

Little book of IT

An IT guide for students at Bournemouth University





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IT Service Desk

We offer a 24-hour telephone support service which is available to all BU students and operates seven days a week, 365 days a year.

How to contact us

Phone – call our friendly Service Desk on **01202 965515** available 24-7.

Online help and chat – use our Self-Service Portal for raising requests, reporting issues and browsing our IT self-help resources at. You can also use our live chat feature by selecting the **'Start a Chat'** button at the top of the page.

<https://bournemouth.service-now.com/sp>

Alternatively, you may be able to find a guide on what you're looking for in our IT self-help resource area:

https://bournemouth.service-now.com/sp?id=kb_view2

Face-to-face – Visit our IT Help Zones at Talbot Campus, PG16, Poole House and at Lansdowne Campus, IT Services, S701 Studland House.



Username and password

Your username is printed on your Student ID Card. You will need this to log into computers on campus, as well as for various other log-in services.

Username

Your username is usually a lowercase letter, followed by a series of numbers e.g. i1234567 or s1234567

Changing your password

You can change your password as follows:

On Campus:

Ctrl+Alt+Delete – Logged on to a BU networked PC, press the 'Ctrl+Alt+Delete' keys and select 'Change a Password.'

Password Reset Tool – If you have **completed your registration details**, you can request a password reset by **using this link**.

Off Campus:

Outlook Web Access – Logged on to Outlook Web Access (**student email**), select the **settings icon** (cog symbol, top right next to the ? symbol) and then 'Change Password'.

Password Reset Tool – If you have **completed your registration details**, you can request a password reset by **using this link**.

Your password must:

- Be different to your last 5 passwords
- Contain a minimum of 8 characters
- Include at least 1 of the following: UPPERCASE, lowercase, numbers, symbols



Printing, scanning and copying

At Bournemouth University we have a service called '**Follow Me Printing**'. This means you are able to print from anywhere on campus to any printer.

Follow the below links for simple how to guides for the university printers:

- **Printing**
- **Scanning**
- **Photocopying.**

Once you have received your student card, you will need to top it up with print credit in order to use BU printing facilities. Follow this guide [here](#) to see how to top up.

Print credit

There are three cash loaders across both campuses. They are located:

Lansdowne Campus: Open Access Centre (OAC), 1st Floor, Studland House and 1st Floor, Bournemouth House (outside the Library)

Talbot Campus: Ground Floor, Poole House (near the cash office)

Costs for printing per page are: Mono (A3/A4) 3p, Colour (A3/A4) 18p



Computer facilities at BU

There are plenty of computers on both Talbot Campus and Lansdowne Campus, that can be used at any time of day.

- Two Open Access Centers, open 24 hours a day, seven days a week including out of term time and bank holidays. Visit PG22 (Poole House), Talbot Campus or the first floor of Studland House, Lansdowne Campus.
- Specialist and general computer labs across Talbot Campus that can be booked in advance using the MyPC booking system.
- Computers are available in The Sir Michael Cobham Library on Talbot Campus - download and use our iBU mobile app to check PC availability. There are also PCs in the library on the first floor of Bournemouth House, Lansdowne Campus.
- For group project work, there are Technobooth's in The Sir Michael Cobham Library and SuBu Beach Huts on Talbot Campus as well as the Executive Business Centre on Lansdowne all with touch-enabled screens. Book these spaces in advance using the MyPC booking system.
- Apple Mac laptops are available to use through our laptop loan service.

All computer facilities offer:

- Microsoft Office 365 and SPSS
- Internet access via Google Chrome and Microsoft Edge
- Printing facilities
- AppsAnywhere.

Laptop loan service



Service now available from:

- Bournemouth House Library
- The Sir Michael Cobham Library
- Student Centre.

The laptop loan service is available to all current Bournemouth University students free of charge.

You can borrow an Apple MacBook for up to four hours from one of our locker terminals located in the Student Centre and in the Sir Michael Cobham Library, Talbot Campus and Bournemouth House Library on Lansdowne campus.

You'll need to sign up to the scheme before borrowing a laptop for the first time, and then you just need to login with your usual BU login details.

For more information, [click here](#).

Office 365 on your personal machine

Your BU account gives you free access to Microsoft Office 365 Suite which includes Word, Excel, Powerpoint and more. This can be installed on up to five personal devices and includes one terabyte of storage through OneDrive.

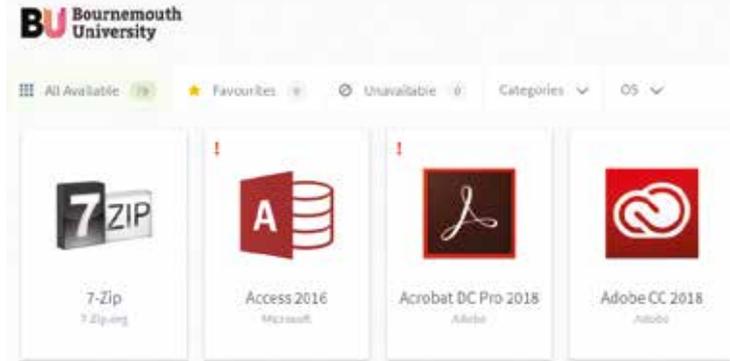
To download and install the software, log into your Office 365 account on the device you wish this to be installed on (<https://portal.office.com/Home>):

- The first window should give you the link to **download Office** under the heading **install Office on more devices**
- Click the **install** link which should take you to your Office management page, **select your language** and **version type** and then click the **install** button to download and install
- When installation has completed it prompts you to activate Office select to **activate with account** and enter your **student email** address and **password** to successfully license Office 365.

 Office 365



AppsAnywhere



AppsAnywhere allows you to access all the software you need in one place. As soon as you sign into a university PC, AppsAnywhere should appear in your web browser. If not, you can access it from appsanywhere.bournemouth.ac.uk. If it asks you to sign in, use your university login details.

- You can access the program you want by pressing the 'launch' button, which will appear when you hover over the software icon.
- You can search for apps using the search bar on the far right of the page, underneath your username.
- Once a program has been launched, you should see a notification saying that the cloudpaging launcher has started, which will run the program.
- You can also access AppsAnywhere on a personal device running Windows 10. Please note you will only be able to access software in which BU owns an off-campus license for.



Your timetable

Once registered on your course, having completed online registration, you can access your online academic timetable, including room numbers and names of lecturers, via the following channels:

- Brightspace under 'useful links'
- **The student portal**
- iBU app.

Your Online Timetable will also display any lecture postponements or reschedules. You can configure your calendar to send you notification SMS messages if there are any emergency postponements (less than 24 hours' notice). Your online timetable can also show the timetable and availability of Faculty specialist rooms, such as computer labs and meeting rooms.

Calendar Centre

The Calendar Centre allows you to access your BU academic timetable alongside your own personal calendar on your phone, tablet or PC - helping you to manage your work-life balance. Once your timetable is available you will need to set this up by logging into the Calendar Centre site (<https://calendarcentre.bournemouth.ac.uk>), reading and accepting the terms and conditions, and choosing which feeds you want to access.

Email and attachments

Email

All students have a personal BU email account. You can access your emails by going to studentemail.bournemouth.ac.uk

You will be redirected to the University Sign-in Page. You will need to enter your BU email address (If not already populated) and password.

Attachments

When working on a document which was sent via email, first save to your H drive to avoid any information being lost.

Setup BU emails on your phone

Setting up your emails on your mobile device will allow you to create & read emails on the go.

For help setting this up, view the following guides:

- **Android**
- **iOS**



Connecting to BU WiFi and networks

Free WiFi is available on Talbot and Lansdowne campuses to all current students with a BU login.

To connect to BU WiFi, select '**BU-Student**' and sign in with your username and password.

By connecting to the BU wireless network, you agree to abide by the wireless service regulations. For more information on wireless and for guides on connecting to the WiFi, visit:

www.bournemouth.ac.uk/wireless

Internet in halls of residence

All halls of residence have free high speed WiFi providing access to the internet via the campus network.

The Student Village also has BU-Student wireless and a plug-in network point available.

Storing your work



H drive

Each student has a personal file space called the H drive. You must save your work to the H drive or to your personal OneDrive, when you are using university machines.

We strongly recommend that work is backed up to another storage device such as a personal laptop, memory stick or your OneDrive.

Access to H drive off campus

In order to connect to your H drive off campus, you will need to map it to your computer. See the below guides for assistance:

Windows

Mac

OneDrive

OneDrive is a cloud-based storage facility operated by Microsoft. It will allow you to securely store data and files without the need to carry a physical storage device around with you.

As a Bournemouth University student you will receive one terabyte of free storage with Office 365 on OneDrive.

You can set OneDrive to sync up with your laptop/desktop. This means your work will automatically be backed up to OneDrive.

Please note storage on your H drive is 10GB. We would highly recommend using OneDrive as an alternative or as a backup.

For more information, view this guide on [OneDrive Storage](#)



Brightspace

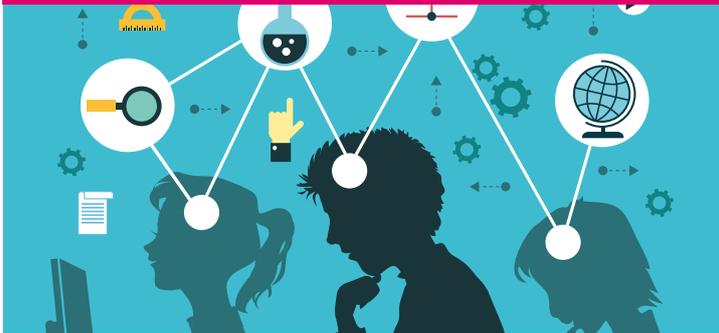
Brightspace is our Virtual Learning Environment (VLE) where all of your course resources will be placed.

You can sign into Brightspace [here](#) using your BU username and password. Once signed in, all of your units can be found on the homepage. If you're missing any units, click the 'waffle' (☰☱☲☳) icon at the top of the page to view all your course units. You can then press the 'pin' icon to pin the unit to your homepage.

You can submit assignments under the 'Assignment Submission' tab within the unit. When your grades are released, they can be found under the 'Grades' tab.

If you need any help using Brightspace, go to the 'Help' tab then press 'Brightspace Help' or press [click here](#).

For any issues with submitting assignments, **report your problem online** or contact the IT Service Desk on **(01202) 965515**.



IT Learning Centre



The IT Learning Centre is based within IT Services to provide instruction and support, with an extensive programme of IT related workshops and training courses free of charge to staff and students at BU.

The IT Learning Centre run workshops for:

- SPSS Statistics
- Adobe Creative
- Microsoft Office
- And many more

You can find the courses they currently have on offer in Brightspace under Library & Study Support and then press the **IT Learning Centre** tab.

To book a workshop or to ask general IT questions, send an email to: ITLearningCentre@bournemouth.ac.uk

IT Self Service Portal

The IT Self Service Portal can be reached from this website:
<https://bournemouth.service-now.com/sp>



For reporting any IT related issues or to raise an IT request, you will need to select the **'Raise a Job or Request'** tab.

You can also report issues and start a live chat with the IT Service Desk for any queries you may have.

You can search through the available forms from the 'Self Service Forms' tab.

If you cannot find the form you need, fill out an IT – general request form.

The 'My Jobs' button will allow you to track the incidents and request tickets you've made.

You can add additional comments to your tickets from here, and reply to any updates that have been made to your ticket.

Instructions on using the portal can be found [here](#), or by viewing the Service Portal Virtual Tour video on the homepage, which explains everything on the portal, and how to use it.

IT self-help resources

The 'IT Self-Help Resources' button will take you to our Knowledge Base, which contains a wide array of IT self-help guides.

These guides cover installations, troubleshooting for problems and useful tips.

IT Self-Help Resources should always be your first port of call for any issues you're having. These guides are updated regularly with the most up to date information, and new guides are created weekly.

Most Viewed articles

SPS All versions: Install Guide
👁️ 1079 views

Connecting to the I Drive off-campus Windows 10
👁️ 152 views

How to access H, I & P Drives from a Mac device
👁️ 151 views

How to connect a Xerox printer from a Windows 10 device
👁️ 137 views

How to access H, I & P Drives from a Windows device
👁️ 129 views

Top rated articles

Voicemail: Picking up off campus
★★★★★

How to set-up BU emails on iPhones, iPads and other IOS devices
★★★★★

Adding Office365 student email to student Outlook/PC
★★★★★

Adding photo to Outlook profile
★★★★★

Outlook 2010 – configuration for staff off campus
★★★★★

iBU mobile app



The iBU app allows you to:

- Access your timetable
- Check PC availability in the library on Talbot Campus
- View the Student Essentials guides
- Search the staff directory
- Check the bus timetables
- Search the library catalogue, and much more.

Available from the Apple App Store and Google Play Store. Windows phone users, please click [here](#).

For more info on how to download this app visit: www.bournemouth.ac.uk/student/ibu



Pulse



The Pulse app allows you to access all of the features in Brightspace from your mobile.

It allows you to:

- Access lecture notes
- View your timetable
- Access your course content
- View your grades.

Pulse is available for download from the Google Play Store and the Apple App Store.

Useful IT self-help articles

Accessing H & I Drives:

Windows

Mac

Installing Office365 for Personal Devices

How to Print:

BU Computer

Mobile Device

Connecting to WiFi

Setting up Mobile Email:

iOS Devices

Android Devices

Useful websites/contacts

Self-Service Portal

Student Portal

Password Registration

Password Reset

Brightspace

AppsAnywhere

Campus Maps

Calendar Centre

IT Service Desk:

01202 965515 (Option 1)

AskBU:

01202 969696

IT Learning Centre

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