

IT Services SU Tech team Briefing.

Your purpose:

“To provide a friendly and approachable service for students to assist them with the IT used for their studies.”

Some DON'T'S:-

- **Don't** take a screwdriver to anything!
- **No** hardware upgrades e.g. memory cards, firmware updates
- **Don't** perform any operation that will put **data** at risk!
- **Don't** factory reset any device!
- **Do not ask for or accept anyone's password.**
- **Do not** recommend any named 3rd party repair service.

What you can do:

- Provide solutions to access standard PC's, and BYOD
- WIFI setup and email setup
- UEL Direct
- Moodle
- Timetable
- Turnitin
- Tablet apps
- Application catalogue
- Best efforts on core Microsoft applications
- Specialist application e.g. SPSS, Adobe CC suite, Microsoft Office 2016, NVivo refer to school for support, if you have knowledge, advise but do not do it for them.

Useful Information:

- PC's are located in CC building approx. 400 Desktop standard
- USS approx. 160 Desktop standard
- SU Dome 6 Desktop standard
- Stratford /Docklands Library's Desktop bookable and non-bookable pc's

Student Mobile printing

The unifLOWManaged Print Service provides UEL Staff and Students with the ability to send document attachments for secure print release at any device across the UEL Docklands, Stratford and USS sites.



1. Attach the required document to an email using your UEL email account
2. Insert mobprint@uel.ac.uk into the "To:" box at the top of the email; click Send
3. Tap your UEL ID Card at any UEL Print Card Reader
4. Select Secure Print on the touch screen and your job will be displayed in the list of available items for release
5. Select the relevant job and click the "Print & Delete" button
6. Your job will be released

Note: The mobile print option has been configured to release the attachment only, removing the user cost of printing the original email.

Student Printing from UEL Desktop PC

We offer a comprehensive and competitively priced printing service to students from basic A4 and A3 mono and colour printing.

Please click on the link below for more information:

<https://uelac.sharepoint.com/ITServices/Pages/DigitalTrainingServices/AllTrainingPages/Student-Printing.aspx>

IT Support will be available in DL and ST Hubs, USS and Docklands Library .

Feedback.

- What do you need from us?
- What we need from you?

So that we can tailor service, keep records of how many people served, and what type of issues and quantities.

Primary contact will be IT Service:

IT Service Desk Ext 2468

Email: servicedesk@uel.ac.uk

Web: <http://www.uel.ac.uk/it>