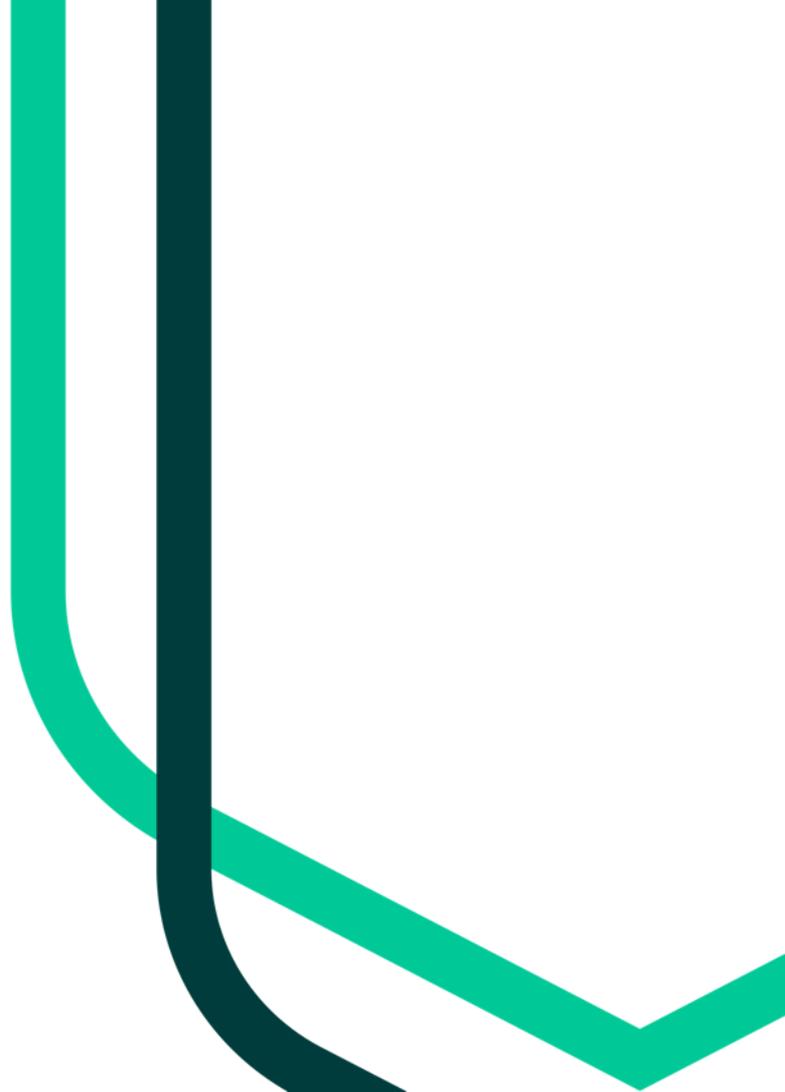




University
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Student IT Welcome Pack





Getting started: collecting your username, email address and password

- As a new undergraduate student, you will be using your own computer to activate your University of Exeter IT account. However, some new postgraduate students use a University device for their work and to activate their IT account. Please see pages 8-12 for postgraduate student IT advice.
- Your welcome email will provide a link to activate your IT account, including your username, password, and student email address.
- Your username is a unique identifier which allows you to access the University domain. It is comprised of letters and numbers (e.g. “XZ123”).
- Your username is **not** your student email address. Your student email address is **a combination** of your username and “@exeter.ac.uk” (e.g., “XZ123@exeter.ac.uk”).
- Some systems (including iExeter, Bart, SID, and SRS) require your username and password. Others (including Microsoft Office, ELE, and MyTimetable) require your email address and password. Please use the requested information. You have only one password for all our systems.



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Multi-Factor Authentication (MFA)

- The first time you sign into your account, you will need to set up multi-factor authentication (MFA) on your mobile device.
- MFA adds a level of protection to your University of Exeter IT account. Using simple two-step identity verification, it will confirm that you are who you say you are. Setting up MFA is a mandatory security requirement.
- Use the hyperlinks below to help you set up MFA for the first time on your phone. You will need two devices to complete the setup (e.g., a laptop and a phone). You will also be logging in to Microsoft Office; for guidance, please see page 5.
- [MFA Quick Start Guide for iPhone users](#)
- [MFA Quick Start Guide for Android users](#)

- You should set up a secondary method of authentication, like phone call or text message. If you lose access to the Microsoft Authenticator app, a second method will prevent you from being locked out of your account.
- Once you have set up your MFA, you must change the password given to you when you activated your IT account.



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Changing your password

- Your welcome email advises you to change the password you are given when you activate your IT account.

Minimum password criteria

Your password must be at least ten characters long, preferably longer, comprising of at least three of the following:

- Upper case letters
- Lower case letters
- Numbers
- Special characters, e.g. Please do not use the character & , . ; ? / { } [] ~ - \ () _ + \$ % ^ #

s £ € : @ ! ' ~ " | < > ! * = as they are not compatible with all University systems.

How to change your password

1. Go to www.office.com and sign in (see page 5 for tips)
2. Select your user icon in the top right of the screen.
3. Select View Account.
4. Select Password and click on Change Password

If you forget your password, you can always reset it using the [Self Service Password Reset Tool](#) or from www.office.com



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Microsoft Office

Accessing your student emails



- We use Microsoft 365 (Office) to manage your IT account. This gives you an easy way to access apps like Word, Outlook, and Excel.
- You can use either the Microsoft Outlook application or [Outlook Web Access](#) to access and use your student email account.
- You can also manage your password and MFA from www.office.com.
 1. From the profile icon at the top-right, select **My account**
 2. Use the **Change Password** option to set a new password
- If you already use Microsoft 365 – such as through a work or personal account – you might want to use a second web browser (like Microsoft Edge, Google Chrome, or Mozilla Firefox) to sign into your University account.
- Alternatively, use private browsing:
 - On macOS, open Safari and use the **File** menu to create a **New Private Window**
 - On Windows, use the browser menu (often three dots or lines) at the top-right to create a new **Private**, **InPrivate**, or **Incognito Window**.
- If you have more than one Microsoft 365 account, you can check which account is signed-in by clicking the profile icon at the top-right to reveal the email address you're currently signed-in to.
- From the profile icon, you can also **Sign in with a different account**.

- When you open a link, it will open using the account that is already signed-in. If it is the wrong account, you will be denied access.

Software

The University of Exeter provides publicly-accessible computers on campus, and some have specialist software.

- [Software on the Academic Services Public Computers](#)

Some software can be downloaded from our Software Service Catalogue onto your personal computer.

- [Software Service Catalogue](#)

We also offer access to “virtual desktops”. This means you can remotely access a Windows computer where you can run programs that might not be available on your personal computer.

- [University of Exeter Virtual Desktops](#)

(You may need to sign in to view this web page).

Cornwall-based students

University of Exeter-specific computers can be found in various locations across Penryn Campus. These computers provide the same services explained above.

However, shared Falmouth University/University of Exeter devices, such as those located in rooms DM3037, DM1033 (and others) will **not** provide the option to install University of Exeter-specific software.





Where can I go for help?

Hubs or Info Points

[Info Points and Hubs](#) should be your point of contact for problems with MyTimetable, ELE content and access issues, BART, and digital check-in.

Digital Hub - located at the Forum on Streatham campus and in the 24/7 IT Suite located next to the library on Penryn Campus

The Digital Hubs are an [online](#) and face-to-face user service hub providing advice and guidance on all things Digital. FX Plus Service Desk staff are also available at the Digital Hub in Penryn for face-to-face support. The Digital Hub provides:

- A safe and accessible environment to support students with an online and face-to-face, user-led service.
- One-to-one and group support via our student ambassador team with a walk-in and [bookable service](#).
- A **new** University of Exeter app, which we're developing in collaboration with students - coming soon! [Learn more about the new app here](#).

IT Service Desk – Exeter campuses

You can contact the IT Service Desk by telephone on 01392 725050 or by logging a ticket via the [IT Service Desk Self Service Portal](#). The IT Service Desk is open between 08:00 and 18:00, Monday to Friday, excluding bank holidays and University closure days.

FX Plus Service Desk – Cornwall campuses (for Cornwall-based students only)

You can contact the FX Plus Service Desk by telephone on 01326 213822, by logging a ticket via the FX Plus [Self Service Portal](#) or by emailing servicedesk@fxplus.ac.uk. The FX Plus Service Desk is open between 08:45 and 17:15, Monday to Friday, excluding bank holidays and University closure days.

(You will need to sign in to view the above web pages).



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Postgraduate Student Advice

Receiving a laptop on campus

- If your course gives you a University laptop while you are on campus, you must sign into the laptop before leaving the campus.
- First, connect to our Wi-Fi (Eduroam) * using the instructions at getonline.exeter.ac.uk or by using the Wi-Fi menu at the bottom-right of the screen.
- When prompted for your username, you **must** use your University email address.
- For guidance on collecting your username and password, please refer to page 2.
- Finally, sign into the laptop with your username and password.

* Students based at Penryn Campus should connect to Wi-Fi via UoE Secure, not Eduroam.





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Receiving a laptop off campus

- You must connect your laptop to a Wi-Fi network and leave it connected for one hour.
- Sign in with the username and password that was given to you. If you have never reset your password, then do it now.
- Connect to the VPN (see page 12 for info).
- On the desktop, you will see a shortcut for Google Chrome, hold the shift key (the up arrow above Ctrl), right-click on Chrome, and select **Run as a different user**.
- Enter your username and password.
- Disconnect the VPN.
- Sign out of the laptop, then sign into the laptop with your username and password.



Company Portal on University computers

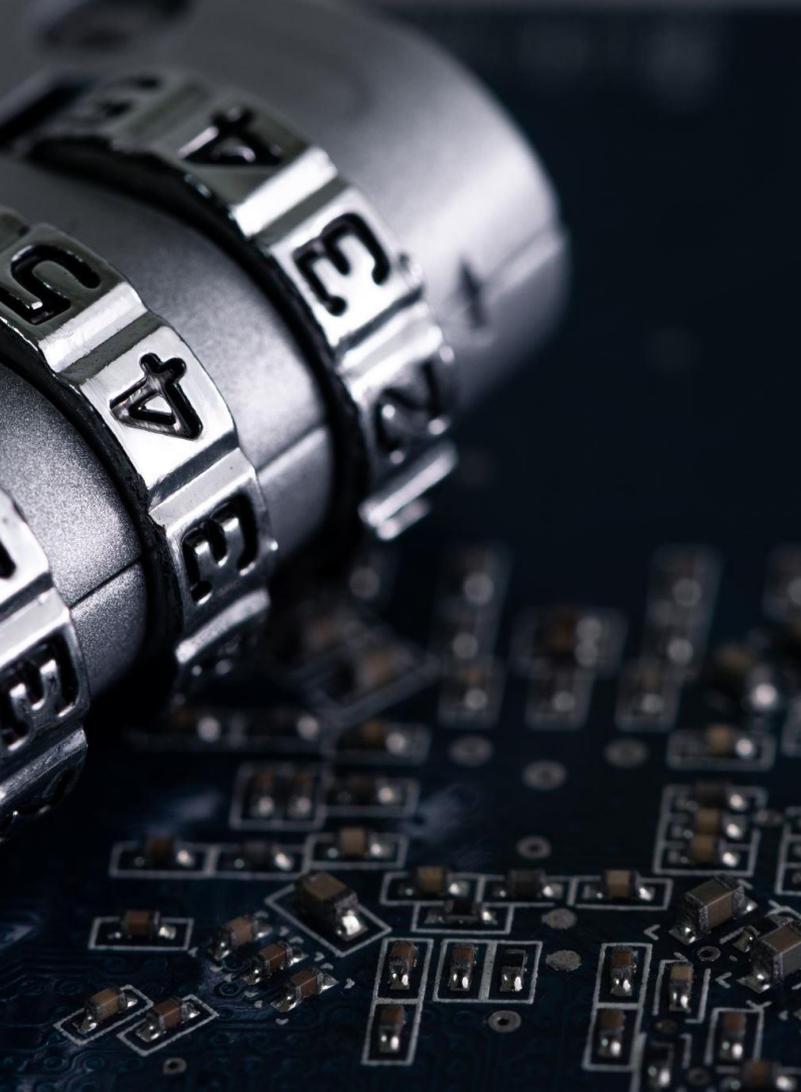
Exeter-based students

- University of Exeter computers have a program that will allow you to install certain programs just by selecting them.
- In the Windows search bar at the bottom left of the screen, type “company” and select **Company Portal**.
- Look under **Apps** for software, select the software you want, and click **Install**.

Cornwall-based students

- University of Exeter-specific computers can be found in various locations across Penryn Campus. These computers will provide you with the same services explained above.
- However, it is important to note that shared Falmouth University/University of Exeter devices, such as those located in rooms DM3037, DM1033 (and others) will **not** provide the option to install University of Exeter-specific software.





BitLocker

What is BitLocker?

- BitLocker is an 8–20-digit PIN number you enter when switching on your University laptop. It protects the data on your laptop by encrypting it. If it's lost or stolen, no one can view the contents of it. It's different from multi-factor authentication, which protects your account online (e.g., from hackers).

Why do we need it?

- Data on a lost or stolen computer is vulnerable to unauthorised access: criminals can use software to access it or transfer the computer's data elsewhere.
- BitLocker provides an additional layer of security, helping to keep you and the University safe. By encrypting your laptop's hard drive, only someone who knows the PIN can access the data stored on it. Even if someone removes the laptop's hard drive, they will still require a PIN to access it.

- [BitLocker recovery](#)
- [Reset BitLocker pin](#)

(You will need to sign in to view these web pages).



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University VPN (virtual private network)

- When you are on campus, our network will happily communicate with your computer. When you are off campus, your laptop will be treated as a potential threat and ignored.
 - You can use the University VPN to make it seem like your computer is on campus. You may never need the VPN, as most of our content is accessible via the internet or from Microsoft 365 servers.
 - [Install the VPN](#). The program was created by Aruba and is called "Virtual Intranet Access".
 - Once installed, run the program and fill in the server as "remote.exeter.ac.uk".
 - Click Proceed, enter your username and password, and press enter.
 - You will see a large circle containing the University logo. Click on it to connect: the circle edge will turn green and spin.
 - You now need to authenticate with MFA.
 - The only methods of MFA that work with the VPN are the **Microsoft Authenticator app** (where you tap Approve) and **phone call**, where you answer and immediately press #.
 - You must do this quickly, or you will receive an error and must disconnect and start again.
 - [Find out more about MFA with the VPN](#)
- To disconnect the VPN, open the program and click the circle with the green edge containing the University logo.
(You will need to sign in to view these web pages).