

## University PCs

This document provides you with some basic guidance on how to use the Student PCs. There are currently over 2,700 networked PCs located around the University.

### Login

You must login to the PCs before you can use them and must be a student at Teesside or a member of Teesside University Staff. You are allocated a Username and Password by your School or Department. If you have not been given IT account details go to any Service Desk or ask at the Library *iZone* at either campus. Once connected you need to adhere to the University Acceptable Use Policy

<http://www.tees.ac.uk/docs/DocRepo/student%20regulations/Computer%20Regulations/ICT%20Acceptable%20Use%20Policy.doc>

- Switch on the PC on and at the prompt, press CTRL+ALT+DEL simultaneously on the keyboard.
- When prompted, enter your University username and password and click “OK” or press “Return”.
- If you fail to enter your Username and/or password correctly, you may be asked to try again. However, if you attempt to login unsuccessfully on 3 occasions or more, your account will become locked. You will need to ask at the IT Service Desk or at the Library *iZone* to have your account unlocked.

### The Desktop

When you have successfully logged in, you will be presented with the University’s Student Desktop from which you can access all available applications, the internet and Library electronic resources.

### Student Email

To access your University Email click on the icon on the PC desktop or open an internet browser and go to <http://mymail.tees.ac.uk>. You will need to enter your University username and password to access this application.

## Homespace

You have been allocated an area of disk space on a server which we call your **Homespace**. You can store a small amount of files in your homespace and it will be the default drive when saving documents.

It is advisable to save your work to your homespace before printing it.

You can access your Homespace via **Windows Explorer** or by clicking on **My Computer** and selecting **HOMESPACE (U:)**.

## Can I access my Homespace from Home?

Yes, through the Unity Portal <http://unity.tees.ac.uk>. You will need your University username and password to access this. Click the drop down arrow under resources and choose U: Drive (homepage).

## CD Roms/DVD

You can access your CD Rom/DVD drive using Windows Explorer or My Computer

## USB points for portable hard drives.

Available on all PCs on the front panel

## CD/DVD Writers

Available on all PCs.

## What if I can't login?

Ask at any Service Desk or the Library iZone at either campus. They can re-set your password.

## Can I re-set my own password if I forget it?

Yes. You should register for self-service password recovery as soon as you have received your University username and password at <https://apps.tees.ac.uk/mylogin>.

## How do I register for self-service password recovery?

Go to URL <https://apps.tees.ac.uk/mylogin> select the "Register or Update Your Details" option. Follow the onscreen instructions to set up a PIN and memorable phrase. You will be prompted for the answers to these questions if you need to re-set your password.

## I've registered so how do I reset my password?

Go to URL <https://apps.tees.ac.uk/mylogin> select the "Forgot Your Password" option and follow the onscreen prompts. Once submitted, this will change your password on all university systems – it may take up to 10 minutes to synchronise through all University systems.

### **I've been issued with a username and password – should I change it?**

It is advisable to change your password for security reasons and to make it easier to remember. To do this, go to URL <https://apps.tees.ac.uk/mylogin> and select the “Change Your Password” option. Follow the onscreen prompts.

### **Can I loan my username to a friend who has forgotten theirs?**

No. They can ask at any Service Desk or the Library *iZone* at either campus to have their own password re-set. You are responsible for anything accessed using your account. The regulations on PC use can be found in the student handbook at <http://www.tees.ac.uk/docs/DocRepo/student%20regulations/Computer%20Regulations/ICT%20Acceptable%20Use%20Policy.doc>

### **Can I download software on to the PCs in the University?**

PCs in the University are for academic use only. The downloading of additional software is not permitted and may result in suspension from the University.

### **The software I need isn't on the student PCs.**

If you require software to support your course that isn't currently available on the PCs, please pass the details to any Service Desk. The Labs in your School should have any specialist software to support your course requirements.

### **Logout**

You must always ensure that you logout of the PCs when you have finished working on them. If you do not logout properly your account is open to abuse meaning anyone could access, delete or copy any of your files and e-mails. To log out click the **x icon** at the top right of the screen within each application to close it down. Then click **Start** menu and click the box which says **Log Off** and shows your username. PCs left inactive will go to a screensaver automatically after 20 minutes and may be switched off by a member of IT Services staff if left unattended.

### **Where else can I get help?**

If you experience difficulties using any IT service please contact us:

- Web: <https://extra.tees.ac.uk/HelpCentre/Pages/Contact-Us.aspx>;
- Telephone: internal 2220 or external 01642 342220.

### **Can I access PC's at Darlington?**

Yes. There are some open access PC's in the Library on the first floor at Darlington Campus. You can log-in using your University username and password.