



Bournemouth  
University

IT Services

# Little book of IT

An IT guide for students at Bournemouth University



Begin your journey

# iBU

## iBU mobile app

- Access your timetable
- Search the staff directory
- Check the bus timetables
- Search the library catalogue, and much more.

Available from the Apple App Store, Googleplay and Blackberry Store. Windows phone users, please use the following web address:  
<https://bournemouth.ombiel.co.uk>



For more info on how to download this app, visit  
[www.bournemouth.ac.uk/student/ibu](http://www.bournemouth.ac.uk/student/ibu)



# Contents

- 4 IT Service Desk
- 5 Username and password
- 6 Internet in halls
- 7 Wireless on campus
- 8 Printing, photocopying and scanning
- 9 Adding money to your print account
- 10 H Drive on- and off-campus
- 11 Office 365 on your personal machine
- 12 Email and attachments
- 13 Setting up BU email on your smartphone
- 14 Open Access Centres (OAC)
- 15 Social network sites
- 16 Useful links

# IT Service Desk

We offer a 24-hour telephone support service which is available to all BU Students and operates seven days a week, 365 days a year.

## How to contact us

You can call the Service Desk on **(01202) 9 65515** or raise a request/report a problem at: <https://bournemouth.service-now.com/>

Alternatively you may be able to find what you're looking for in our Knowledge Base. For example, the instructions on how to add BU emails to your smartphone. [www.bournemouth.ac.uk/knowledge-base](http://www.bournemouth.ac.uk/knowledge-base)

You can also chat to us via [bournemouth.service-now.com](http://bournemouth.service-now.com) to ask us questions or queries between 8am and 5pm Monday to Friday.



# Username and password

Your username is printed on your Student ID Card. You will need this to log into computers on campus, as well as for various other log-in services.

## Username

Your username is usually a lowercase letter, followed by a series of numbers e.g. **i7234567/s459356**

## Password

**On campus:** You can change your password when logged onto a BU networked PC. Press the **Ctrl+Alt+Delete** keys and select **Change a Password**.

**Off campus:** Go to the Student Portal and select **Login here**, then choose the **Change password** link on the right. If you've registered for the password portal, click the **reset** link. If you haven't registered, click the **register** link in the text on the page.

When you change your password, it must have a minimum of 8 characters, with at least 1 UPPER CASE letter, 1 lower case letter, and a number or special character.

## Security questions

To reset your password, you must have completed your security questions. Go the Student Portal, select **Login here**, and select the **Password Registration** link on the right.



# Internet in halls

## How do I get online?

All rooms in BU-supported halls have a plug-in network point, providing access to the internet via the campus network.

## BU-supported halls

**Cranborne House** BU-Student wireless and wired

**Student Village** BU-Student wireless and wired

**Winterbourne House** ResNet wireless and wired

## The following halls are not supported by BU:

**Chesil House, Corfe House, Dorchester House, Lyme Regis House and Purbeck House**

**Cranborne House** and **Student Village** are the only BU-supported halls.

Both have BU-Student wireless and wired connections.

**Winterbourne House** has ResNet wireless and wired connections.



Please be aware that by connecting to the IT Residential network, you agree to abide by the Bournemouth University Rules and Regulations relating to the use of computing facilities. Any user found guilty of breaching these guidelines, including illegal downloading, will have privileges withdrawn.

# BU-Student wireless

## Secure wireless

At BU, there is a wireless network for you to use called **BU-Student**. You can connect to the student wireless using your laptop or mobile device.

- View the available network options on your laptop or mobile device
- Select the **BU-Student** option
- Enter your BU Username and Password and accept the certificate.

By connecting to the BU-Student wireless network, you agree to abide by the wireless service regulations.

For more information on wireless visit [www.bournemouth.ac.uk/wireless](http://www.bournemouth.ac.uk/wireless)



# Printing, photocopying and scanning

## Follow-me printing

All BU Windows computers have follow-me print queues configured. If using a MAC or LINUX machine you have to set things up.

- There are two default queues (for Windows Users). One for black & white (Secure Mono) and the other for colour (Secure Colour). MAC and LINUX Users should use the **Apple Colour** and **Apple Mono** queues.
- To retrieve your printing, use your student ID card to authenticate by swiping it across the card reader attached to the printer (or you can log in manually by entering your username and password).

## Printing costs are as follows:

### Black & White Printing and Photocopying:

A3 or A4 - £0.03.

### Colour Printing and Photocopying:

A3 or A4 - £0.18

## Photocopying and scanning

You can also use the printers for photocopying and scanning. For more information visit the knowledge base.

[https://bournemouth.service-now.com/kb\\_home.do](https://bournemouth.service-now.com/kb_home.do)



# Adding money to your print account

In order to use printers you need to top up your print account. You can pay online (minimum transaction £2) by going to <https://printcredit.bournemouth.ac.uk> or you can log onto a Cash Loader using your ID card, then follow the instructions to add credit.

Cash Loaders can be found in the following locations:  
**Lansdowne Campus**  
Bournemouth House Library, Open Access Centre, Studland House

**Talbot Campus**  
Open Access Centre, Dorset House

For more information go to:  
[www.bournemouth.ac.uk/student/printing-guide](http://www.bournemouth.ac.uk/student/printing-guide)

# H Drive on and off campus

## H Drive

Each student has a personal file space called the H Drive. When working on a BU PC it is very important that your work is saved onto this drive. By saving work to the H Drive, it **may** be possible to retrieve lost or deleted files as the H Drive is backed up every night.

We strongly recommend that work is backed up to another storage device, such as a personal laptop or memory stick.

## Access to H Drive off campus

It is possible to remotely connect to your H Drive and P Drive folders using a system called WebDAV which can be used on any operating system. Go to [www.bournemouth.ac.uk/students/log-services](http://www.bournemouth.ac.uk/students/log-services), and click on **Access H and P Drives**. Sign in using your BU credentials.



# Email and attachments

## Email

All students have a personal BU email account. You can access your emails by going to [studentemail.bournemouth.ac.uk](mailto:studentemail.bournemouth.ac.uk). You will need to enter your user name as follows: student\xxxxxxx and then your password.

For info on setting up your emails on your smartphone, see page 12.



## Attachments

When working on a document which was sent via email, it **must** first be saved to your H Drive to avoid any changes being lost.



# Office 365 on your personal machine

Your student account gives you access to the full Office 365 suit to be installed onto your own personal machine or mobile device.

To download and install the software log into your Office 365 account on the machine you would like to install it on (<https://portal.office.com/Home>):

- The first window should give you the link to **download Office** under the heading **install Office on more devices**
- Click the **install** link which should take you to your Office management page, **select your language** and **version type** and then click the **install** button to download and install
- When installation has completed if it prompts you to activate Office select to **activate with account** and enter your **student email** address and **password** to successfully license Office 365.

# Set up BU email on your smartphone

There are detailed instructions online on how to set up your BU email on your smartphone.

- Log into Office365 ([studentemail.bournemouth.ac.uk](https://studentemail.bournemouth.ac.uk)) (see page 11)
- Once logged in, go to **Options** in the top right corner, and then click on **See All Options**
- Next, select the **Phone** tab on the left hand side
- Click on the link **Configure the phone to synchronise with Microsoft Exchange**
- Then select the link **Mobile Phone Setup Wizard**
- From this page, you can choose your mobile phone operating system, e.g. **Android, iOS, BlackBerry** and then select **Set Up Microsoft Exchange Email**.



# 24-Hour Open Access Centre (OAC)



We have two Open Access Centres here at BU. One is in Poole House on Talbot Campus, and the other is in Studland House on Lansdowne Campus.

## The OACs offer:

- Desktop computers running applications such as Microsoft Office 2013 and SPSS, as well as internet access
- Terminals for social computing
- Wireless access and network sockets which are available for use with laptops
- Printing facilities (both colour and black and white)
- Cash Loaders.



# Social network sites

You can now find us on Facebook and Twitter



Facebook for all students:  
[fb.com/JoinBournemouthUni](https://fb.com/JoinBournemouthUni)



Twitter:  
Follow us on Twitter [@BUITServices](https://twitter.com/BUITServices) for information, and updates.

## Do you have any feedback, suggestions or ideas?

Contact us on Facebook or Twitter. Alternatively send an email to [compandcomp@bournemouth.ac.uk](mailto:compandcomp@bournemouth.ac.uk)



# Useful links

## IT support

[itservices.bournemouth.ac.uk](http://itservices.bournemouth.ac.uk)

## Student log-in services

[www.bournemouth.ac.uk/student/log-services](http://www.bournemouth.ac.uk/student/log-services)

## Service-Now (SNOW)

<https://bournemouth.service-now.com>

## Room bookings form

[www.bournemouth.ac.uk/student/room-booking](http://www.bournemouth.ac.uk/student/room-booking)

## Facebook for all students

[fb.com/JoinBournemouthUni](https://fb.com/JoinBournemouthUni)

## Twitter

Follow us on Twitter [@BUITServices](https://twitter.com/BUITServices) for information and updates

## Wireless printing

[www.bournemouth.ac.uk/student/wireless-printing](http://www.bournemouth.ac.uk/student/wireless-printing)

## Discounted software

[www.software4students.co.uk](http://www.software4students.co.uk) or [http://store.apple.com/uk/browse/campaigns/education\\_pricing](http://store.apple.com/uk/browse/campaigns/education_pricing)

## Bus timetables

[www.bournemouth.ac.uk/buses](http://www.bournemouth.ac.uk/buses)

## Campus maps

[www.bournemouth.ac.uk/maps](http://www.bournemouth.ac.uk/maps)

## IT skills

[www.bournemouth.ac.uk/student/it-skills](http://www.bournemouth.ac.uk/student/it-skills)