

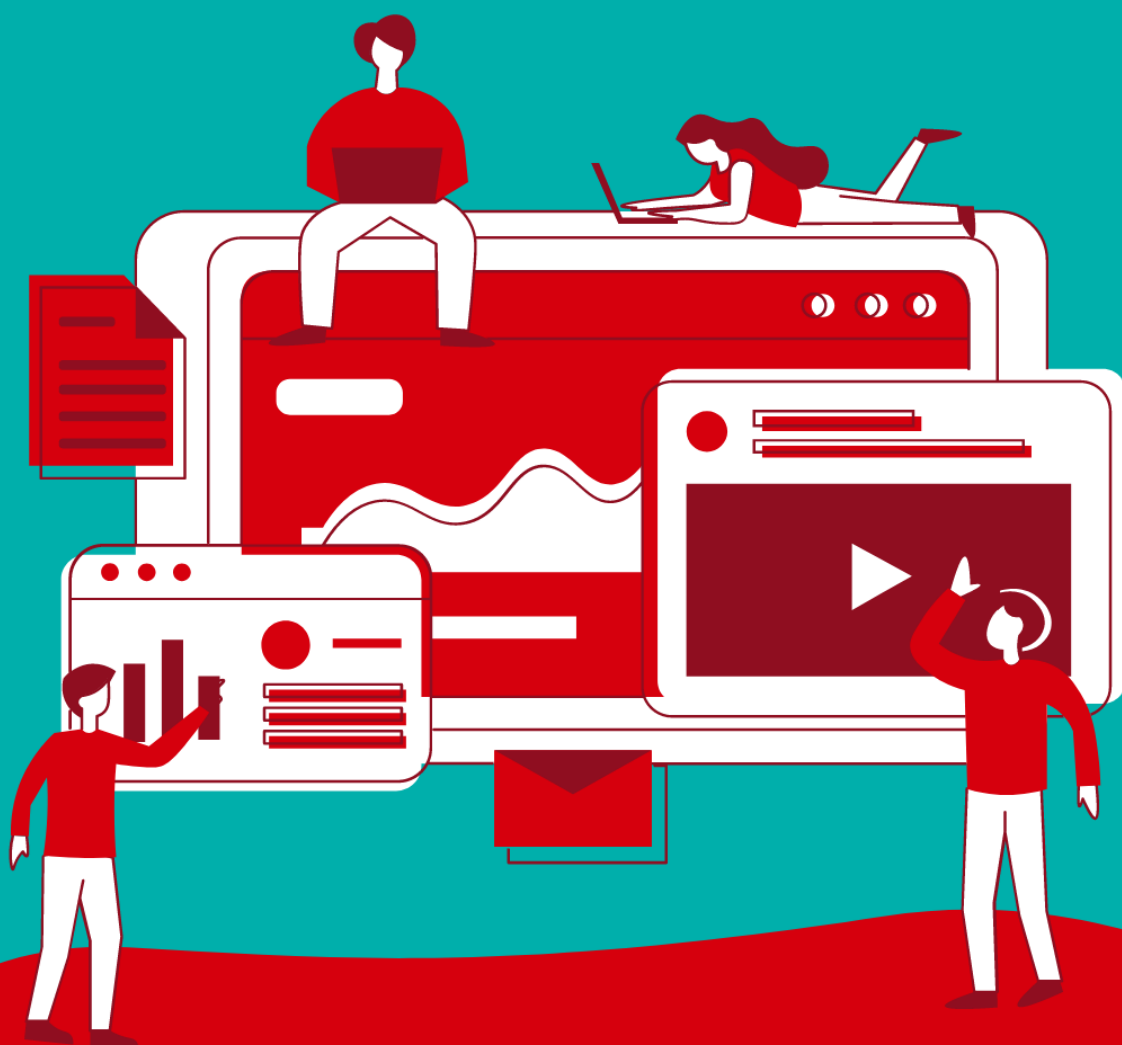


QUEEN'S
UNIVERSITY
BELFAST

SCHOOL OF
BIOLOGICAL
SCIENCES

THE INSTITUTE
FOR GLOBAL
FOOD SECURITY

ALL ABOUT IT



WELCOME TO QUEEN'S SCHOOL OF BIOLOGICAL SCIENCES IT FAQ BOOKLET

This guide is designed to help you navigate the various IT services and resources available to you as a member of our university cohort. You'll find answers to common questions about accessing university systems, and how to utilize our digital tools effectively. If you need further assistance, check out the additional support available:



Most FAQ's can be answered by simply using Google. Just choose any topic listed and type QUB Belfast followed by what you need to know. Eg QUB Belfast connecting to Wifi, or QUB Belfast software for students, or QUB Belfast MFA.



Microsoft Copilot

Microsoft Copilot is another brilliant resource for IT queries. An AI-powered assistant,

Copilot can guide you through common troubleshooting steps for various software and hardware issues. Copilot available on all Queen's pcs. Find it on the bottom right of your taskbar.



SOBS Computer Officer

For further assistance come and see the SOBS Computer officer, Davy Cutler. Drop by 0G.017 in the School of Biological Sciences anytime between 11am - 1pm, Monday - Friday. No appointment needed!



IT Service Desk

For in person assistance after 4pm visit the IT Service Desk on the ground floor of the McClay Library. You can also log your issue online using [Sitehelpdesk](#) or by emailing: itservicedesk@qub.ac.uk

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BIOLOGICAL SCIENCES

IT CLINIC

Monday - Friday

11:00 - 13:00



Find us on the ground floor, 0G.015

Drop on by!

ACCOUNT FAQ'S

How do I log in?

You will be automatically issued with a staff/student number, University email address and password prior to your first day. To change your password, go into [Queen's Online](#) then click on **Change Password**. The first time you do this you will be asked to supply answers to some security questions to protect your login credentials. You may also need to set up **Multi Factor Authentication**.

To login to the computers at Queen's (including Library laptops) you will need your username (staff number) and password. You will not have administrator rights on the device. This means you cannot install or delete software, hardware drivers, change system settings and install system updates.

What is Queen's Online?

Queen's Online (QOL) is the online staff platform which you can use to access a number of services such as Office 365, employment details, online training and email. You will be required to login using your staff number, password & MFA. QOL

can be accessed from any PC, just search 'QUB online login.'

You are advised to personalise your Office 365 profile by adding a recent picture for your colleagues to be able to identify you. From QOL, you can access **iTrent**, a platform that you can use to access employment details, payslips and book training courses.

What to do if my account is locked?

If you have exceeded the number of login attempts (5) and locked your account, you have forgotten your password and the computer officer is not available or it's out of hours you should try the [self-service password reset](#) service. To use SSPR, you must be registered with at least two authentication methods, one of which must be the Microsoft Authenticator App.

[Click here](#) for detailed instructions.

Note: Accounts should automatically unlock after 20 minutes.

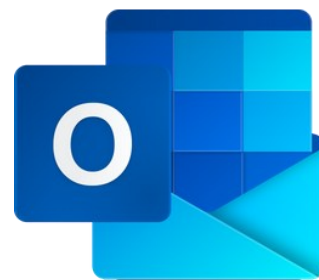
ALL ABOUT OFFICE 365



How do I access Office 365?

Use the quick link on [Queen's Online](#).

Office 365 Apps can be accessed anytime, anywhere from a wide range of devices.



How do I set up my email?

Emails can be accessed through [Queens Online](#) or directly via [Outlook](#) on your computer.

You are recommended to set up an automatic email signature with your job title, address, and contact details.



How do I set up Teams?

Part of the M365 portfolio, all staff and students have access to Microsoft Teams. Microsoft Teams is available as a [desktop app](#), [web app](#) from Office.com, and is also available to install on your smartphone with intuitive iOS and Android apps.

Once installed, or opened in your browser, simply log in using your QUB username and password. You will need to complete MFA.



How do I set up OneDrive?

1. On your computer/laptop begin by typing "OneDrive" into your pc search bar.

2. Click on the app to open it. This should cause the "Set Up OneDrive" screen to appear.

3. Enter the email address associated with your staff number (i.e. 1234567 @ads.qub.ac.uk), next select the "work or school" option.

4. Enter your password, and complete Multifactor Authentication.

5. You should then be signed into OneDrive, click next to take you to the final back up step.

6. Ensure your Documents, Pictures and Desktop are toggled on, then choose start backup.

Note: This may take some time depending on the data you have stored, once this is complete however, every time you log into your OneDrive it will sync your files.



How do I use Office 365?

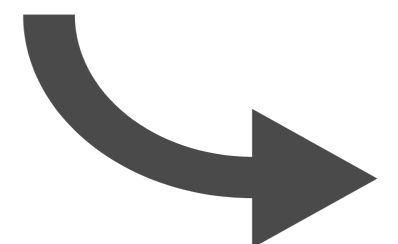
Check out Queen's [IT Training Unit SharePoint site](#) to get up to speed with the Microsoft 365 Apps (use your student/staff credentials).

The site contains a range of in-house training materials and videos, as well as materials provided by [Microsoft](#).

It is recommended that all Staff and Students complete the basic training detailed on this site.

If you still have 'How to use' queries contact the [IS Training Unit](#).

Technical support queries relating to Microsoft 365 should be directed to the [IS Service Desk](#).



MULTI FACTOR AUTHENTICATION



What is MFA?

Multi Factor Authentication (MFA) is now in use for anyone who accesses University IT services.

A smartphone is required for MFA to work.

It is strongly recommend that you set up more than one authentication choice, Digital and Information Services (DIS) advise using the **Microsoft (MS) Authenticator App** as it does not rely on mobile signal/4G/Wi-Fi coverage.

How to set up QUB Multi-Factor Authentication (MFA)?

1. Download the Microsoft Authenticator App onto your smartphone
2. Log in to your [QUB email](#) on your computer/ laptop and click Next > Set up your account
3. On your mobile phone launch the Microsoft Authenticator App. If you have not set this up before you may be prompted to scan the QR Code automatically. If you have tried setting it up unsuccessfully or are not prompted you can click the "plus" symbol on the top right of the app and select "add work or school account". From here you will have an option to scan the QR Code.
4. Use your device's camera to scan the QR code.
5. Return to your computer and check on activation You will be prompted on your phone to enter a 2 digit code as displayed on your computer screen.
6. Enter the code and the authenticator app has now been configured for verification.
7. Add a second method (Phone text) – **this is required to use the QUB password reset system so please do it!**

Note: You will receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select Allow so the authenticator app can access your camera to scan the QR code in the next step.

Queen's WiFi supports Windows, OSX (snow leopard and above), iOS, Android and Kindle. Note: It is recommended that you have Android Version 11 or above installed. For iOS, Windows & MacOS:

HOW TO CONNECT TO THE WIFI



1

Select
_QUB_WiFi
from the list of available networks

2

Enter your Queen's staff/ student number & password - you may be asked to trust/accept a certificate (please do so)

3

Open Internet Explorer, Google Chrome, or Safari. Browse to www.qub.ac.uk and complete your sign on

QUEEN'S SECURITY POLICIES AND ACCEPTABLE USE GUIDELINES

Security Policies and Acceptable Use Guidance

Please [click here](#) to access Queen's computing acceptable use guidance, and policies on information security, information handling, mobile computing, data security, and passwords.

Note: These Policies apply to all members of staff, visitors, contractors and students of the University and must be read before computer resources are used.

In short, University computer resources are provided for bona fide University activities. The use of these resources must be legal, honest, and respectful of others. This includes:

1

Complying with all relevant laws and regulations regarding computer and data use

2

Being considerate to others

3

Using resources responsibly (irresponsible use includes collection, creation, display, and circulation of material that others may reasonably find offensive)

EMAIL DO'S & DON'TS

DO

1. Consider other ways of communication first
2. Keep it short—should be complete reading in one screen
3. Think about your subject line
4. Make your key points bold, or highlighted
5. Say it up front, don't beat about the bush establishing context
6. Write as you would speak
7. Assign time to deal with mail each day, reply well rather than fast
8. Be kind

DON'T

1. Use Email as your primary mode of communication
2. Copy the entire universe
3. Never use bcc
4. Get into email wars
5. Settle old scores at every chance you get
6. Never reply when you are upset
7. Don't send emails at odd hours of the night
8. Wash dirty laundry in public

WIFI PRINTING

How do I set up WiFi printing?

University owned Windows computers (such as used in the libraries and staff computers) will print to the Ricoh-Virtual-Queue.

For macOS (Apple), Linux, iOS (iPhone), Android and Windows devices using Queen's Wi-Fi please install the [Mobility Print](#) service and select the "Ricoch-Virtual-Queue [Virtual]" as the print queue.

How do I login to the printers?

Known as multifunctional devices (MFDs) they are available in all student computing areas, typically the libraries and Peter Froggatt Centre (PFC) and in selected staff areas. They provide printing, copying and scanning facilities.

The first time you go to use an MFD you need to register for the service.

To use the service, you will need:

- your University (ID) smart card and
- **only** if a UG or PGT student, credit in your [PaperCut](#) account

Simply present your smartcard to the card reader located to the top right of the MFD and you will be prompted to enter your user id number (seven digits long) and QUB logon password – the same one used to access Queen's Online.

Once registered you can simply scan your smartcard to login, you will not need to enter your user id number and password again (unless you have forgotten your smartcard).

DISCOVER STUDENT DESKTOP

CLICK TO
WATCH

Queen's University Belfast School of Biological Sciences

All about Student Desktop →

PLAY

How can I access Student Desktop?

Support

Where can I get help with Student Desktop?

www.qub.ac.uk/directorates/InformationServices/Services/queens-student-desktop/

Queen's University Belfast School of Biological Sciences

How To Use Student Desktop →

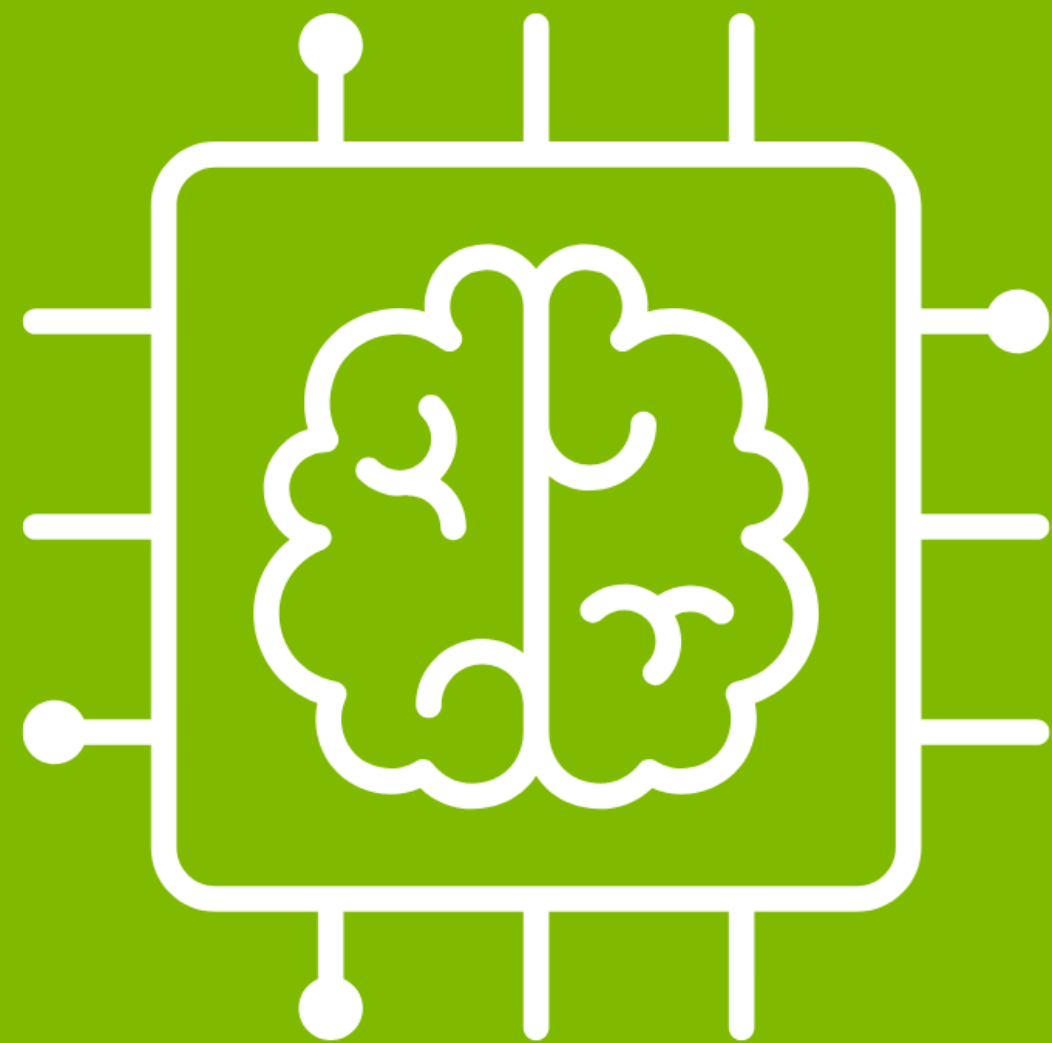
PLAY

STEP 1 Launch the App

STEP 2 Sign In

STEP 3 Success!

www.qub.ac.uk/directorates/InformationServices/Services/queens-student-desktop/

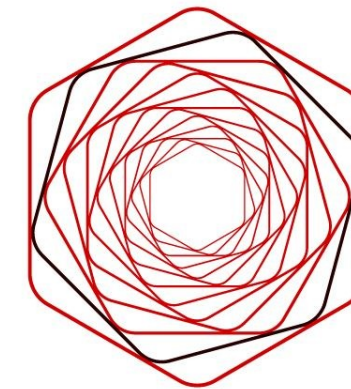


UNDERSTANDING ARTIFICIAL INTELLIGENCE

Looking to explore the possibilities of AI? Check out the
[QUB AI Hub](#).

KELVIN2

NI High Performance Computing



What is Kelvin2?

Kelvin2 is a scalable High Performance Computing (HPC) and Research Data Storage environment. This is the second iteration of the cluster, replacing the previous "Kelvin" system.

What is NI-HPC?

The NI-HPC Centre is a UK Tier -2 National High Performance Computing (HPC) facility funded by the Engineering and Physical Sciences Research Council (EPSRC) and jointly managed by Queen's University Belfast (QUB) and Ulster University.

QUB is proud to be the Lead Partner for the NI-HPC facility. Researchers in the NI-HPC from QUB specialise in:

- Chemistry, Catalysis
- Pharmacy
- Food Fingerprinting
- Precision Medicine

The centre hosts the Kelvin2 system.

Please read more [here](#).

Can I access Kelvin2?

Up to 65% of Kelvin2 is reserved for Tier-2 use by QUB and Ulster University who are contributing towards the running costs of the facility. The remaining 35% of the service is available free of charge to researchers in the UK through EPSRC Access to HPC.

To gain an account on Kelvin2 please fill out the form below:

[User Registration Form](#)

ADDITIONAL SOFTWARE & HARDWARE

Available Software

A list of [software available](#) at Queen's is maintained by the IT Service Desk.



- [Apple products and accessories](#) including Mac, iPad and iPhone (only available via Queen's campus network - if you are off-campus, telephone 0800 072 1154 to order)



- [Azure](#) for professional developer and designer tools including Visual Studio



- [Adobe software](#) including Creative Cloud and Photoshop.



- [Microsoft software and products](#)

- [Software4Students](#)
- [On the hub](#)

Additional Storage

Although saving your work to OneDrive is **strongly recommended**, you might require extra storage space. We suggest considering the following products:

- [CooBo USB 3.0 Flash Drive - 982GB](#)
- [Ezekers Portable 1TB External Hard Drive](#)

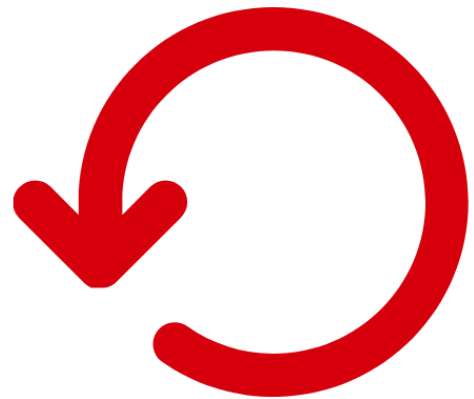
Note: These promotions are operated by third party suppliers and Queen's University accepts no responsibility for the content of links to external websites or products purchased from external sites. Listing and linking should not be taken to be an endorsement of the products or companies.



HOT DESKING

Forgotten your laptop?
Head to room 02.053

RETURN YOUR DEVICES



Leaving the University?

All IT devices are required to be returned upon the conclusion of the relevant affiliation with the institution.

This includes University-owned computers, laptops, mobile devices, servers, peripherals, storage media, and any other electronic equipment provided by the university for work or academic purposes.

All leavers are responsible for returning university-owned IT devices promptly and in good condition upon the conclusion of their affiliation with the institution.

Please read the full policy [here](#).

Is it possible to transfer ownership?

In exceptional circumstances, a request to transfer ownership of a device can be made by the leavers line manager through the completion of an online request form, available here: [Transfer Ownership](#)

The request should include a clear business case for the leaver to retain the device. Business cases will be approved by the Director of Digital & Information Services and the Cyber Security Manager.

Where the business case is approved, the device will be returned to factory settings before it is removed from university management systems (e.g. JAMF protect, Microsoft Defender). As the user will be no longer licensed by the university this may involve removing the device operating system.

For any enquiries related to this policy, please contact cybersecurity@qub.ac.uk



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CLICK FOR
MORE



CONTACT US

**SOBS Computer Officer - Davy
Cutler**

Drop in: 11am - 1pm Monday - Friday,
Biological Sciences OG.017

IT Service Desk

Drop in: McClay Library Ground
Floor, check opening hours [here](#)

Phone: +44 (28) 9097 5050, 9am -
5pm Monday to Friday

Email: itservicedesk@qub.ac.uk

Online: [Request IT Support](#)