Essential IT

An IT Induction for Cardiff Met Staff
Introduction

Welcome to Essential IT. This handout accompanies the induction session and provides an overview of the critical elements of IT at Cardiff Met.

Where appropriate, hyperlinks will be given to further information, or to the corporate system itself. Note that some links are too long to be printed, when this is the case a link shortening service, tinyurl is used. For example, typing the below link into the address bar of your web browser will take you to the Electronic Communications Policy.

[link: tinyurl.com/CMet-ECP1]

If you have any questions about any of the material in this induction, please let the trainer know. Alternatively, you can get in touch with the IT Helpdesk, contact details can be found on the last page of this guide.

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Your Cardiff Met Account

Your Cardiff Met account is a gateway to many of the services and systems available at Cardiff Met, including:

- All Cardiff Met PCs and Macs
- Cardiff Met email
- The Staff Room (TSR)
- SharePoint team sites - document storage and collaboration
- Wireless network - eduroam
- Corporate systems, such as: Moodle and the Student System

Your Cardiff Met account incorporates a @cardiffmet.ac.uk email address that is to be used for all internal and external email communication.

Office 365 Account

All Cardiff Met staff also have an Office 365 account, which grants access to online services provided by Microsoft, such as OneDrive for Business, Teams and Yammer.

Your Office 365 username is: [CMet Username]@cardiffmet.ac.uk.
E.g. SM12345@cardiffmet.ac.uk

Your password is the same as your Cardiff Met account.

To access the Office 365 portal, visit:

portal.office.com

Securing your account

Follow these tips to keep your account private and secure.

- Choose a strong password; try starting with a phrase rather than a word then add numbers and/or special characters.
- Ensure your password is unique; one that you do not use elsewhere.
- Do not disclose your password to anyone else, including Cardiff Met IT staff.
- Do not write your password down.

Managing your password

It is important that you choose a suitably complicated password, but also one that you are able to remember. For this reason, Cardiff Met passwords must follow these rules:

- At least 8 characters
- Must include upper and lower case letters
- At least one number

The Cardiff Met Password Management system can be used to:

- Change your password
- Recover your password if forgotten

To register and use the Password Management system, visit password.cardiffmet.ac.uk

Wi-Fi access

You can use your Cardiff Met account to access the eduroam wireless network. To connect, first select the Setup_CardiffMet network, open a web browser and then follow the setup instructions.

Eduroam is available at many universities world-wide. Once you have
connected your device at Cardiff Met, you will be able to connect at any partner institution without further configuration.

If you are having trouble using eduroam, visit our support pages at:

![tinyurl.com/CMet-WiFi](tinyurl.com/CMet-WiFi)

### Printing from your account

All staff are able to print to the Multi-Function Devices (MFDs) – photocopiers – that are scattered throughout the university. The printer will be installed the first time that you log on to a PC (Mac users, please contact the Helpdesk).

To print:

1. Initiate the print job (e.g. *File ➔ Print*).
2. Select the **Staff_Print on myqprint01** printer, or for black and white choose **Staff_Mono**
3. Visit an MFD, place your **Cardiff Met ID Card** over the reader (on first visit, you will need to confirm your username and password using the onscreen keyboard).
4. Select your job(s) from the list using the touch screen.
5. Touch **Print All**.

Print jobs can also be sent from **mobile devices** by attaching the document to an email and sending it to:

colourprint@cardiffmet.ac.uk. Or print jobs can be managed and created via:

![cardiffmet.ac.uk/printcredit](cardiffmet.ac.uk/printcredit)

More information is available in the printing *Flash Guides* available on the Help & Training pages.

![study.cardiffmet.ac.uk/Help/](study.cardiffmet.ac.uk/Help/)

### Adhering to the Electronic Communications Policy

Use of all IT facilities and network connectivity administered by Cardiff Met is subject to the **Electronic Communications Policy**. This policy mostly details “common sense” behaviour that you would expect to adhere to in a university environment, such as the prohibition of:

- Gaining, or attempting to gain, unauthorised access to confidential information or systems
- The creation or publication of obscene, racist or vulgar material
- Unauthorised transmission of spam or chain emails
- The use of peer-to-peer software (e.g. µTorrent or Gnutella)
- Storing **personal or confidential corporate information** on non-Cardiff Met external storage systems (e.g. cloud services such as Dropbox)

The Electronic Communications Policy is published on the IT pages of Study:

![tinyurl.com/CMet-ECP1](tinyurl.com/CMet-ECP1)
Document Storage

There are two main places to store documents at Cardiff Met: SharePoint team sites (for shared documents) and your OneDrive for Business (for personal documents).

Team Sites

Team Sites are primarily used to store and share documents between team members. They provide collaboration and communication tools, such as document co-authoring, version history and email alerts, to enhance teamwork between colleagues.

Each School/Unit has their own Team Site, which may also play host to numerous sub-sites that have been created for different teams or projects within that School/Unit. A Team Site can only be accessed by members of that team.

Team Sites are recommended as the primary location for storing Cardiff Met documents. Team Sites have several advantages over other storage media, including:

- Secure storage (essential for complying with GDPR)
- Accessible anywhere
- Reliable
- Backed up
- Ability to share and collaborate
- Document management features

The Team Sites directory can be found on the top navigation bar of TSR.

OneDrive for Business

Each member of staff at Cardiff Met has their own OneDrive for Business area to store personal documents; documents you do not wish to share with other staff.

OneDrive for Business is secure, offers a huge amount of storage space (1TB), is integrated with Windows and Office and, as it is a cloud storage service, allows you to access your files from anywhere.

To access your OneDrive documents on Windows 10, open the File Explorer, app then use the link in the left navigation. Windows 7 users can find a shortcut to OneDrive on their desktop.

To access OneDrive from outside Cardiff Met, visit the Office 365 log-in page and sign in with your Office 365 account.

SharePoint Support & Training

Library & Information Services offer a full SharePoint and OneDrive training programme, including a series of courses designed for those who need to administer team sites.

portal.office.com

study.cardiffmet.ac.uk/Help/Training
Digital Communication @ Cardiff Met

Insite

Insite is the of our staff portal. The portal hosts useful information on a range of topics, together with links to our web based corporate systems. Here are some examples of content you will find on TSR:

- **Latest staff news** and articles from across the university
- **What’s happening** – a calendar of events.
- **Working here** – links to useful forms and systems, including iTrent, Learning Pool and unit sites.
- **Tools & Resources** – including IT AppsAnywhere, meeting room booking system

You can also access the Office 365 “web” apps, such as Outlook, OneDrive, Yammer & Teams through the “waffle” menu at the top-right of the site.

Insite is set as the homepage for staff when you are logged into your Cardiff Met account. It can be accessed from outside Cardiff Met through the link in the footer of the main Cardiff Met website (www.cardiffmet.ac.uk):

Email

On Campus

Cardiff Met staff can access their email through the Microsoft Outlook client. Outlook is installed on all university PCs and Macs.

Off Campus

The simplest way to access your email when off-campus or when connected to Wi-Fi is to use Outlook on the web by visiting:

[outlook.office.com](https://outlook.office.com)

Alternatively, you may wish to configure your mobile device with your Cardiff Met email account. Details of how to do this can be found in our Flash Guides that are located on the Help & Training pages.

[study.cardiffmet.ac.uk/Help/](https://study.cardiffmet.ac.uk/Help/)

Best Practice

Email has become a ubiquitous and convenient form of communication, yet the way in which email is used can often be improved. We have developed a set of best practice principles that should be kept in mind when using email at Cardiff Met:

- **Follow good email etiquette** – e.g. use a subject line, format the message appropriately, consider your recipient – is your tone appropriate? Above all, strive for clarity and brevity in your emails. We all receive many messages on a daily basis; succinct emails that get to the point quickly are greatly appreciated!
- **Do not use email for confidential or sensitive communication** – messages can be forwarded, misaddressed or even intercepted. Avoid sending sensitive information via email, especially if it relates to other people.
• **Link to a document rather than using attachments** – SharePoint team sites are designed to share and edit documents in situ. Linking to a document stored on SharePoint ensures all parties are collaborating on the current version of the document.

• **Use the Out of Office assistant** – let other members of staff and students know if you are on leave or otherwise unavailable.

• **Avoid using your Cardiff Met account for personal email** – as your Cardiff Met account will cease when you leave.

### Calendar

Your Outlook calendar can do more than schedule personal appointments. The **Meeting** function allows you to schedule meetings with other members of staff.

Meetings and the associated **scheduling assistant** utilise the **availability status** of other staff members, which results in the ability to schedule meetings efficiently, without the need for an email chain discussing the best time to meet. Of course, this process doesn’t work without the participation of other staff, for this reason **we strongly recommend that staff use their Outlook calendar to schedule appointments, meetings and other events.**

Details of how to use availability status and meetings are given in the *Microsoft Office Specialist Outlook* training session. For more information, visit the IT Training website:

study.cardiffmet.ac.uk/Help/Training

### Telephony

The majority of the telephones at Cardiff Met are **MiTel** (formerly ShoreTel) handsets. These phones use Voice over IP (VoIP), similarly to services such as Skype, to communicate over the network.

Each member of staff who uses a MiTel phone will also have a Voice Mail account. Voice Mail can be accessed via
the phone, or through the **MiTel Connect** software that is available for PCs. As well as being a convenient method for checking voice mail, the software also allows you to easily transfer calls or change your call handling mode (to Out of Office mode, for example). MiTel even integrates with Outlook and can be configured to send voice mails to your email address as an attachment.

Advice on using MiTel phones and software can be found on the Telephony section of the Learning portal:

[tinyurl.com/CMet-Tels](tinyurl.com/CMet-Tels)

**Microsoft Teams**

Microsoft Teams is a platform that combines workplace chat, video and audio calls, meetings, notes and files. The service integrates many Office 365 applications, such as SharePoint Online, Planner and Stream, and puts them in one easy to reach location.

Video and audio meetings can be made over Teams, for free. For more information, visit:

[www.cardiffmet.ac.uk/teams](www.cardiffmet.ac.uk/teams)

**Yammer**

Yammer is a social network for enterprise. At Cardiff Met it is a place to share ideas with colleagues and students from across the university. Yammer groups can be created for specific teams, projects or communities of interest.

To access Yammer, sign-in with your Office 365 account at:

[yammer.com](yammer.com)

**Mobile Devices**

Although Cardiff Met does supply mobile phones and tablets to certain staff members, the majority of devices in use at Cardiff Met are personal – so called Bring Your Own Devices (BYOD).

Mobile devices are a convenient way to check your Cardiff Met email on the move, view and add appointments to your calendar, access Moodle and manage your files through OneDrive for Business. Details of how to configure your mobile device with your Cardiff Met email (and calendar) accounts can be found in the Flash Guides:

[study.cardiffmet.ac.uk/Help/](study.cardiffmet.ac.uk/Help/)

It is crucial that if you access Cardiff Met data (including email) on a mobile device that you apply basic security measures, such as a **screen lock**, to help prevent data loss should the device be lost or stolen. This is covered in more detail in the Information Security Awareness e-lesson that forms part of your induction.

[tinyurl.com/CMet-Secure](tinyurl.com/CMet-Secure)
Hardware

Cardiff Met has agreements in place with several key suppliers of computer hardware. We maintain a catalogue of recommended products that have been assessed to ensure they perform as expected, are reliable, and work well with our systems and services.

For advice and recommendations as to which hardware might be suitable for you, consult the IT Purchasing pages, available at:

tinyurl.com/CMet-Purchasing

Software & Systems

Microsoft Office

All of our staff and student computers are built using a software “image” that contains a standard set of software. The most popular package on university machines is the productivity suite, Microsoft Office.

Office includes several applications; many of which require little explanation: Word (word processing), Excel (spreadsheets), Outlook (email & calendar), PowerPoint (presentations).

Some of the other Office applications are less frequently used, but are nonetheless often useful:

- OneNote – note taking.
- Publisher – desktop publishing
- Access – database software (not to be used store corporate data)
- Project – project management

- *Visio – diagrams and flowcharts (installed on request).

The current version on Cardiff Met PCs is Microsoft Office 2016.

Office for Home Use

The main Office apps are available for home use, for free, under the Office 365 programme. You can install the software on up to 15 devices, including mobile devices. Follow the Office 365 software installation guides on the Help & Training pages for installation details:

study.cardiffmet.ac.uk/Help/

AppsAnywhere

AppsAnywhere is Cardiff Met’s app store. AppsAnywhere allows you to install and run the most up-to-date versions of software at Cardiff Met.

Apps currently available on AppsAnywhere include:

- Statistical analysis – SPSS, NVivo, Minitab, R Studio
- Adobe Creative Cloud – Photoshop, Illustrator, InDesign etc.
- Specialist applications – e.g. Python, 2D Design, Visual Paradigm
- Support software – Mindview, ClaroRead, Freemind
- Web browsers – Chrome and Firefox

AppsAnywhere can be accessed on Cardiff Met computers via an icon on the desktop, or from home via:

appsanywhere.cardiffmet.ac.uk
The Student System

The Student System is used to store and process student data. It is used throughout the student lifecycle, from processing student applications to contacting alumni of the university. It is used by students to select their modules and by staff to store their grades.

The Student System is made up of five related components, each with a different purpose:

- **V4 Web** – this is the main part of the system and is accessible through a web browser. Processes carried out within V4 Web include: entering applications, updating student details and managing enrolments.
- **CRM** – Customer Relationship Manager, used to contact students.
- **QLe** – an enquiry tool used to view, but not edit, student system data.
- **QL-x** - a Windows client that is used by a small number of staff for bulk processing and administration.
- **Self Service** – a web based component for students to submit applications, view and edit their personal details and enrol online.

More details on The Student System, including user guides, can be found on TSR:

[tinyurl.com/CMet-StudSys](https://tinyurl.com/CMet-StudSys)

Moodle

Moodle is our Virtual Learning Environment. It is one of the primary tools for communicating and sharing learning material with students. Functions include:

- Hosting course content – hand-outs, PowerPoint slides, links to articles, blogs etc. can all be stored and shared with students via Moodle.
- Providing a blended learning experience – features such as quizzes can be used to complement traditional learning activities.
- Communicating with students – discussion boards and wikis are good examples.
- Assessment – quizzes can be used as an online assessment.
- Assignment submission and collusion detection – assignments can be submitted through TurnItIn, which also attempts to detect collusion.

Problems logging into Moodle should be logged with the Helpdesk. Help with using Moodle is the domain of the Quality Enhancement Directorate: [ged@cardiffmet.ac.uk](mailto:ged@cardiffmet.ac.uk). Moodle can be accessed via:

[learn.cardiffmet.ac.uk](https://learn.cardiffmet.ac.uk)

MetSearch

MetSearch is our library search engine that searches through the majority of
the library catalogue available at Cardiff Met, including books, e-books, journals (print and electronic), journal databases and audio visual material.

MetSearch is available on the Library pages of the Study portal, or at:

metsearch.cardiffmet.ac.uk

**Business Objects**

Business Objects is a web-based reporting tool that produces management reports and statistics from a range of sources, including The Student System. Business Objects is only accessible to those who need to use it, for more information please contact the Helpdesk or speak to your line manager.

**Agresso Finance**

Agresso Finance is a purchasing system used by members of staff who are responsible for ordering goods and services. The latest version is the web-based *Agresso Self-Service*.

More information, including support and training details, can be found on the Procurement portal pages:

tsrr.cardiffmet.ac.uk/Units/Proc

**Qualtrics**

Qualtrics is survey software that is available to all staff and students. Qualtrics is powerful, intuitive to use and incorporates many question types and features to effectively capture the data you require.

cardiffmet.qualtrics.com

**Windows 10**

Windows 10, the latest operating system from Microsoft, combines new tools and features with a familiar and easy to use interface. At Cardiff Met we have incorporated additional software and services, such as OneDrive for Business, into the Windows 10 environment, allowing you to be more productive than ever.

Windows 10 is the standard operating system for student computers and for *new* staff laptops and desktops. An phased upgrade process is underway to upgrade the remainder of staff PCs.

tinyurl.com/CMet-iTrent

**iTrent**

iTrent is our Human Resources and Payroll Management system. Staff can log-in to iTrent to view their payslips, absence information and update their personal details. A link is provided on the TSR homepage, or it can be accessed directly via:
Getting Help & Training

There are number of ways of getting help and support with IT at Cardiff Met:

- **study.cardiffmet.ac.uk/Help**
- **itservicedesk.cardiffmet.ac.uk**
- **029 2041 7000**
- **ithelpdesk@cardiffmet.ac.uk**

Help & Training

The **Help & Training** pages provide useful information about using IT at Cardiff Met. Here you will find **Flash Guides** on topics such as connecting to our wifi service and configuring your mobile device with your Cardiff Met email account. The site also includes short instructional videos, which we call MetFli and an FAQ page.

Log a Case

If you can’t find the answer to your question on the Help & Training pages, or you wish to report a problem, you need to log a case with the Helpdesk. Cases can be logged by telephone, email (see above) or directly via the IT Service Desk - **itservicedesk.cardiffmet.ac.uk**. The IT Service Desk site can also be used to track and update existing cases.

IT Training

Cardiff Met IT training courses are designed to give staff the skills they need to use IT effectively at Cardiff Met. Our offerings include courses in Excel and Outlook that lead to Microsoft Office Specialist certification; a full SharePoint training programme and courses on Qualtrics and Photoshop. For more information visit the **IT Training** section of the Help & Training pages. As well as course descriptions, you can also download resources, view the current schedule and sign-up for sessions:

- **study.cardiffmet.ac.uk/Help/Training**