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What do Hartpury College and UWE have to offer in terms of IT?

Higher Education students only

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Hartpury College and the University of the West of England have joined together to support all Higher Education students at Hartpury College. The partnership offers students access to both Hartpury and UWE networks.

This leaflet is designed to explain what benefits have arisen from this partnership.

IT Policies

Before accessing any Hartpury or UWE IT facilities, all students and staff must read and familiarise themselves with both Hartpury and UWE IT policies.

Please visit <http://student.hartpury.ac.uk> and <http://www.uwe.ac.uk/jts/corporate/ourpolicies/openaccess/studentaup.shtml>

Hartpury College and UWE are connected to the Internet via the Joint Academic Network (JANET). JANET's own Acceptable Use Policy must be adhered to. Please visit <http://www.ja.net/services/publications/policy/aup.html>

Now you can find out more about the services.

Networks

HE (Higher Education) students have access to the Hartpury network including ResNet, and the UWE network. Both networks offer different services.

The Hartpury network, also called the Student Academic Network, is supplied and supported by Hartpury IT Services in several computer suites around the Hartpury campus. These suites provide:-

Microsoft Windows XP or Windows 7 and Microsoft Office 2010 or Microsoft Office 2007, Black and White printing in all areas, Colour printing and scanning in selected areas. ResNet at Hartpury is a wireless connection providing access to the World Wide Web and e-mail from all the college's on-site residencies, LRC and various other locations around the campus.

The UWE network is accessible from the Library (upstairs only) where the HE and UWE resources can be accessed. The UWE network is fully supported by UWE and offers access to UWE systems such as UWE Live Mail, myUWE student portal and Blackboard for some courses such as Business Studies and the UWE intranet.

Access to the Networks

You will be supplied with two login accounts:

1. For Hartpury network and its ResNet service
2. For UWE network

For Hartpury network

All students are supplied with their own unique Hartpury user account. This user account includes a username and password which allows access to the Student Academic network and ResNet, Hartpury e-mail system, and Hartpury file storage space.

Your username will look like this: firstname.surname@hartpury.ac.uk
(ResNet's user name is [firstname.surname](#)).

For UWE network

All HE students are also supplied with a UWE username and password at the start of their course.

You can only use these login details in the upstairs floor of the Library. They give you access to the myUWE student portal, UWE Live Mail, UWE Intranet and in some cases Blackboard. When logging to the UWE network, you will have access to Windows XP and Microsoft Office 2007.

Your user name will look like this: eg j-smith. The initial password will be provided with your username.

For access to myUWE, please visit the Getting Started guidance notes
<https://info.uwe.ac.uk/myuwe/guidance/gettingStarted>

For access to UWE Live Mail, please go to myUWE portal or the UWE Live Mail web pages
<http://www.uwe.ac.uk/its/uwelive> for other methods of access.

E-mail systems

HE Students can benefit from two e-mail accounts if they wish:

Hartpury e-mail account

Your e-mail address will be in the following format:
firstname.surname@hartpury.ac.uk

The student e-mail account can be accessed from <https://webmail.hartpury.ac.uk/owa>

UWE e-mail account

Student e-mail at UWE is provided by UWE Live Mail.

UWE Live Mail is co-branded and the result of a partnership between Microsoft and UWE.

With the UWE Live Mail ID (= your UWE e-mail address), not only you are able to use the e-mail system, but you can access online services hosted by Windows Live.

These online services include Windows Live Essentials (Messenger, Photo Gallery, Writer, Family Safety and Toolbar), SkyDrive, Spaces etc...

For the list of services, please visit home.live.com/allservices.aspx

For all details about UWE Live Mail and how to access it, please follow the link www.uwe.ac.uk/its/uwelive

Printing

There are two printing systems

Hartpur

There is a Hartpur printing system which can be used at various locations through the Hartpur campus. Printer credits can be bought from either the Finance Office or online at <https://epay.hartpur.ac.uk>

UWE

There is a UWE printing system which is called Pharos. It is available on the first floor of the library and within the UWE School of Health and Social Care.

You can credit your account on the self-crediting machine in the library. It operates similarly to the Hartpur systems. However, please note that the two systems are totally separate.

Support

Hartpur IT Services provide the bulk of the IT Support at Hartpur College.

Support at Hartpur is available:

- Through the IT support pages on the Hartpur Student Intranet <http://student.hartpur.ac.uk>
- Via e-mail itsupport@hartpur.ac.uk
- By telephone ext 2180 or 01452 702180
- By visiting the IT Helpdesk located on the ground floor of the LRC

IT Helpdesk opening hours are: Monday – Friday 08:30 to 17:00

However, if you have a query relating to the UWE network access, UWE e-mail system, or intranet, please visit <http://www.uwe.ac.uk/its/contact.shtml>

Please note that the UWE IT Support Centre can be contacted 24/7 by telephone (all day and night) with the exception of a short 30 minute shutdown period each weekday from 08:00 to 08:30.