IT services

GETTING STARTED WITH IT

September 2018
Student edition

University of Essex

Wifi on campus

Eduroam

Our wifi on campus is **eduroam**, short for education roaming. It's free to use and is available pretty much everywhere except student accommodation.

To connect to eduroam, sign in with your Essex email address, for example re16495@essex.ac.uk, and your password.

If you need help connecting, see our wifi how-to guides:

▶ http://answers.essex.ac.uk/help/eduroam

Internet access in student accommodation is provided by Glide Student. If you need help with anything to do with Glide Student, head over to their support pages:

▶ https://glide.co.uk/contact-and-help

Email and calendar

You get a University Office 365 account that gives you:

- a personal @essex.ac.uk email address
- 50 GB of space to store your emails
- access to a range of online apps and cloud storage

Webmail

The quickest and easiest way to access your Essex email is with Webmail, sign in at:

▶ https://email.essex.ac.uk

Calendar and timetable

You can get your calendar, timetable and email on your mobile device or personal computer. See:

▶ http://answers.essex.ac.uk/help/email-setup

Email scams - be alert!
Never click a link in an email that asks you to confirm your username and password - the University will never ask you to do this.

Online learning

Moodle – online learning environment

Moodle is the place to go to access most of your course materials, lectures slides, quizzes and more:

▶ https://moodle.essex.ac.uk

FASER – online coursework submission and feedback

You'll use FASER to upload coursework and assignments, create watermarks and get feedback, all in one place:

▶ http://faser.essex.ac.uk

Listen Again – listen back to your lectures

Use our lecture recording service to replay a lecture at a time that's convenient to you. It's great for exam revision:

▶ https://listenagain.essex.ac.uk

Lynda.com – online video training

Watch and learn from thousands of video training courses with your free subscription to Lynda.com:

▶ www.essex.ac.uk/see/lynda

Computers and printing

Computers on campus

There are hundreds of computers for you to use on campus, conveniently located in a number of IT labs and spaces. Many are available 24 hours a day.

Printing

There are printers in most of our IT labs and spaces. You have to pay for printing, so you'll need to top-up your printing account with credit before you can print.

The easiest way to buy credit is online at:

▶ www.essex.ac.uk/online_shop/it/printer-credits

Software and mobile apps

Download Microsoft Office, for free!

You get a free subscription to Microsoft Office 365 for as long as you're a student here.
See download instructions:

▶ http://answers.essex.ac.uk/help/office-download

Pocket Essex

Pocket Essex is the University's official mobile app for students. It gives you instant access to loads of handy stuff.

Search for Pocket Essex in your app store.

Find Your Way

Find Your Way is our interactive map app that will give you directions to and from a location, and show you where to find other useful places.

Search your app store for Find Your Way Essex or use it in a web browser:

▶ https://findyourway.essex.ac.uk

File storage

M: Drive

Your M: Drive, also known as your home directory, gives you 1 GB of personal storage space. You can access it from any computer on campus by clicking My Documents.

Microsoft OneDrive

As part of your Microsoft Office 365 account, you get 1 TB of cloud storage space, which you can easily access off campus and on the move.

You can use OneDrive to share documents with other people at Essex – great for collaborating on a project.

To access your OneDrive account, sign in to Webmail and then choose the OneDrive icon from the top-left menu:

▶ https://email.essex.ac.uk

Change or reset your password

The quickest and easiest way to change your password is online by going to
▶ www.essex.ac.uk/password

You can also change your password by logging on to any computer on campus using:

Username: pwchange
Password: changepw

Never share your **password** with **anyone**

Contact the IT Helpdesk

The IT Helpdesk is the first point of contact for all problems and queries relating to our services.

▶ www.essex.ac.uk/it

E it.helpdesk@essex.ac.uk

T 2345

Colchester IT Helpdesk
Learning Hub,
Silberrad Student Centre

Southend IT Helpdesk
Info Point,
Learning Hub