

**Kingston
University**
London

IT Matters

**Your essential guide to IT
Services and Support**



Powered by IT

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Welcome

On behalf of IT Services, I'd like to welcome you to Kingston University. This guide gives you an overview of some of the digital services that you will use during your studies.

Via our IT Service Desk, you can get support for all the digital resources you need and hands-on support from our Campus Support team.

There are over 3,000 open access PCs and Macs available for your use across the four University campuses, so you will be able to access a wide variety of applications and information wherever you are. In fact, using MyDesktop Anywhere, you can access your student desktop on any device from most places with an internet connection.

Many of our services are designed to work on your smartphone or tablet. Not only is this convenient for you, but you will always have the latest information in the palm of your hand.

We're here to help you get the most from the extensive range of IT services and digital technology available at the University so that you can achieve the best out of your time here. For more information, take a look at the website:

mykingston.kingston.ac.uk

I am passionate about providing you with excellent digital services. If you spot areas for improvement or new ideas we should consider, please contact me.

Best wishes and good luck in your studies.

Simon Harrison
Chief Information Officer
s.harrison@kingston.ac.uk

Contact Service Desk

Opening hours may vary. Please check on the KU Mobile App or online

- **livechat.kingston.ac.uk**
- **portal.kingston.ac.uk**
- **chatbot.kingston.ac.uk** (24/7)
- **020 8417 3355**
- Internal extension: **63355**
- Twitter: **@KU_ServiceDesk**

Kingston Account

How do I access my account?

For new students, your username (beginning with K followed by a unique set of numbers) was sent by email to your personal email before you enrolled.

To set up a memorable and secure password for your account see our advice at itsecurity.kingston.ac.uk

How do I get a student ID card?

You will be issued a student ID card as part of the enrolment process. If you have not received one, you can get one printed at any of the four campus libraries. Should you lose or damage your card, replacing it will cost £10.

It is important to carry your student ID card at all times because you can be asked to show your ID at any time when you are on campus and you will need it to register your attendance to your learning and teaching activities.

Why do I need to have one?

Your ID card is essential for:

- Checking in for lectures.
- Borrowing books and laptops from the libraries.
- Printing, copying and scanning.
- Access to the libraries during night time opening.
- Accessing some rooms, labs and buildings.
- Taking an exam.
- International students need it for UK Visa and Immigration checks.
- Discounts in local shops.



WiFi

What WiFi do I connect to?

eduroam

All students should connect to eduroam, our main wireless network, available across all campuses, the halls of residence and when visiting many other educational institutions worldwide.

How do I connect?

eduroam

Select **eduroam** from available networks.

Ensure you connect to eduroam using the correct format: your K number followed by **@kingston.ac.uk** (K1234567@kingston.ac.uk) and password.



WiFi for guests

_The Cloud

WiFi and internet access for visitors who don't have a university account.

How do I connect?

Select **_The Cloud** from available networks.

Register for free personal account (first time users only) or **login** (existing account holders only).

wifi.kingston.ac.uk

WiFi Calling

What is WiFi Calling?

WiFi Calling allows you to make and receive calls on your mobile phone anywhere on campus or elsewhere if you have WiFi even if there is no mobile signal.

How do I access it?

This is available on most of the latest smartphones and can be easily activated. If you have a personal contract, you may need to contact your phone network provider to enable the service.

Once you are connected, your phone will automatically switch to **WiFi Calling** if the signal is poor.



Note, not all handsets have **WiFi Calling**. Information about device compatibility can be found online through the relevant company websites.

If you need support contact the IT Service Desk.

My Kingston > IT Resources > WiFi Calling

Stay safe online

Stay Safe Online

Follow a few simple guidelines including the following:

Password Guidance

Create a complex password by choosing a memorable phrase made up of three random words including **3** of the following:

1. Uppercase letter/s
2. Lowercase letter/s
3. Number/s
4. Special character/s

Your password must be at least 8 characters, must **NOT** contain your name, username or proper nouns.



Password top tips

- Change your password regularly.
- Use a different password for all services outside of the University.
- Never write your passwords down or save them in an obvious place such as on your phone.
- Always use a complex password or PIN on smartphones and tablets.
- Remember that no reputable organisation will ask you to supply your username and password details in an email or over the phone.

Phishing emails

- Be suspicious of emails that appear legitimate but ask you to click on links or supply personal details.
- Hover your mouse pointer over the email address and any links to check where it has come from.

Forward any suspicious emails as an attachment to:

itsecurity@kingston.ac.uk

Discover more:

itsecurity.kingston.ac.uk

KU Mobile App

What is on the KU Mobile App?

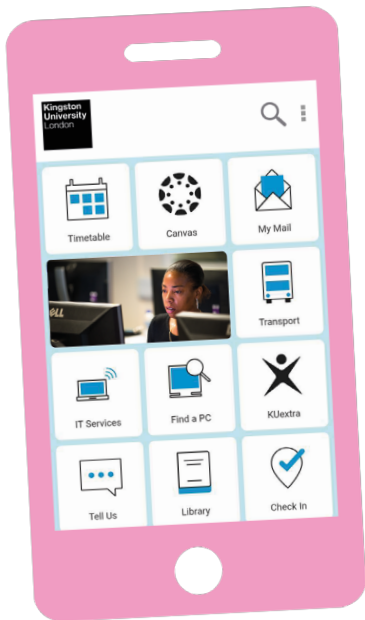
The **KU Mobile App** allows you to access key information and services that will be useful for your academic, co-curricular and social activities. The App also keeps you up to date with important information and messages.

This includes access to your timetable, library catalogue, live KU bus information, Canvas, KUextra, Find a PC, Students' Union, Check In and IT Services.

The IT Services tile includes: live IT Service Status updates, IT Twitter Feed, Log an IT Enquiry via the Service Desk, Service Desk Live Chat, Find a PC, Box and IT Matters online, your guide to IT Services.

How do I download the App?

Download and use for free by searching for Kingston University in the Apple App Store (iOS) or Google Play Store (Android) and install. Once installed, login using your Kingston University username and password.



My Kingston > IT Resources > Mobile App

Free stuff and discounts

As a student, IT Services provides you with a number of great offers. These include:

- **Free** Microsoft Office on up to five devices including Windows, OS X, iOS and Android.
- **Free** anti-virus protection via Trend Micro Maximum Security on up to three devices.
- **Free** upgrade for Windows 10 for education.
- **Free** academic software downloads.
downloads.kingston.ac.uk
- Discounts on a wide range of IT products including Apple products on the EDUstore.



OSIS

What is OSIS?

OSIS stands for Online Student Information System and it holds information about you: who you are, where you live and what you study. This includes all essential information to make sure the University can contact you and provide you with information such as your results.

What will I use OSIS for?

On **OSIS** you can:

- View and update your personal details so the University can contact you.
- Check your course and modules.
- Contact details for your personal tutor.
- See results.
- Enrol and update information for the Kingston Award.
- Request an extension or mitigation circumstances.
- Submit appeal.
- Request an interruption or withdrawal from your course.

How do I access OSIS?

KU Mobile App > OSIS

osis.kingston.ac.uk

My Kingston

What is it?

My Kingston is Kingston University's intranet for students. It contains a wide range of useful information about life at the University.

The site contains the latest news, information about your faculty, your timetable, the libraries, Students' Union, accommodation and a range of resources and support services.

How do I access it?

go.kingston.ac.uk

Timetable

What is it?

This is your personal academic timetable that informs you what lecture or seminar you have at what time and where.

How do I access it?

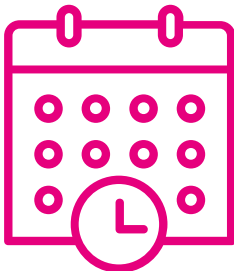
The **KU Mobile App** is the easiest way to access your timetable from anywhere at any time.

Alternatively, you can view it on:

- **canvas.kingston.ac.uk**
(Navigate to Calendar)
- **osis.kingston.ac.uk**
(Navigate to Timetables)

MyTimetable is an additional feature that allows you to download your timetable to your personal calendar.

mytimetable.kingston.ac.uk



Canvas

What is Canvas?

Canvas is Kingston University's Virtual Learning Environment (VLE) used by staff and students to support your modules and courses. The VLE is a key learning resource and you will access it frequently throughout your course to:

- Access learning resources including reading lists and course work.
- Participate in learning activities.
- Submit assignments.
- Receive feedback and marks.
- Communicate with peers and lecturers.
- Access your timetable.

How do I access it?

- Windows 10 Start Menu
- My Kingston > Study > Canvas
- KU Mobile App > Canvas

canvas.kingston.ac.uk



canvas

Save, share and collaborate

Where do I save my work?

The University provides you with **Box** cloud storage, an unlimited secure file storage. **Box** is similar to other cloud storage services such as OneDrive, Dropbox and iCloud but has been designed to work with Kingston University's IT systems.

Box will make your University life easier in 3 ways:

- Access anywhere on any device.
- Replace USB sticks.
- Share and collaborate in real time.

How do I access it?

Box can be accessed via:

- The Windows Start menu on any University PC.
- My Kingston > IT Resources > Box
- Download the **Box** mobile App (iOS and Android).
- Install Box for Windows and MacOS via box.com.

kingston.box.com

My Documents (H:Drive)

What is it?

My Documents is your **H:Drive** (Home Drive), your personal file storage on the University's central file system and has a limit of 15GB.

How do I access it?

My Documents is accessible on the University machines or through MyDesktop Anywhere on a device from anywhere.

On University PCs you can find it using Windows file explorer and on University Apple Macs the **H:Drive** is accessible by the shortcut on the desktop called Network Documents.

When should I use Box or H:Drive?

Box provides you with storage for the majority of your files, however, some software applications will perform better with the **H:Drive** e.g. when working with very large graphic files or conducting complex calculations.

University email

What is it?

A safe and secure private email system for students and staff.

It is an important tool for communicating with everyone: lecturers, students, faculty staff and peers. Make sure you check your emails regularly.

How do I connect?

Download the Outlook mobile app from the Apple App Store or Google Play Store

You will need your K username and password to login.

For example:

K1234567@kingston.ac.uk
followed by your password.

mymail.kingston.ac.uk

St George's email

What is it?

A safe and secure private email system for students and staff studying and teaching at St George's University.

How do I connect?

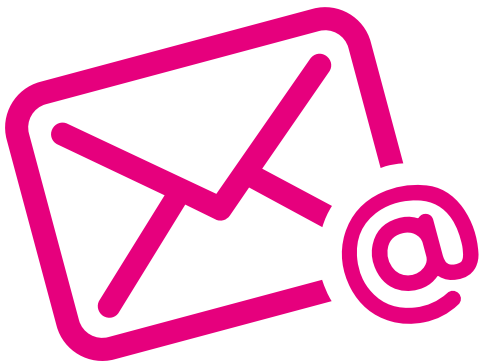
The majority of students and staff studying and teaching at St George's University on the St George's system will access emails via:

outlook.sgul.ac.uk or
office.sgul.ac.uk

You will need your Kingston University K username (K123456) with the St George's domain (@hscs.sgul.ac.uk) and then your St George's password. Your University email address is based on your K username. For example,

K***@hscs.sgul.ac.uk**

My Kingston > IT Resources > Email



Printing, scanning and photocopying

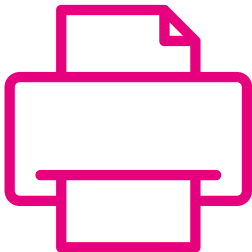
What kind of printing, scanning and photocopying is there?

There are over 130 Multi-Functional Devices (MFDs) at the University, located across all libraries at each campus and other locations. Each device allows you to print, scan and photocopy. There are also wide format printers available for larger format prints at Penrhyn Road, Knights Park and Kingston Hill.

Why would I need to use it?

For printing, scanning and photocopying relevant study materials in A4, A3, both black and white and colour printing.

The wide format prints in A0, A1 and A2 so it is great for printing posters.



How do I use it?

You can print from any University PC or from your own device via **eduroam**:
mobileprint.kingston.ac.uk

Alternatively, you can email documents to print from your device: **print@kingston.ac.uk** (colour)
print-mono@kingston.ac.uk (black & white).

Instructions are provided near every printer or ask staff in the library or at the IT Service Points.

How do I credit my account?

You can credit your print account online via:
epayprinting.kingston.ac.uk

Alternatively, you can credit your account using cash through the pay stations found on the ground floor of all libraries.

My Kingston > IT Resources > MySustainable Print

Work from anywhere

How can I work from anywhere?

MyDesktop Anywhere allows you to access the standard University desktop and all your files from most places with an internet connection.

How do I access it?

Access it from any internet connected device (computer, laptop, smartphone or tablet).

My Kingston > IT essentials > **MyDesktop Anywhere**.

Download the **VMware Horizon** app to access the University Virtual Desktop Service, **MyDesktop Anywhere**.

mydesktop.kingston.ac.uk

Accessing software

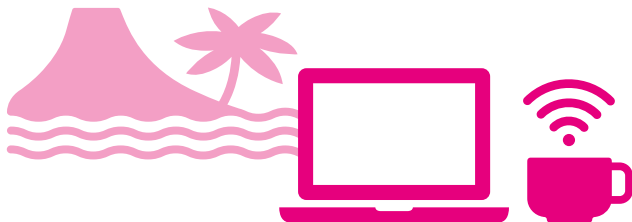
What is it?

AppsAnywhere provides access to specialist teaching software on Windows 10 for your studies.

How do I access it?

Windows 10 Start Menu on standard University desktop PCs or if you are a MAC user you can access via **MyDesktop Anywhere**.

appsanywhere.kingston.ac.uk



Find a PC or Mac

What is it?

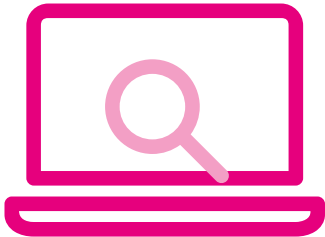
We have over 3,000 computers across all four campuses at Kingston University including PCs, Macs and laptop loans in libraries and teaching rooms.

Find a PC informs you where you can access an available PC or Mac to study and complete any work.

How do I access them?

- KU Mobile App
- Find a PC tile
- Or Find a PC via digital signage

My Kingston > IT Resources > Find a PC



Laptop Loans

What is the laptop loans service?

It allows you to borrow laptops for up to 4 hours for free during library opening hours. You will need your student ID card to borrow one.

How can I borrow a laptop and from where?

The laptop lockers are located in each campus library.

At the Dame Elizabeth Esteve-Coll Centre, Knights Park, there are MacBook Pros available to loan.

You can find out where a laptop is available to loan in the KU Mobile App via the Find a PC tile.

My Kingston > IT Resources > Laptop Loans

Check In

What is it?

Check In helps you to stay on top of your attendance and helps us to check that you are okay.

Note, Checking In is in addition to the visa monitoring requirements which will continue to apply for students with visas.

How do I use it?

We ask you to **Check In** to all of your scheduled classes using your ID card or the **SEAtS** App via the Check In tile on the KU Mobile App.



Checking in is really easy. You can either tap your ID card onto a reader located in most rooms or you can log into the system via the **SEAtS** App using your mobile device. Note, you can download the **SEAtS** App from the Apple App Store or Google Play Store.

Where can I access further information on Check In?

My Kingston > Support > Check In

Access and additional support

What access and additional support is there?

We provide a range of services including specialist IT equipment and software.

Students may also be entitled to use the equipment in the Access Technology Rooms (ATRs) in each library with specialist software and tools for using the computers and reading documents.

How do I find out more?

Enrol on the Assistive Technology Tool Kit Canvas module.

Alternatively, contact the Service Desk, library staff or IT Service Point staff.

If students have a disability contact the disability and mental health advisers by emailing **disability@kingston.ac.uk** or call **020 8417 7314**

assistivetech.kingston.ac.uk



KUextra

What is it?

KUextra is an online portal where you can access a huge variety of different events and activities that can support and inspire your personal and professional development. KUextra makes it easy for you to find and book activities.

Why should I use it?

Your time at Kingston isn't just about studying for that all important degree – we want you to have a great time all-round.

KUextra is here to help you make the most out of the many other opportunities available to you. Meet new people, learn new skills, enhance your CV and feel a greater sense of belonging. Many of the activities will give you the chance to earn points towards the Kingston Award.

How do I connect?

KU Mobile App > KUextra

kuextra.kingston.ac.uk

Unified

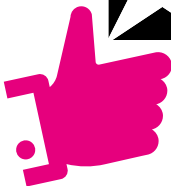
What is Unified?

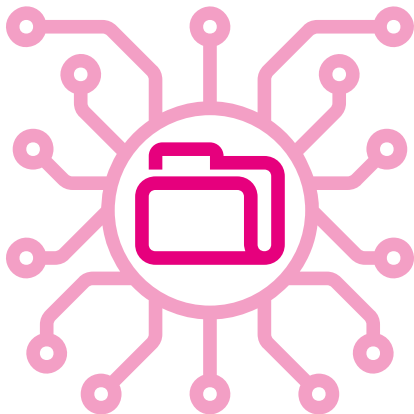
Unified is Kingston University's Finance system. You can use **Unified** for the following:

- To view your financial balance with Kingston University.
- Make online payments to the University and settle your account.

How do I access it?

unified.kingston.ac.uk





GDPR

What is General Data Protection Regulation (GDPR)?

GDPR is the data protection regulation harmonising privacy laws across Europe, giving individuals greater control over their personal data and placing increased responsibilities on organisations that use it.

The University is committed to protecting your privacy, providing clear and transparent information about the reasons we collect personal data and what we do with it.

See full details including the Privacy Statement on the page below:

gdprstudent.kingston.ac.uk


IT Support

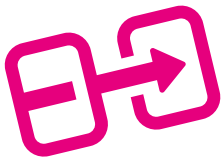
How can I get IT Support?

The IT Service Desk is the first point of contact for all issues, requests, advice and assistance related to IT and library support services.

How do I contact the IT Service Desk?

Opening times may vary. Check the KU Mobile App or online:

- **livechat.kingston.ac.uk**
- **portal.kingston.ac.uk**
- **chatbot.kingston.ac.uk** (24/7)
- Log a Service Desk enquiry via the **KU Mobile App**
- **020 8417 3355**
- Internal Extension: **63355**
- Register for live IT service status updates via **status.kingston.ac.uk**
- Follow us on Twitter for updates and IT tips: **@KU_ServiceDesk** 



IT Support in person

How can I get IT support in person?

Drop-in support is available for students with any general IT queries weekdays during term time. For example, if you need help connecting your devices to our network.

How do I access IT Service Points?

Check local digital signage, My Kingston or the KU Mobile App for opening times.

Penrhyn Road

Support provided by Campus Support staff.

Location:

Penrhyn Road library ground floor (until Christmas 2019).
Town House – Level 2 Helpdesk (provisional date from 6 January 2020).

Kingston Hill

Location:

Kingston Hill Business School room 1004.



Some IT products/services are subject to legal, treaty or technical restrictions in some international territories. It's not practical to reproduce all current information about services which may be affected. You are advised to obtain specific details from the appropriate provider or contact the Service Desk.

IT Service Desk

Opening hours may vary. Please check on the KU Mobile App or online.

- **livechat.kingston.ac.uk**
- **portal.kingston.ac.uk**
- **chatbot.kingston.ac.uk** (24/7)
- **020 8417 3355**
- Internal extension: **63355**
- Twitter: **@KU_ServiceDesk**

Academic Year 2019/2020