

# OVERVIEW OF IT SERVICES FOR VISITING STUDENTS

## What Services do we provide?

- Assistive hardware and software for disabled users
- Help Desk
- High quality printing (chargeable)
- Internal College network, including fast Internet access
- Open access PC workstations for academic work (when not required for teaching), installed applications include MS Office 2003
- Wireless Network

## CONTACT US

ITS Helpdesk is located in the Malet Street Main Building, room 151.

Open from Monday to Friday,  
10am – 8pm in term-time,  
10am – 6pm during vacations.

You may contact us by:



020 7631 6543

Email [its-helpdesk@bbk.ac.uk](mailto:its-helpdesk@bbk.ac.uk)

Web [www.bbk.ac.uk/its](http://www.bbk.ac.uk/its)

A brief overview of our services follows. For more detailed information you will find references to other documents. These are available from our Help Desk or from the ITS web site at [www.bbk.ac.uk/its](http://www.bbk.ac.uk/its)

## Username and Password

Access to Birkbeck College systems is controlled using a username and password. This unique combination allows you to identify yourself to the systems each time that you use a ITS workstation or other protected resource. If you forget your password then you cannot use Birkbeck Computing resources when the ITS Help Desk is closed. You should always ensure that you have your username and password with you when you come to College. You can call at the helpdesk to have your password reset, **note** you will need to bring your initial letter from us detailing your account or some form of photo ID.



## **IMPORTANT**

### **ACCEPTABLE USE OF SERVICES**

*You should receive a copy of the College Computing Regulations when you receive your letter containing your username and password.*

*These regulations are also available at*

**<http://www.bbk.ac.uk/its/policies>**

## **Changing your password**

If you are in a ITS workstation room, double click on the **Change Password** icon on the desktop.

If you are outside the College go to the Web address

**<http://www.bbk.ac.uk/its/password>**

Follow the instructions on the screen. They should be self-explanatory, but if you have any problems please contact ITS Help Desk.

**Please note:** it normally takes about an hour for a password to be updated across all systems, so do not try to use your new password for at least one hour.

## **Choosing a password**

The password in your letter is generated randomly. You should change it to something that you can remember.

Here are some guidelines for choosing a new password:

- Your password must contain at least eight characters
- It must not contain spaces
- It must contain a mixture of letters and numbers (at least one of each)
- Letters should be a mixture of upper and lower case
- Do not use anything obvious, like your name, telephone number, or names of friends or relatives
- Do not use a word that is in an American or English dictionary
- Choose something that YOU can remember
- You should avoid letters that can be confusing

## **Workstation rooms**

A number of computer workstation rooms are available, located in the Malet Street, Clore Management Centre, Gordon Square and Senate House buildings. These rooms are often used for teaching, which takes priority, and you may access the timetables online to check availability. [www.bbk.ac.uk/its/rooms](http://www.bbk.ac.uk/its/rooms)

## **Guidelines for acceptable use of Workstation Rooms**

Please also see the Conditions of Use posted in all the rooms.

- Teaching of academic classes has priority. You must leave promptly when asked to do so by a lecturer as class time is limited. You may be permitted to use free workstations at the discretion of the lecturer.
- If you are using a room where a class is taking place then you should avoid noisy activities such as printing or fast typing.
- Drinks and food must never be taken into the rooms.
- All rubbish must be put in the bins provided.
- Workstations should be used for academic work only.
- If you are consulting with someone you should talk quietly.
- Mobile phones must be switched off or set to silent mode.
- You must always logout before leaving a workstation.
- You must never give your username and password to anyone else.

## **Storing your documents**

You are provided with 50MB of storage on the Birkbeck network, to which you have access from all general workstations within the College. Your personal storage space on the network is found on the N: drive, which will appear in the list of available drives as “yourusername on filer1.birkbeck.ac.uk”. To save and retrieve documents there, browse to that area or use the “My documents” link.

All workstations have USB ports. We recommend you use a USB flash (“pen”) drive to store documents you want to use elsewhere. CD burners are available on an open access basis in the ITS helpdesk – these may be booked in advance if you will be making a special trip.

## Printing

All ITS workstation rooms have printers available. You will usually be automatically connected to the nearest printer when you login, but should check before you send a file to be printed.

Printing is a chargeable service, costing 5p per sheet (whether you print on one side or both). There is a colour printer available within the helpdesk, costing 25p per sheet.

[www.bbk.ac.uk/its/print](http://www.bbk.ac.uk/its/print)

To top up your print account you may

- Use cash in the machine on the ground floor of the Main Building, next to room G13
- Pay by cash at the ITS Helpdesk, room 151
- Use the online facility for amounts greater than £5

<http://www.bbk.ac.uk/its/printing>

## Support for disabled users

A selection of ergonomic and specialist equipment is provided around the College, either in workstation rooms or at the helpdesk, with a list available at the site below.

[www.bbk.ac.uk/its/disability](http://www.bbk.ac.uk/its/disability)

## Wireless and mobile computing

The wireless network covers many public areas in the Malet Street Main Building, such as the Library and bar, and is free for students to use. The wireless network is called Birkbeck-WAM, and the first time you connect you will have to register and allow a scan to take place on your equipment before being allowed access to the network.

[www.bbk.ac.uk/its/wireless](http://www.bbk.ac.uk/its/wireless)

### PROTECTING YOUR PC

It is important that your own computer be protected when connected to the internet. You should as a minimum install a virus checker and firewall, and keep them updated