Information Technology Division

Quick Start Guide to IT Services for Staff

Information Technology Division

The Information Technology Division is the central IT Services function at UL. We are responsible for supporting, maintaining and developing the information and communications technology of the University.

In addition to maintaining and developing the university's network and communications infrastructure, including the campus data centre facilities, ITD maintains a suite of enterprise applications and software systems that are critical to the teaching, learning, research and administrative goals of the institution. Our customers comprise all members of the UL community, including staff, students, faculty, support departments and researchers.

For more information on a full range of services provided please visit ITD's website. https://ul.ie/itd

ITD Policy

The following documents outline the responsibilities of individual staff and student members:

- Code of Conduct for Users of the University of Limerick's computing resources.
- The Ethical and Legal use of Copyright Material
- Regulations - Usage of the University's Email System
- Regulations - Usage of the Internet from the University
- IT Security – Guidance for Staff and Students
- Regulations – Computer Passwords
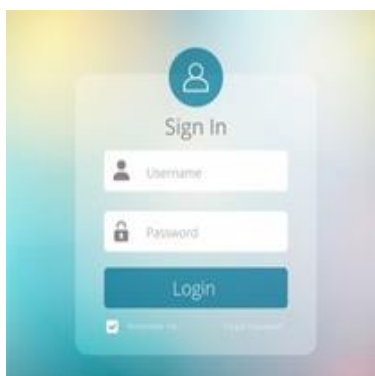
How to access your PC

Your department administrator will provide you with a UL Login Account.
This UL Login Account will be used to access various UL Systems and Services.

Username: **Firstname.Lastname**
Password: Supplied by department administrator.

When asked by UL systems to input your Username it will always be in the format of firstname.lastname unless stated otherwise.

*** ITD will never ask you to supply your username or password by email ***

Account Security

To ensure Account Security ITD recommends the following Security Measures

Resetting Passwords Regularly and Often

- ITD recommends all users change their account password at least once every **three months**

- Registering for UL's Password Reset System.
  This Two-Step Verification process makes changing your password is quick and easy. Simply register your phone number using the link below.
  https://passwordregistration.ul.ie

- Once registered you will be able to securely Reset Your Password
  https://passwordreset.ul.ie

- You can also reset your password when Logged into Windows by pressing [*Delete*] + [*Ctrl*] + [*Alt*] and selecting '*Change A Password*'

Beware of Phishing and Spam Emails

- Never Click Links in Unsolicited Emails.
- Always check that the email address matches the sender's name.
- Do not give out any personal details if requested to do so via email.
- Use caution when receiving emails from an unknown sender or when asked to divulge sensitive personal information via email.
- ITD will never ask for passwords or usernames in emails or direct you to external sites.
- If you have any concerns regarding the authenticity of an email that you receive you should contact the ITD service desk at service.desk@ul.ie

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Staff Email

Outlook Setup

Go to Start | All Programs | Microsoft Office 2016 | Outlook
Click OK to select the profile name as Outlook | click "Next" for all default settings
Click "Allow" to the message to configure your mailbox
Click Finish
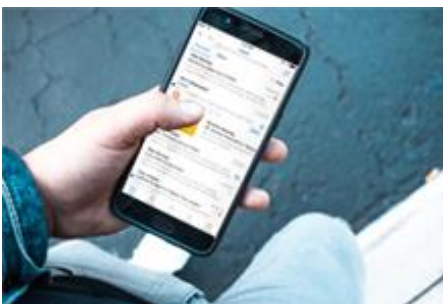
Access to Email on mobile Devices

Security note: We advise that you should have a PIN set on your phone if you are going to access your work email.

Apple Devices: Email Setup for Apple Devices
Android Devices: Email Setup

More Email Information

For more information and email facilities please see the full guide at:
https://ulsites.ul.ie/itd/staff-email

Webmail

Access your email off campus - https://webmail.ul.ie/

Access a Resource Mailbox off campus
- https://webmail.ul.ie/owa/mailboxname@ul.ie

Please note for webmail logins your username is in the format:
ul\firstname.lastname

Wireless

Wireless access is available in a large number of areas around the campus
- Wireless coverage overview
The University of Limerick offers three wireless services on the campus:

ULsecure - An authenticated and encrypted service offering staff access to the same services that they would obtain from their desk.
Instructions: Configuration Guide
ulwireless - An unencrypted service offering access to the University's public services (email, internet etc) and aimed at students and guests to the University who do not have university accounts.
eduroam - An authenticated and encrypted service offering access to visitors to the University from other Universities who are also running the EDUROAM service (staff and students who are visiting other Universities throughout Europe will be able to access Eduroam at these sites).

Printing

Each department will have a number of network printers. There are three print servers on the UL Network: **Trialprint, Castaldi1, Castaldi2**

To connect to your network printer: click on the Windows icon on your desktop, in the text box, type the name of the printer (e.g **\\trialprint\Business01**) and press return.
If you have been assigned a local printer, please log a call with ITD to have it installed log an ITD Call.

Data Storage

Network Shares

When you log on you will have an M:\ drive. This is a network share used for personal storage. Data stored in this drive is backed up by ITD
Note: Any data stored on the C:\ drive of your PC\Laptop is not backed up by ITD. You are responsible for the backup of any data on your local machine. Some departments will have a specific network share for their departmental documents. You will need to log a call to get access to this share.

Sharepoint

Most departments will have their own SharePoint site that houses departmental documents. The departmental co-ordinator will give you permissions to this site and send you the link.

If you wish to request a new SharePoint site you can log a call with the ITD Service desk.
- To get a new site created at least one person will have to be nominated as the Site Administrator.
- In order to be a Site Administrator the nominated person will have to have completed the SharePoint Site Owner training course. These courses are run regularly by the HR Division. Please contact HR if you wish to complete this training.

SharePoint Site
Directory: https://sharepoint.ul.ie/SiteDirectory/Pages/category.aspx

Academic and Administrative Tools

Personnel Self Service (CORE)

In this section you can view and amend many of the personal details that are held on file with the University of Limerick including your address, contact and bank account details.

For further information on this please contact the Compensation & Benefits Section; compandbens@ul.ie.
To access the Employee Self-Service site please click on the following link: http://www.ul.ie/essportal

Please Note you are required to register for a Core Account before logging in
A full guide can be found here How to Register for **Core** Portal

Financial Online Services (Agresso)

Once you are a registered user the key financial services that are accessible online are:

- Student Fees Management System
- Staff Payroll system
- Staff Expense Payments, Supplier Payments, Budget Management
- Purchasing ordering and Good Receipting system
- Online Financial Reports

Contact our Agresso Helpdesk for assistance or to arrange training at Ext: (061-21) 3599

NOTE: **If you are accessing Agresso from outside the UL network you must first setup your PC to allow you through the University's security firewall**. Follow the instructions on the Information Technology Divisions (ITD) webpage at: ITD Help document.

Learning Management System (SULIS)

[SULIS Login](#)

SULIS is the name given to UL's Learning Management System. SULIS facilitates communication and assessment with students of a particular module. Log in to SULIS using your UL Staff Login (firstname.lastname)

Data Protection

Data Protection legislation governs the privacy of personal data and provides rules on how personal data must be collected, used, stored and deleted in a responsible and secure way. These rules apply equally to personal data held in electronic and in paper formats.

The General Data Protection Regulation (GDPR) is a European Union Regulation that has been designed to strengthen and unify Data Protection within the EU. It comes into effect across the EU from 25 May 2018 and replaces the Irish Data Protection Acts, 1988 and 2003.

To assist University staff and students to understand and comply with the Acts, the University has a Data Protection Policy and a supporting Data Protection Compliance Regulations. Please browse to these using the links below:

[University of Limerick Data Protection Policy](#)

[University of Limerick Data Protection Compliance Regulations](#)

ITD Advice and Support

Advice and support is available from ITD's Service Desk. We recommend visiting ITD's [website](#) for a full list of services.

How do I raise a support request?

1. Log a call to the Service Desk using ITD's [Ticketing System](#) (ul.topdesk.net)
2. Phone the Service Desk on ext. 2999 (061-202999)
3. Email service.desk@ul.ie with your query
4. Drop in to the Service Desk, located in the library (GLG-051)