

IT Services - Induction

for Queen Mary Staff 24/25

Welcome to Queen Mary...

Your Guide to Queen Mary IT Services

IT Services is a key enabler to the successful fulfilment of Queen Mary's strategic goals of excellence in research, and teaching and learning.

Our services support students and colleagues and range from email and internet access, to state-of-the-art teaching and learning facilities, business application software and high-performance computing in support of research.

ITS Teams Structure

- **Platforms & Service Delivery:**
Service Delivery fulfils requests and fix incidents via the **IT Service Desk**. **Campus Customer Support** (CCS) provide PCs, laptops etc., for users and support for teaching and meeting rooms, study spaces and PC labs. They also provide print and reprographics services. **Platform Services** responsibilities include support for email, telephony, video conferencing, end-user software builds, networks, WiFi, AV design, servers, storage and data centres, backups and disaster recovery.
- **Office of the CIO** responsibilities include IT policies, enterprise architecture and cyber security, governance, risk and compliance management. This function ensures a consistent, strategic, transparent and efficient approach to the way IT delivers value to the University.
- **ITS Research** services, a high-performance computing service, research data storage and specialist applications to facilitate and enhance the world-class research at QM. They provide IT consultancy at the research bid stage. They also train researchers, teachers and PGRs in advanced computational techniques.
- **Change Delivery** provides professional project management and business analysis to deliver QM's IT capital change programme. This supports QM's strategic aims and objectives, including the QM 2030 strategy.
- **Solution Development and TELT** Support QM's key applications data for teaching. This includes teaching and library systems, finance and HR systems. **TELT** (formerly eLearning unit) support colleagues in using Education software such as the virtual learning environment QMPlus.

For more information, please see out webpages: <https://www.qmul.ac.uk/its/about/>

Getting Started at Queen Mary

Your Guide to Information and Technology

Step 1 – Your Queen Mary Account

- As a staff member you will receive your IT user account once your contract has been accepted. Your Line Manager/Centre Administrator will raise a ticket with the Service Desk and the details will be issued to them.
- Your Queen Mary username will be in the format of three letters and three numbers, e.g. abc123.
- You will be prompted to change your password and to set up your account.
- Depending on what access you need you can use your Queen Mary username to log into Queen Mary systems such as QMplus, MySIS and Office 365 tools.
- You will also need to set up multifactor authentication (MFA). Multi-factor Authentication (MFA), also referred to as two factor authentication (2FA), adds an extra layer of security when accessing some online services. At Queen Mary, authentication requires a username, password and MFA to grant access. For more information on using the Microsoft authenticator or Number matching for MFA you can find information here:
<https://www.qmul.ac.uk/its/support/self-help/multi-factor-authentication/>



Step 2 – Hardware

- All staff* at Queen Mary are eligible for a managed laptop device.
- This will usually be a managed Dell laptop – please see: <https://www.qmul.ac.uk/its/our-services/service-catalogue/desktop-and-mobile-computing/hardware-procurement-and-disposal/> for information about different makes and models.
- The managed service provides managed laptop computers to staff in a secure, systematically managed, and supported environment. Information on the managed device service can be found here: <https://www.qmul.ac.uk/its/our-services/service-catalogue/desktop-and-mobile-computing/managed-device-service/>



*Information on the hardware device policy can be found here: [ITS-Computing-Device-Policy-v1.8.pdf \(qmul.ac.uk\)](#)

Step 3 – Getting Help

Service Status page

- The status page show the live status for any Queen Mary software or hardware.
- This is the place that allows you to see any current issues with systems.
- It also shows upcoming updates and any things you should be aware of that might impact service.
- This system is updated by the service desk in real time.

Current	Scheduled	Resolved
Agresso <i>Finance system (staff only)</i>		✓
Campus or Building specific <i>Building maintenance, outages</i>		✓

✓ Good service ⚠ Partial service ✖ No service

Service updates and status page: <https://status.its.qmul.ac.uk/>

ITS does not have a physical helpdesk – we operate 24/7 virtual help space, via self-service tickets, live chat, phone and email. Please see the next slide for more details.

Step 3 – Getting Help - continued

During working hours Service Desk offer the full range of services. Outside working hours assistance is offered for standard issues and emergency escalation:

Service Desk is available **24/7/365**

During working hours

- Monday to Friday, 7am to 7pm: QM Service Desk respond **to Live Chat, phone, email and self-service requests**
- In-person – campus appointments are available for staff and students. Please **contact us via Live Chat or phone to arrange**

Out of hours

- Out of hours support provided through our service partner.
- **Live Chat and phone support** available. Emails and self-service requests will be dealt with during working hours.

Typical issues handled:

- Password resets
- Wi-Fi (Eduroam) connection issues
- Log in assistance



For immediate response **24/7/365** contact us on Live Chat or phone: 020 7882 8888

Step 3 – Getting Help - continued

Live Chat	Telephone	Ticket System	Email
qmul.ac.uk/its	020 7882 8888	servicedesk.qmul.ac.uk	servicedesk@qmul.ac.uk
Best for: <ul style="list-style-type: none"> ✓ Asking questions ✓ Reporting problems 	Best for: <ul style="list-style-type: none"> ✓ Reporting a Problem – something isn't working, forgotten password, lost files, slow Wi-Fi etc. 	Best for: <ul style="list-style-type: none"> ✓ Requesting a Service – request for new hardware/software, setting up a new account issuing and account amendments 	Best for: <ul style="list-style-type: none"> ✓ When a response or support is not required straight away ✓ Where you want to support a query with visual evidence, e.g., screen grab
Why? We can ask questions Remote access to your PC We can agree next steps straight away if further support is required	Why? Multi-skilled team Over 65% issues resolved during first call We can ask questions We could agree next steps with you straight away	Why? You have a record of your enquiry You can track progress You can provide detail	Why? We can ask questions Remote access to your PC We can agree next steps straight away if further support is required

Step 4 – MS Office Tools

QMUL uses Windows 11 Operating System as Standard. Training on using Microsoft Windows 11 can be found here:

<https://www.linkedin.com/learning/windows-11-essential-training>

All QMUL staff and students have access to Microsoft Office 365 tools

<https://www.qmul.ac.uk/its/our-services/service-catalogue/communication-and-collaboration/email-and-collaboration-services/microsoft-365/>

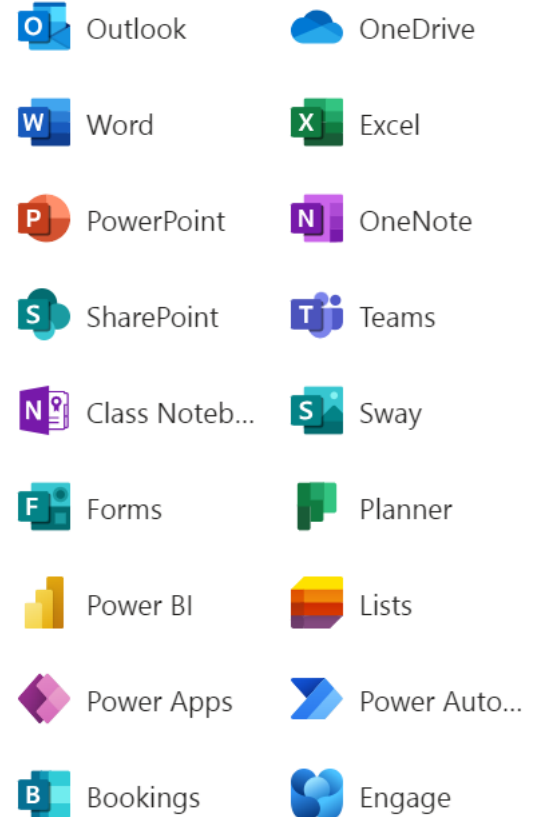
As well as standard apps such as Outlook, Word and Excel, you can see which apps you have access here: <https://www.microsoft365.com/apps>

QMULs Business Reporting Tool is Power BI:

<https://www.qmul.ac.uk/its/support/digital-workplace/how-to-access-services/>

Queen Mary's File storage and file sharing is done via OneDrive and SharePoint and Teams: <https://www.qmul.ac.uk/its/support/digital-workplace/>

Apps



Step 5 – Software and Applications

IT Services offer a wide range of software for staff and students.

Software Centre

Staff have access provisioned automatically to various software when they join the university. Users can access their software centre to see the software which has automatically been made available to them. Information on how to access and use the software centre can be found here:

<https://www.qmul.ac.uk/its/support/self-help/managed-staff-desktop/managing-your-software---software-centre/>

Information on free and discounted software for staff and students can be found here: <https://www.qmul.ac.uk/its/support/self-help/software/free-and-discounted-software/#d.en.1098022>

Requesting new software

If your request for software is for software which is already provisioned by IT Services (existing services can be found in the service catalogue: <https://www.qmul.ac.uk/its/our-services/service-catalogue/>), or is for an individual license for one user, then you can request this software by raising a ticket with Service Desk. You can find more information here: <https://www.qmul.ac.uk/its/our-services/service-catalogue/desktop-and-mobile-computing/software/>

If your request is for a new software which isn't currently supported by IT Services, or for software for more than one user, then you need to contact your Faculty Relationship Manager (FRM) who will advise you on the best next steps. Your FRM will be able to advise you of any existing services which may meet your needs or support you in making a request for new software via the Ideas Forum: <https://www.qmul.ac.uk/its/our-services/ideas-forum/>

Step 6 – Using the Queen Mary App

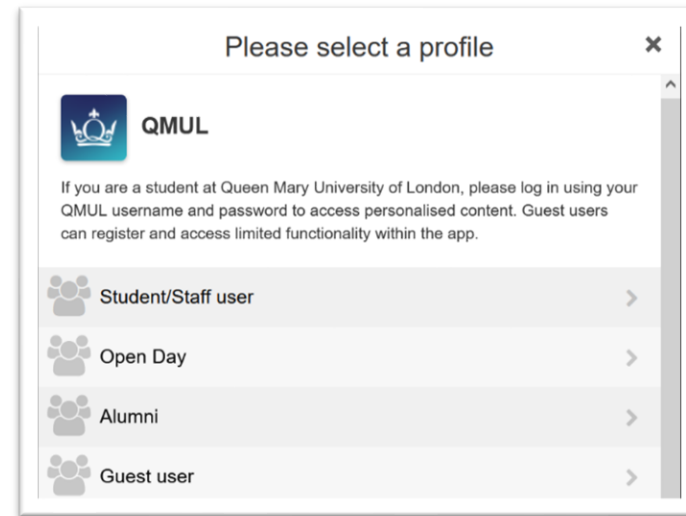
Campus M, known at QM as the QM or QMUL App is the mobile or web app which staff, students and visitors can download to smart devices, or log in on-line using the web platform.

Queen Mary's mobile app 'QMUL' is available as an app for Android (version 2.3.3 or higher) and iOS (version 6.0 and above) devices. Just search for 'QMUL' in your app store. You can also use the web app for other mobile devices, laptops, desktop PCs and Macs via most browsers.

For more information on the QM App and how to access via your web browser or download onto your phone please click here:

<https://www.its.qmul.ac.uk/services/students/mobile-app/>. The web version can be accessed here: <https://qmul.ombiel.co.uk/campusm/>

Each user will see a set of tiles based on their set-up (there is one set-up for staff, one for students, one for visitors etc..) and these tiles show useful information about QM.



Step 7 – Setting up the Wifi

There are a number of wireless networks available around the campus. The network which you should use to connect laptops, tablets and phones is ‘eduroam’.

The JANET eduroam service provides internet access not only at QMUL but in academic institutions across the UK and in many countries around the world with the same QMUL username and password. If you set your device up to connect here at QMUL it will automatically connect you whenever you are in an area served by eduroam. For information about eduroam, visit: www.eduroam.org

Instructions on how to set this up on your devices can be found here: <https://www.qmul.ac.uk/its/our-services/staff/wifi/>

Helpful hint: remember you need to use you full login ID abc123@qmul.ac.uk as your user name when you log in.



Step 8 – Training and Development

Linked in Learning

LinkedIn Learning is an award-winning industry leader in online training, with a digital library of over 16,000 courses covering a wide range of technical, business, software and creative topics. The library is available to use for free by all members of the Queen Mary community who have a QMUL IT account.

<https://elearning.qmul.ac.uk/learning-applications/linkedin-learning/>



Technology Enhanced Learning Team

Run a number of training courses around e-learning at QMUL. They also offer bespoke sessions.

<https://elearning.qmul.ac.uk/learn-and-network/staff/>

We also strongly recommend you signing up to the TELT newsletter:

<https://www.lists.qmul.ac.uk/sympa/info/elearning-news>



Mandatory Training and Professional Development

There are a number of courses that you need to complete as part of mandatory training at Queen Mary, please ensure you complete these as soon as you can. There are also many courses and development opportunities which Queen Mary offers. You can find details of these here: <https://cpd-training.qmul.ac.uk/login/index.php>

Thank you



Queen Mary
University of London