019

- This year we're introducing a new service, **Link IT**, for students who would like to create your own personal network; enabling you to network all of your personal devices in your College accommodation. Visit durham.ac.uk/cis/linkit

Stay Safe

We have over 20,000 students and staff using our network everyday, so we need to ensure we keep it is safe and secure.



To help this, there are a few things you can do:

- Windows and Mac computers, laptops and mobile devices must have up-to-date production versions of:
 - An Approved Operating System (e.g. *Windows, Mac OS*)
 - Security Software (e.g. *Sophos, McAfee, Norton, Windows Defender*). This includes *Apple devices, despite the guidance given in the AppStore*
- If you're still unsure which is the best to use, go to durham.ac.uk/cis/students for a full list of approved operating systems and security packages.
- Phishing is a real problem, with many scams being targeted at students. If you suspect an email to be suspicious, do not open or respond. Instead, send it on to spam@durham.ac.uk More information about phishing and online scams can be found at durham.ac.uk/cis/security/staysafeonline



Need Help?

There are lots of ways you can get help if you're stuck with your IT.

- Log a call with the IT Service Desk **0191 334 1515** or online at servicedesk.durham.ac.uk
- Book an appointment at a Get Online surgery that run during the first few weeks of term. Visit durham.ac.uk/cis/newstudents and follow the links to book an appointment.
- Contact your College's Freshers' reps. They've been there, done that and may be able share their wisdom with you!

