UNIVERSITY OF LEICESTER

University staff laptop

Laptop guide

This guide will familiarise you with the features of your University staff laptop and how to work effectively on and off-campus.

Further information is available on the IT Help website.

www.le.ac.uk/itservices

Contents

Overview of the main features

Your University staff laptop will enable you to work:

- on campus at a docking station
- around campus using University wifi
- off-campus using an internet connection
- at another University using eduroam wifi
- when you are not connected to the internet (offline)

Synchronised emails and Outlook items

Your Outlook emails, calendar, tasks and contacts less than 12 months old are synchronised. This means that they are copied to the laptop so that you can access them when you are not connected to the internet.

See page 9 for more information.

Synchronised folders and files

Some folders on your Personal Z: drive, including your My Documents folder (Documents Library) are synchronised. They are copied to the laptop so that you can access them when you are off-campus and when you're offline.

See page 12 for more information.

Secure University Remote Access (VPN)

You can request installation of the Virtual Private Network (VPN) which will enable you to use secure programs and give you enhanced access to your Shared Departmental X: drive while off-campus.

See page 27 for more information.

Keep your laptop up to date

You need to connect to the University network at least every 90 days to renew your Microsoft licence and keep your laptop working. If you use additional programs installed using the Program Installer (see page 10), you need to connect every 30 days to renew the program licence.

Security

Because your personal emails and confidential files are copied onto the laptop, your laptop is protected with an additional layer of security known as encryption. You will need to enter an encryption PIN (Personal Identification Number) in addition to your University IT account username and password.

Why do I need a PIN?

Your laptop has been encrypted using 'Bitlocker' so that it will store your information securely when it is turned off or hibernated. If someone was to get hold your laptop they would not be able to gain access to the data stored on it without knowing the PIN number.

> **Important**: Your PIN is like a password, do not share it with other users, keep it secret and do not store it with your laptop.

Travelling abroad - is safe to take your laptop?

In some countries the use of encryption (or possession of encryption hardware, even if unused) is either controlled or illegal. Before you take your laptop abroad you need to check that it is legal, whether you need an import licence, whether your information could be compromised through disclosure or tampering. Find out more on the website:

- [Travel abroad with your University laptop](#)

Do not share your laptop

The University staff laptop is provided for your own use only. You should **not**:

- share your PIN with anyone
- allow other members of staff to use your laptop
- allow family members to use your laptop

The laptop is managed by the University. You will not be given administrator rights.

Warranty and insurance

Your laptop is covered by a warranty which covers faults but not damage or loss. You should take steps to protect it.

If you want to insure your laptop you should contact your department manager or department finance manager.

If you do not insure your laptop and it is lost or damaged beyond warranty repair, your department will need to pay for a replacement.

Data and laptop security

Enter your PIN

When you turn your laptop on you will be prompted to enter your PIN.

If you enter the wrong PIN, press **Enter** on the keyboard and try again. After three wrong attempts you should contact the [IT Service Desk](#) for assistance otherwise you may not be able to unlock the laptop for some time.

Recovery key

It's possible to accidentally press **Esc** and launch the screen which prompts you to enter a recovery key. Press **Esc** on the keyboard or restart the laptop to return to the login screen which prompts you to enter your PIN.

Change your PIN

You can change your PIN. See the [Bitlocker](#) web pages for more information.

Change your password

If you need to change your password you should do so when your laptop is connected to the University network.

If you try to reset your password off-campus your laptop password and University IT account password will be different.

USB memory sticks and removable storage

Whilst the files stored on your laptop are safely encrypted, if you copy them from your laptop to a USB memory stick or external hard drive they are no longer protected unless you also encrypt the memory stick or external hard drive.

It's easy to lose removable storage so make sure you don't copy anything confidential or sensitive.

See the [encryption](#) web pages for more information.

Prevent theft

The University recommends that you use a laptop lock.

At night, or when leaving an office or meeting room that isn't secure you should:

• Lock your laptop using a laptop lock

or

• Lock your laptop away in a drawer

See the [laptop security locks](#) web page for more information.

Antivirus updates

Antivirus will be updated whenever you connect to the internet on or off-campus.

Before you pack the laptop into your bag

To prevent the laptop overheating, make sure you Shut Down or Hibernate the laptop before packing it away (see the University staff laptop roaming guide). Check that the lights on the front are off, before you shut the lid and put the laptop in your bag.

- If you eject the laptop from the docking station with the lid shut before you've fully shut down or hibernated, the laptop will still be on and may overheat in your bag.

- If you shut the lid while the power is plugged in before you've fully shut down or hibernated, the laptop will still be on and may and overheat in your bag.

Outlook 2013

Outlook within the University or connected to wifi

Whenever you start Outlook it will take a few moments for your emails and calendar to synchronise. Emails and appointments won't appear immediately even when the laptop is docked.

A folder may appear to be empty while it's synchronising. Wait for a few moments and the contents should start to appear.

Only cached emails appear in your search results initially. If you want to search for emails older than 12 months, scroll to the bottom of the search results and click **More**.

Showing recent results...

More

Outlook off-campus using internet connection

Outlook will behave as if you were on-campus. Your emails, tasks, contacts and calendar appointments will be available. You can send and receive messages, view other calendars and schedule meetings as you would if you were on campus.

Outlook Offline

You are 'offline' when you're not connected to the internet.

You will still be able to see the emails you've already received and sent over the past 12 months. You'll be able to compose and 'send' new emails, but they will be stored in the **Outbox** and won't actually be sent until you connect to the internet again. You won't be able to receive new emails.

If you require access to e-mails older than 12 months during any periods that you are offline, you should contact the IT Service Desk in advance.

Programs

Program Installer

Microsoft Office programs such as Word, Excel and Outlook are already installed on your laptop, in the same way as they are on a University desktop computer.

You can install additional programs using the Program Installer when you are on campus and connected to the University network.

Use programs off-campus

If you need to use a program off-campus there may be restrictions, due to how the program is installed or the licence terms set out by the supplier.

You will need to open each program whilst connected to the University network so that the settings are stored on your laptop ready for when you are not connected to University network.

> Programs installed using the Program Installer will only work for 30 days off-campus.
>
> Each time you connect to the University network the licence is renewed for another 30 days. If you need to work off-campus for longer than this, contact the IT Service Desk for advice.

See the Programs page for more information about using programs off-campus. You may be able to install some programs when connected to the VPN.

Install other programs

If the program you need is not available from the Program Installer contact the IT Service Desk to ask for other programs to be installed that you need for your work. You will need to have a valid software licence.

Synchronisation

On campus

When you connect your laptop to the University network via a docking station or University wifi your files will be automatically synchronised so that the latest copy is stored both on your Personal Z: drive and on your laptop.

You shouldn't need to synchronise files manually.

When you delete or move an email on your laptop it is automatically moved or deleted on the email server.

Off-campus

When you are off-campus changes to files on your Personal Z: drive are saved to your laptop and are not backed up to the University network until you connect to it again.

- If you connect using the VPN (see page 27) you can synchronise your files manually. Your files will be synchronised automatically after the first hour and hourly thereafter
- As soon as you connect to the University network via your docking station or University wifi your files will be synchronised

If you are using wifi off-campus, emails are synchronised to the email server as you work. If you are working offline, when you delete or move an email on your laptop it is not moved or deleted on the server until you next connect to wifi on or off-campus.

Files

Z: drive

Not all folders on your Personal Z: drive will be synchronised and copied to your laptop. You will see a green synchronise symbol next to the folders to indicate that they will be synchronised.

If you have files stored in a folder called **Other Files** or have created folders outside of the folders shown below these won't be synchronised so won't be available offline.


Check the contents of any folders which aren't marked for synchronisation, and move them into **My Documents** if you need them to be synchronised.

Which folders will synchronise?

Login to your laptop to view your files.

1. Click **Windows Explorer**
2. Or choose **Start** > **Computer:** *computer name*
3. Select the **Z: drive** labelled with your username
4. Note which folders have a green synchronise symbol next to them, this indicates that they are synchronised and will always be available offline
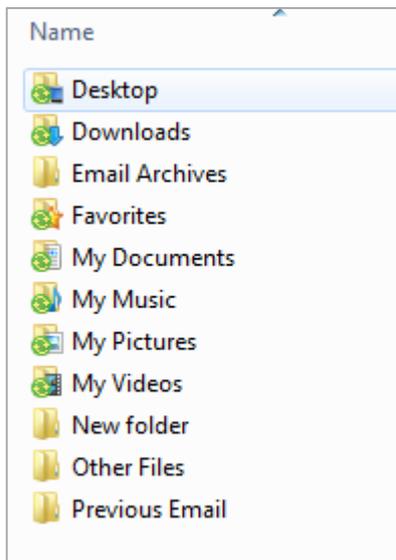
On-campus files are synchronised when you are docked or using University wifi.

Off-campus you'll be able to access any documents you have stored in the synchronised folders.

Be aware that documents aren't being synchronised to the University network while you are off-campus, unless you synchronise using the VPN. You won't be able to retrieve any changes or new files if you lose your laptop or it develops a fault before you are able to synchronise.

Shared Departmental X: drive off-campus

If you have the **University Remote Access (VPN)** installed on your laptop (see page 27) you can access files on your X: drive as usual.

If you have not installed or connected to the VPN you will be able to access your X: drive files using [MyFiles](#), if your department has agreed that they can be accessed remotely.

1. Go to www.le.ac.uk/myfiles
2. Login with your University IT account **username** and **password**

Symbols, buttons and lights

Power ⏻

On the front edge of your laptop there is a light with the power symbol below it.

Power light colour

Colour	Status
White	The laptop is on
Off	The laptop is off or in hibernation mode

Power switch

If you are using a docking station always use the power switch on the docking station.

If your laptop isn't in the docking station flick or press the power switch to start or resume your laptop.

AC adapter/battery light

The docking station will charge the laptop while it's in use. You should have four to seven hours of battery time. If you view a video or use wifi, it will take more power than using a Word document, so the battery life may be shorter.

On the front edge of your laptop there is a light with the AC adapter/ battery symbol below it.

Connected to the charger or docking station

Colour	Status
Orange	The laptop is charging
White	The laptop is connected to the power source and has reached 90 - 99%
Off	The battery is fully charged

Not connected to the charger

Colour	Status
Orange blinking slowly	Low battery level
Orange blinking fast	Critical battery level

Wifi

On the front of your laptop there is a light with the wifi symbol below it.

Wifi light colour

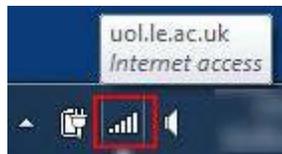| Colour	Status
White	Wifi on
Orange	Wifi off

Turn wifi on and off

You can turn wifi on and off by pressing **Fn** + **F12** on the laptop keyboard.

You can identify whether you are connected by looking in the notification area in the bottom right corner of your screen:

Wifi

Not connected

Connected

If you are having problems connecting to wifi, undock the laptop and check that the wifi light is white, indicating that wifi is on.

When wifi is on, the laptop is able to pick up a signal from any nearby wifi network or internet router if there is one available. It doesn't mean you have an internet connection.

Display screen

If your laptop has not been used for five minutes when using the battery or ten minutes when plugged in, the display screen will go blank.

- Move the mouse or press any key on the keyboard to continue

To change these power settings:

1. Choose **Start** > **Control Panel**
2. In the search box in the top right corner type 'power plan'
3. Choose **Edit power plan** or **Change plan settings**

If you increase the **On battery** setting the battery life will be shorter.

Adjust the screen brightness

On the laptop keyboard press:

- **Fn** + **F9** – decrease brightness
- **Fn** + **F10** – increase brightness

Turn the TouchPad on or off

The touchpad can be used instead of a mouse. Sometimes you can accidentally press the touch pad whilst typing. This results in the cursor jumping to a different part of the page.

To turn the touchpad on or off:

- Double click on the dot in the top left corner of the touch pad
- The dot will show an orange light when the touchpad is turned off

USB ports

You can use the USB ports on the laptop or on the docking station when the laptop is docked.

Display using a data projector

You can connect your laptop to a data projector using a cable. Your laptop has four display settings

- **Computer only**: Display on laptop only, projector screen blank
- **Duplicate**: Display same view on laptop and projector screen
- **Extend**: Extend display from laptop to projector screen, each shows a different view
- **Projector only**: Display on projector screen only, laptop screen blank

You can change between these settings:
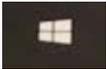
- Windows key + **P**

The **Windows** key + **P** combination will allow you to choose the correct screen setting. Make sure that the data projector is switched on, then choose the setting you want.

When you disconnect your laptop from the data projector the screen may appear blank, press **Windows** key + **P** then press the right arrow key **>** to change back to **Computer only**.

Occasionally when you dock your laptop the main screen may be blank, or if you have two screens, only one may show. Open the lid and try using **Windows** key + **P** then press the right arrow key **>** to rectify this.

Docking station

A docking station allows you to simplify the way you 'plug-in' your laptop. Usually the docking station is installed on your desk and has a number of wires already connected, including the screen, keyboard, power supply lead, network cable and any USB devices you might have, such as a mouse.

When your laptop is docked, always use the Power button on the docking station to switch the laptop on.

**Power -
switch laptop on**

**Eject, lock or undock
laptop**

When you want to take your laptop to a meeting or a conference

1. Save and close your documents
2. Shut down or hibernate the laptop
3. Eject or release the laptop then lift it from the docking station:

   - To undock press the **Eject** button or slide the release switch on the docking station, then lift the laptop.

   - To dock, look underneath your laptop to see where the docking station connector is. Line this up with the connection on the docking station, connect your laptop. On some docking stations you need to slide the lever to lock the laptop into place.

> Refer to the Docking station guide for your particular laptop.
>
> Refer to the Roaming guide for a step by step guide on how to undock and dock using hibernate and resume.

Hibernate and shut down

It is best practice to shut down your laptop when you have finished working for the day, this ensures that updates are applied as soon as they are available. Hibernate can be used throughout the day if needed.

Hibernate

If you want to stop working on the laptop temporarily or want to move to another location you can hibernate your laptop.

1. Save and close any documents
2. Choose **Start** > **Shut Down** ▶ > **Hibernate**
3. Wait a few seconds until the main lights on the front of the laptop have turned off before you close the lid or undock the laptop.
4. To restart the laptop press the **Power button** on the docking station if docked or use the Power button on the laptop if undocked

When you hibernate your laptop it will save your current settings then power down. When you start the laptop it will remember those settings, so it won't take so long to start up (resume). Any programs you were using will still be open.

Shut down

1. Close any documents and programs
2. Choose **Start** > **Shut Down**
3. Wait a few seconds until the main lights on the front of the laptop have turned off before you close the lid or undock the laptop.
4. To start the laptop press the **Power button** on the docking station if docked or use the Power switch or button on the laptop if undocked

Close the lid (when not docked)

Make sure you save and close any documents, then disconnect the power supply before you close the lid on the laptop.

- If your laptop is not connected to the power supply it will hibernate
- If your laptop is connected to the power supply it will **still be on**

Important: To prevent it overheating; make sure all the lights on the front of your laptop are off before you put your laptop in your bag.

Work on campus

At your desk you will normally use your docking station and will be connected to the University network. Your laptop is registered to the network in the building you usually work in. You won't be able connect to the wired network using a docking station or network cable in another building.

Roam around campus

Around campus your laptop will automatically connect to the University wifi.

You can use any docking station to work more comfortably with the screen and mouse. Your laptop will continue to connect to University wifi.

Using other University computers

Important: Avoid actively using your laptop and a University PC at the same time. If you log into both using the same University IT account **username** then attempt to access files and emails on both, this will cause synchronisation issues with your files and emails.

If you have left your laptop logged in at your desk where it is not in use and are in another part of the building you can login to another University PC.

Alternatively, in a lecture theatre you can use the **AVS guest account** on the lecture theatre PC. You'll find login details near the lecture theatre PC.

In some lecture theatres you may be able to connect your laptop to the data projector.

Other laptops

You should not login to another University staff laptop. These are only designed for use by an individual.

If you do login to a University staff laptop belonging to another member of staff, your files and emails will be synchronised to their laptop.

Work off-campus

If you intend to work from home, try out your laptop beforehand. Your laptop should be able to connect to your home wifi.

Choose a wifi connection

When you're on campus your laptop will automatically connect to the University wifi (not eduroam wifi).

If you're at home or any other location you will need to setup a wireless connection yourself based on the network connection. You will need to obtain the wireless network name (or SSID) and the password (network key) to setup your laptop:

1. Click the **wireless network** icon in the **Notification Area**
2. Choose a **Wireless Network Connection**
3. Enter the network password if prompted
4. Click **Connect**

Problems with the connection

You will need to contact your home internet service provider if you experience problems connecting to your home wifi router or broadband connection.

Error messages when off-campus

If you are not connected to the University network, the following error messages will pop up as you logon:

- Cannot connect to a logon server
- Could not reconnect to all network drives
- User profile service – problem with your roaming profile

Ignore these messages when off-campus. If you see these messages when you are on roaming on campus, check that wifi is switched on (see page 17) then contact the IT Service Desk.

Connection speed when working on wifi

For most day-to-day work you will not notice any difference when connected via your docking station or wired network connection. Your laptop will behave much the same as a fixed desktop PC. However the connection speed may be slower if you are requesting a large amount of information, such as opening a large file or attachment (e.g. greater than 10 MB).

Use eduroam wifi at another university

Your laptop has been setup to work at other universities that provide eduroam wifi. If you have changed your University IT account password you should connect to eduroam using your new password while on campus before going to another university.

Follow these steps to connect to eduroam wifi:

1. Click on the **wireless network** icon in the **Notification Area**
2. Choose **eduroam** from the list > click **Connect**
3. Enter your University IT account **username** followed by @le.ac.uk
   e.g. ea179@le.ac.uk
4. Enter your University IT account **password**

Prepare for working offline

If you anticipate working where you have no internet connection you will not be able to get the latest versions of files and emails. So before working in this way it is best to prepare. By doing this you will have all the latest copies of your Z: drive files, emails and programs on your laptop.

Ensure your laptop is connected to a network or University wifi internet connection.

Check that your Personal Z: drive files have synchronised:

1. Click the **Show Hidden Items** button in the **Notification Area**
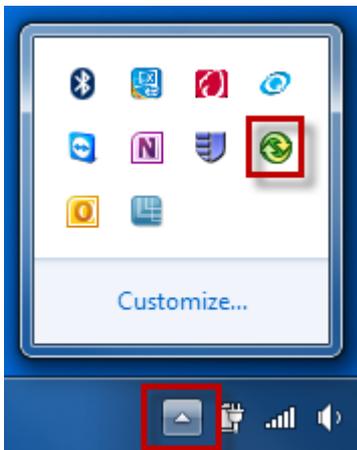
2. The green synchronisation icon will rotate while synchronisation is in progress. If the symbol is static, all files marked for synchronisation have been synchronised.

Check Outlook has synchronised:

3. Open Outlook, look at the **status bar** at the bottom and check it reads **All folders are up to date**

Check your programs are working:

4. Install any programs you require. Open them to make sure they run correctly (not all programs will be available offline)

VPN (Virtual Private Network)

The VPN extends the University network and its security settings to your laptop, so you can access sensitive data in programs such as SAP and SITS or gain direct access to the Shared Departmental X: drive while you are off-campus. If you install and use the **University Remote Access (VPN)** you can work seamlessly with your laptop as if you were on campus.

The VPN allows you to:

- Open and work on documents directly from the Shared Departmental X: drive or Research R: drive
- Connect to secure programs such as SAP and SITS
- Use programs that connect to a licence server such as SPSS, ArcGIS, Eviews and Mathematica
- Synchronise your personal Z: drive documents

If you just need to check your email or look at information on the internet then you don't need to use the VPN.

Request installation of the VPN

When you are on campus with your University Staff Laptop connected to the network, call the IT Service Desk on 0116 252 2253 and ask for the VPN to be installed. After the remote installation has been completed you will need to restart your laptop twice.

Connect to the VPN

Once the VPN has been installed, connect to an off-campus internet connection e.g. home wifi then:

1. Click the **wireless network** icon in the **Notification Area** 📶

2. from the **Dial-up and VPN** group choose **University Remote Access (VPN)**

Check you are connected

After your laptop has connected, hover over the **wireless network** icon in the **Notification Area** and you will see two network names: the name of the network you are using for your internet connection and **uol.le.ac.uk** *Internet access.*
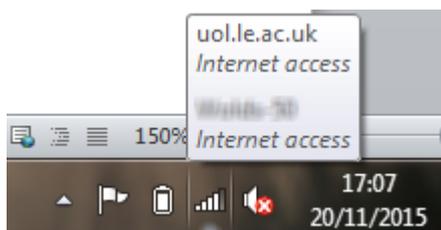
Speed

You may notice a short delay when opening and saving documents because they are connecting across the internet. This will be dependent on the speed of your internet connection.

Synchronise

Documents on your personal Z: drive will continue to be stored on your laptop. You can synchronise them manually. If you have been connected to University Remote Access (VPN) for about an hour your files will be synchronised back to the University network automatically and will continue to be synchronised about once every hour.

Shared Departmental X: drive documents are not synchronised; you access these directly.

Synchronise files manually

To manually synchronise your personal Z: drive files back to the University network:

1. Click the **Show hidden icons** button in the **Notification Area**
2. **Right click** on the **Sync Centre** > choose **Sync All**
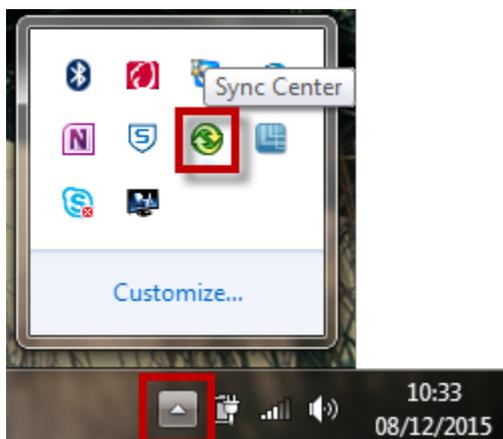
Where you can use the VPN

On campus you should dock your laptop or use University wifi. You don't need to use the VPN.

- Off-campus you should be able to use any private internet connection or connection provided by a hotel, café etc with **University Remote Access (VPN)**
- At another university you should be able to use Eduroam with **University Remote Access (VPN)**

Some internet connections will be protected by a Firewall; it is possible that access to the VPN will be blocked. If you are unable to connect, contact the internet service provider - see the website for the technical information you should provide.

Disconnect

1. Click the **wireless network** icon in the **Notification Area**
2. From the **Dial-up and VPN** group choose **University Remote Access (VPN)**

A Disconnect button will appear

Dial-up and VPN	⌃
University Remote Access (... **Connected**	
	Disconnect
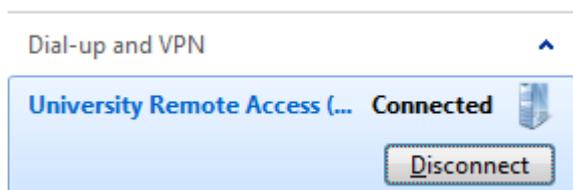
3. Click **Disconnect**

Help and support

University staff laptop web pages

You can find more information on the [IT Help website](#) including:

- [Travelling abroad with your University laptop](#)

http://www2.le.ac.uk/offices/itservices/ithelp/my-computer/laptops/staff

Access this guide

You can use the web links within this document. An electronic copy is available on the IT Help website.

IT Service Desk

Call 0116 252 **2253** or email ithelp@le.ac.uk to ask a question or report a problem.

@uolits

For more information

IT Services
University of Leicester
University Road
Leicester, LE1 7RH, UK

w: www.le.ac.uk/itservices
t: 0116 252 **2253**
e: ithelp@le.ac.uk

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at the time of going to press. However,
changes and developments are part of the life
of the University, and alterations may occur to
the programmes and services described in
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