# Staff Desktop Service
## Quick Start Guide

Welcome to the Heriot-Watt Managed Desktop.

This guide gives an overview of the **Staff Desktop.**

Please take a moment to familiarise yourself with its features.

# Getting Started

## Log on
After turning on the PC you will be presented with the standard Windows logon screen:

1. Press [**Ctrl**] + [**Alt**] + [**Del**]
2. Enter your UserID e.g. *abc123*
3. Enter your password (this should be on your registration confirmation letter)

## Change your password
The password on the registration letter is randomly generated and should be changed to something you will remember more easily.

1. Double click the **Change password** icon on the desktop
2. Click the change password here link
3. Enter your password following the guidelines given

### When choosing a new password it must

- Be at least 8 characters in length
- Not contain the your account name or parts of your full name that exceed 2 consecutive characters
- Contain characters from 3 of the following 4 categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example, !, $, #, %)

### Tips when choosing a new password

- Don't use words in any in any dictionary of any language
- Make it something you will remember – but others will find difficult to guess
- Substitute some letters with numbers and symbols

### Examples
**My favorite sport is squash** could be abbreviated and then coded to become **m1f4vs1s**
or
**Sunshine and showers in Scotland** could become **ss&551n5l4nd**

**Bad passwords** (just a few examples…)
- password
- qwerty
- 123456 (or any extension of…)
- abc123
- zxcvbn

This short video gives you some more tips http://youtu.be/VYzguTdOmmU

## Your Settings

Your profile (i.e. your desktop icons, Favorites and other settings) will not follow you from machine to machine.

# Standard Features

If you have a HWU Managed laptop, you should also read Laptop Features.

## File storage

Your files should be saved onto the **H drive** (your personal "Home" drive), **S drive** (departmental and project "Shared" folders), **SharePoint** or **OneDrive for Business**. These areas are backed up regularly and allow you to retrieve deleted files yourself using "Previous Versions" functionality.

Files stored at these locations are backed up regularly.

| | |
|---|---|
| C: Drive | You can save files to your **C drive** where a folder with your username has been set up in **C:\LocalStore.** However**,** we do not recommend this as we do not back up files from your C: drive and in the event of a hard drive failure or accidental deletion, these files will rarely be recoverable. If you do store files on the C: drive it is your responsibility to ensure that these files are backed up appropriately.<br><br>You can also save files in **C:\Temp** but these files will be deleted regularly without notification. |
| H: Drive (Home) | Your **personal** storage area (10GB) on secure university servers.<br><br>Important - **DO NOT** delete **HWSYS** from your H: drive<br><br>HWSYS holds system files for your account, and manual deletion or modification of any files or folders within this directory will affect your settings and possibly result in data being lost. |
| SharePoint | SharePoint is used for the staff intranet, and you can use this area to store team files, or to store information that you want to share with staff across teams in the university. |
| OneDrive for Business | All staff and students have OneDrive for Business with 1 TB of storage that can be accessed through Office 365. |

See https://www.hw.ac.uk/services/is/it-essentials/file-storage.htm for more information.

## Printers

Printers in teaching rooms should install themselves automatically.

To add a networked printer to your computer:

1. Go to the **Start** menu, and select **Devices and Printers**
2. Select **Add a printer** at the top of the window
3. Select Add a network, wireless or Bluetooth printer

4.  Select the printer you wish to install (you can sort by Address by clicking on the column heading)
5.  Click **Next**
6.  Click **Finish**

See https://www.hw.ac.uk/services/is/it-essentials/printing.htm for more information about printing.

## Your Programs
The following programs are available by default

- Microsoft Office 2016 Suite (Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, Skype for Business, Visio, Word) – you will also have access to these via Office 365.
- Internet Explorer 11, Chrome, Firefox
- Adobe Reader 2015
- 7-Zip – for opening and creating compressed packages
- VLC Media Player – for playing media files

## Software Center
Additional programmes are available from the Software Center.  To install from the Software Center:

1.  **Close** all active programs, including Internet Explorer and other browsers.
2.  Go to the **Start** menu, and select **All Programs**
3.  Select **Accessories**
4.  Select **Software Center**
5.  Find/select the program you want to install
6.  Click **Install**
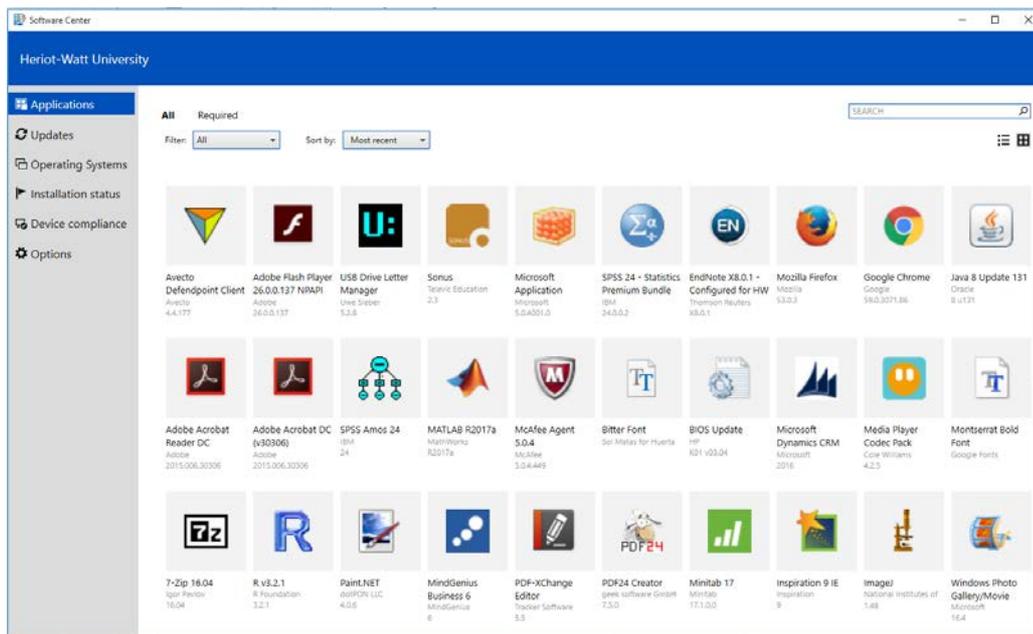


If you can't see the Program you require in the Software Center, or have a problem installing a Program, please contact the IT Helpdesk – see Support

## Off campus access to files
You can access files in your OneDrive for Business from anywhere with an internet connection.

The Heriot Watt Virtual Private Network (VPN) allows you to access your H: drive from off campus.

See https://www.hw.ac.uk/services/is/it-essentials/virtual-private-network-vpn.htm for more information.

# Laptop Features

You need to log in to the physical network **_at least once_** before working off the network, to cache your user details. You should connect to the physical network (or through the VPN) as often as possible to ensure you receive the latest updates to your system and security software.

## Your Files

The default save location for a laptop is the **C drive**, as the H drive will not always be available.

Files you save on your C drive **will not** be automatically synchronised to your H drive, and **will not be backed up**. It is important to remember that **_you are responsible_** for the security of the data stored on your laptop. Any data stored locally on a laptop is at risk from loss, theft or physical damage. You should avoid storing data on your C: drive as far as possible.

See Backup/Restore Local Data for details on how to back up and restore your local data to and from the network.

We strongly recommend using the VPN client to access Heriot-Watt files on the H and S drives when off-site.

See VPN Client for full instructions on using the VPN client on your laptop.

## VPN Client

You can connect to the Heriot-Watt Virtual Private Network (VPN) using the icon on your desktop, in order to access secure resources from off campus. You will need a connection to the internet to begin.

1. Double-click the desktop icon HW VPN:
2. If you've never used the VPN before on this computer, you'll need to click **Connect** first, otherwise proceed to step 3.
3. Enter your **HW username and password** in the VPN window and click **Connect**:
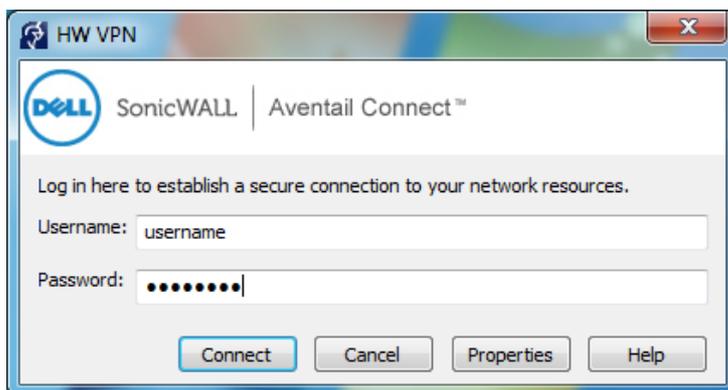


4. Once connected, your H drive and S drive will become available.

   Document access will only be as fast as your broadband connection, but in essence you are able to work as if you were sitting at your desk.

See Virtual Private Network (VPN) for more information

## Backup/Restore Local Data

IS have provided a quick, easy way to backup the following areas of your laptop:

- Desktop
- Internet Explorer Favorites
- Local Documents (held in C:\Users\*username*\Documents)

To synchronise your Desktop, Internet Explorer, Favorites and documents saved in your default location, double-click the 'Sync Profile' desktop icon



Double-clicking this icon performs a two-way synchronisation, i.e. it serves two purposes:

1. Backs up your data in the three folders above to the network.
   Local documents are backed up to a folder named **H:\Local Documents Backup**
2. Restores your data from the network to the 3 folders above on your local hard drive. This is useful if you go to a PC you've never logged onto before. Simply double-click the icon to retrieve your data.

## Laptop Administration

While using your laptop you may need access to features not normally available on the managed desktop. Because you may be off site, on attempting to execute an action that requires administrative rights, you will be presented with a challenge/response notification:



You should contact the Helpdesk (see Support) and **quote the 8-digit code** in the window. The Helpdesk will provide you with an authorization code which will enable you to run the process as though you had administrative rights on the laptop. Any subsequent execution of the process will automatically run with admin rights until you log out.

## Presentation User

Your laptop has a presentation user.

> **Username**: .\Presenter
> **Password**: guestlogon

This account doesn't have access to any network resources and has limited access to the laptop but will be able to run all installed Microsoft Office programs (e.g. PowerPoint, Word, Excel).

# When you leave HWU

Your HWU user account (which includes your @hw.ac.uk email) is only valid when you are an active student or member of staff at Heriot Watt.

**Staff** email accounts become inactive **on your leaving date**.

It is your responsibility to transfer any information you wish to keep out of your mailbox etc at the end of your studies or employment.

If you have a lot of information in your mailbox, you could use a desktop version of Outlook to create a standalone .PST file (export file). The .PST file can be opened in Outlook even if you don't have an Office 365 mailbox.

See Export or backup email, contacts, and calendar to an Outlook .pst file for info.

# Support

We have a wide selection of guides on our IS Guides webpage

You can explore all our services and keep up to date through our webpages and social media: -

| | |
|---|---|
| Web: | https://www.hw.ac.uk/services/information-services.htm |
| System Status: | http://bit.ly/1HDoIiz |
| Blog: | https://informs.hw.ac.uk/ |
| Facebook: | https://www.facebook.com/HWUInformationServices |
| Instagram: | https://www.instagram.com/hwu_is/ |
| Twitter: | https://twitter.com/HWU_IS |

IT problems should be reported to the Helpdesk: -

| | |
|---|---|
| Portal: | https://support.hw.ac.uk |
| Email: | ishelp@hw.ac.uk |
| Telephone: | 0131 451 4045 |

See https://www.hw.ac.uk/services/is/contactvisit-us.htm for contact details for each campus
See https://www.hw.ac.uk/services/is/it-essentials/it-helpdesk-opening-hours.htm for Helpdesk opening hours

Information Services
ishelp@hw.ac.uk
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