

Guidance for Remote Work to College IT Services

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Introduction

Many of South Essex College IT systems can be accessed remotely from the college either on College issued devices or on personal devices. Much of the software that is used by South Essex College can be obtained at a discounted price or free for educational personal use. This document will outline how you can obtain, and access various IT systems used by the College.

Many of the systems accessible to Staff and Students can be accessed from the College website.

Staff: <https://www.southessex.ac.uk/staff-login>

Student: <https://www.southessex.ac.uk/student-login>

Unless otherwise stated web applications are supported in the browsers Edge, Chrome and Safari.

To monitor for system downtime or planned maintenance please visit: <https://southessexstatus.co.uk/>

Guidance on Security

By accessing College services remotely on your personal devices, you must still adhere to the Colleges Acceptable Use Policy and Information Security policies. To protect the College network, you should ensure that you are running Anti-Virus and that your operating system and installed applications are up to date. You should also ensure your device is password protected and encrypted. By accessing South Essex College remote resources your usage may be monitored for the purpose of information security. The Colleges data protection statement and privacy notice can be found on the College website: <https://www.southessex.ac.uk/>

Software for personal devices

As long as you have a computer capable of running the application, many applications used by the College can be installed for free:

Microsoft Office 365

As part of the Colleges Office 365 subscription all staff and students can install Microsoft Office 365 on their computer or make use of the web version of Office. This includes Word, Excel, PowerPoint, Outlook and more.

To install log into <https://www.office.com/> with your College Email and password. In the top right you'll find an option to install Office.

Available on: PC, macOS, Android and iOS

For a full install guide please see the following URL: https://support.office.com/en-GB/client/results?Shownav=true&Icid=2057&ns=O365PROUSER&version=15&omkt=en-GB&ver=15&HelpID=O365E_TSOOffice

Autodesk – AutoCAD, Maya, 3DS Max, Etc

Autodesk provide free access to all their applications for students and staff. You will need to use your South Essex College email to verify your educational status.

Please visit the following site and choose the option for individual license:

<https://www.autodesk.com/education/free-software/featured>

Available on: PC and macOS (for select applications)

Unity

Unity is free for personal and educational use, to download please visit: <https://unity3d.com/get-unity/download>

Available on: PC

Unreal Engine

Unreal provide a free creators licence for educational and personal use. You can get Unreal Engine from here: <https://www.unrealengine.com/en-US/get-now>

Available on: PC and macOS

Microsoft Visual Studio

Microsoft Visual Studio is free for staff and students and can be downloaded here:

<https://visualstudio.microsoft.com/downloads/>

You can use your College account to sign in and use.

Available on: PC and macOS

IBM SPSS Statistics

The Colleges licence SPSS Statistics allows use at home for Educational use for free. The licence is renewed yearly every February so you will need to obtain a new licence from the College every year.

Download and install instructions can be found on the following URL:

<https://seessexcollegeac.sharepoint.com/sites/software/>

Use your College email and password to sign in.

Available on: PC and macOS

Adobe Creative Cloud

The Colleges Creative Cloud licence allows work at home, however due to the way Adobe licences its products this benefit only extends to staff.

A guide on how to install Adobe Creative Cloud can be found here: <https://helpx.adobe.com/uk/download-install.html>

To access creative cloud if licenced to use it at home visit: <https://creativecloud.adobe.com/>

When prompted to sign in use your Staff College email and password.

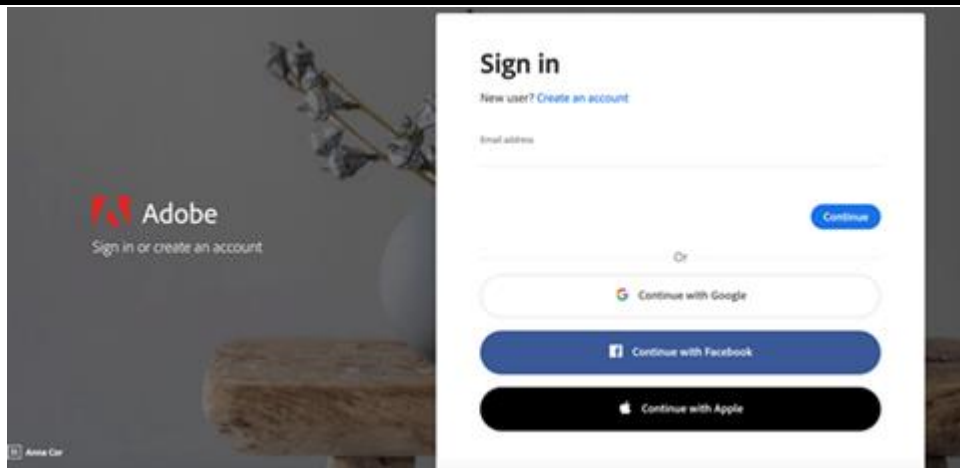
Students can get Adobe Creative Cloud at a discount of 65% or £16.24 a month, for details see here: <https://www.adobe.com/uk/creativecloud/buy/students.html>

Available on: PC and macOS

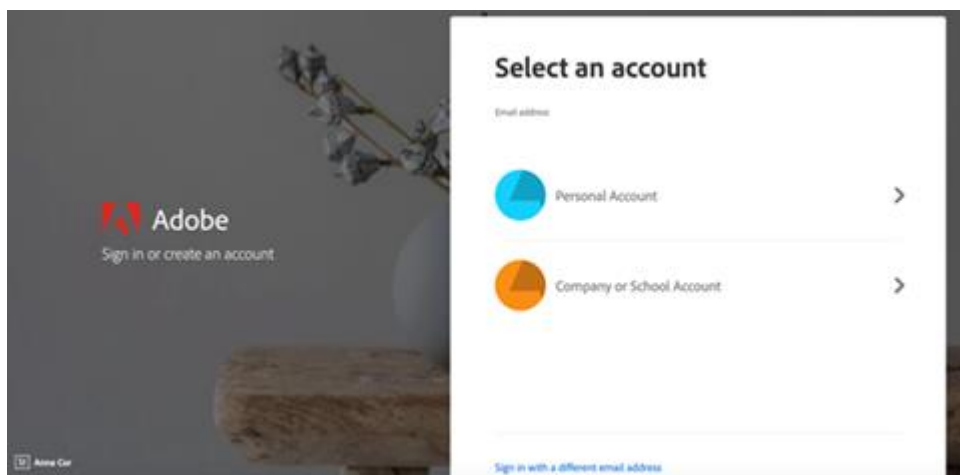
Temporary at-home access for Adobe

Adobe has provided **temporary** at-home access for impacted students and faculty due to COVID-19, so that they can continue their work remotely. Please follow the instructions below to enable access to Creative Cloud Desktop Apps on your personal device.

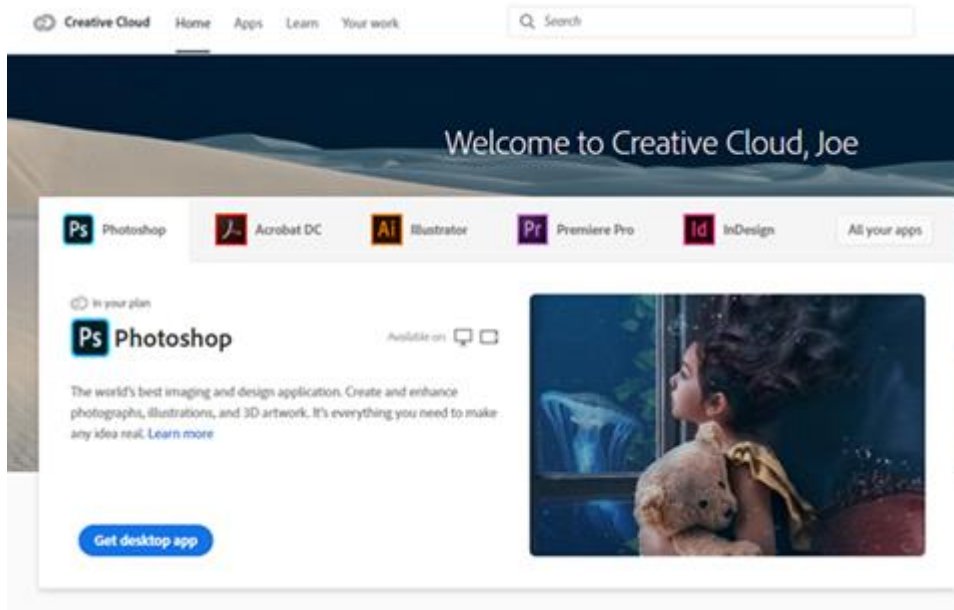
1. Visit <https://creativecloud.adobe.com> and use your school credentials to sign in.



2. If prompted, select Company or School Account and then enter your password. Or provide your credentials in your school's login screen.



3. From the Creative Cloud website, browse for and download your desired app. Click **Apps** on the top of the page to view all apps.



For more information on how to download or install apps, see [Download and Install Creative Cloud apps](#).

Sketch Up

In light of the current COVID-19 situation and the closing of schools, Trimble is making temporary at-home access to SketchUp Pro available until **June 30, 2020** for university and colleges who currently have only lab access for students, at no additional cost.

Please contact your lecturer or the IT Helpline for details on how to gain access.

NI Circuit Design Suite (Multisim)

The College's licence for NI Circuit Design Suite (Multisim) allows use at home for Educational use for free. The licence is renewed

yearly so you will need to obtain a new licence from the College every year.

Download and install instructions can be found on the following URL:

<https://seessexcollegeac.sharepoint.com/sites/software/>

Use your College email and password to sign in.

Available on: PC

Accessing systems from personal devices

Accessing College Emails

For the same experience of accessing your emails at home we recommend you install Microsoft Outlook which you can get for free as mentioned above. However, if you prefer to use the web version staff and students can visit <https://outlook.office.com>

To install and configure Outlook on your Windows, macOS Android and iOS device please see the following guide: <https://support.office.com/en-gb/article/Add-an-email-account-to-Outlook-6e27792a-9267-4aa4-8bb6-c84ef146101b>

Please use your College email and password.

If you have access to shared mailboxes you can access these from the web version, mobile version and desktop version of Outlook.

Please see following guides

Desktop: <https://support.office.com/en-us/article/open-and-use-a-shared-mailbox-in-outlook-d94a8e9e-21f1-4240-808b-de9c9c088afd>

Web: <https://support.office.com/en-us/article/Open-and-use-a-shared-mailbox-in-Outlook-Web-App-BC127866-42BE-4DE7-92AE-1EF2F787FD5C>

Mobile: <https://support.office.com/en-us/article/open-and-use-a-shared-mailbox-in-outlook-d94a8e9e-21f1-4240-808b-de9c9c088afd>

Available on: PC, MacOS, Android and iOS

Remote Files and Applications

Staff and Students can access files such as their personal U and N Drive, Team drives and some line of business applications from Remote Resources.

Remote Resources can be located here: <https://rds.southessex.ac.uk/>

Clicking the “help” button in the top right will provide a full guide on how to make the most of it. It is recommended you set up RemoteApp and Desktop Connection on Windows as this will give you the best possible experience.

If you are accessing from macOS, please ensure you have read the guide in the “help” menu mentioned above as you will need to download the Microsoft Remote Desktop App

Please use your College email and password to sign in.

Available on: PC, macOS, Android and iOS

The following are accessible from remote resources:

Staff Advantage and Unit-e

Microsoft Office

ProAchieve/ProGeneral

4Cast

SelectHR

PICS

Mail Archiver

ProMonitor Administration Tool

Moodle

Moodle can be accessed by staff and students by visiting the following URL:

<https://vle.southessex.ac.uk>

Use your College email and password to sign in.

Available on: PC, macOS, Android and iOS

Canvas

Canvas can be accessed by HE Staff and Students by visiting the following URL:

<https://he.southessex.ac.uk/>

Use your College email and password to log in.

Available on: PC, macOS, Android and iOS

ProMonitor and ProPortal

Staff can access ProMonitor by visiting: <https://promonitor.southessex.ac.uk>

Staff and students can access ProPortal by visiting: <https://proportal.southessex.ac.uk>

The ProPortal and ProMonitor administration tool can be accessed by Remote Resources see above.

Available on: PC, macOS, Android and iOS

Dave

Staff can access DAVE by visiting <https://dave.southessex.ac.uk>

Use your College email address and password

Available on: PC, macOS, Android and iOS

Dashboard

Staff can access the Dashboard by visiting <https://dashboard.southessex.ac.uk>

Log in using your College email and password.

Available on: PC, macOS, Android and iOS

Health and Safety Portal

Staff can visit <https://healthandsafetyportal.southessex.ac.uk> to access training and report first aid incidents.

Log in using your College email and password

Available on: PC, macOS, Android and iOS

BKSB

Can be accessed by visiting <https://southessexcollege.bksblive2.co.uk/bksbLive2/Login.aspx?ReturnUrl=%2f>

Please log in with your supplied credentials, contact your tutor or learningtechnologists@southessex.ac.uk for help.

Available on: PC, macOS, Android and iOS

Sherlock

Staff and Students can access the Library Management System Sherlock by visiting:

<https://sherlock.southessex.ac.uk>

HE Students can access <https://sherlockhe.southessex.ac.uk> for HE specific resources

Please use your college email and password to log in.

Available on: PC, macOS, Android and iOS

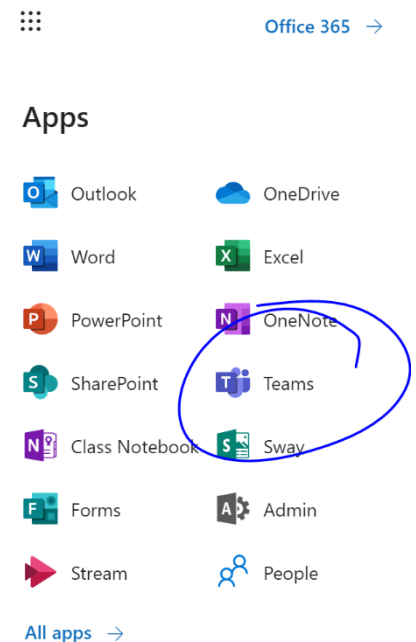
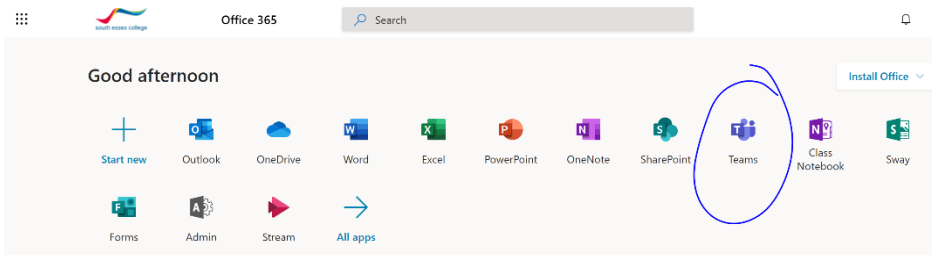
Microsoft Teams

Teams can be accessed via web or using the Teams app available on macOS, Windows, Linux, iOS and Android.

Web and Sign in experience

Microsoft Teams can be accessed via any modern web browsers by going to the same central portal for all your Office 365 applications; <https://office.com>. When prompted to please enter your college email and password to sign in.

Once signed in, Microsoft Teams should be on the row of applications presented to you, if it's not showing click the "waffle" in the top left of the page and look for Microsoft Teams.



Alternatively if you want to go straight to Microsoft teams you can use the following URL:

<https://teams.microsoft.com/>

Desktop Client

Rather than navigating to the web app you may wish to install the desktop app for a more convenient experience and to ensure you don't miss any messages. You can install the desktop app on Windows, macOS and Linux. Visit <https://teams.microsoft.com/downloads>, choose the applicable platform and download the installer. Run the installer and follow any on screen instructions. Once installed, run Teams and sign in with your College email address and password.

If using a College device you can find the Teams client in the Software Centre available from the Start Menu if it's not installed already.

Mobile Client

Teams can be installed on a mobile client so you can keep in touch with colleagues and students while on the move.

You can download Teams by searching for "Microsoft Teams" in the Google Play Store or Apple App Store. Once installed run teams and sign in with your College email address and password.

Getting Started

Now that you have access to Microsoft Teams on all your devices you may be wondering how to use Teams and navigate around. The using Teams is very intuitive and easily picked up but to get you started here are some resources you can refer to.

A full and extensive searchable user guide can be found here: <https://support.office.com/en-gb/teams> this should be your first point of call if you're not sure how to do something in Teams. Each guide is broken down step by step with visuals and sometimes videos.

Quick Start Guide

<https://download.microsoft.com/download/D/9/F/D9FE8B9E-22F5-47BF-A1AB-09539C41FCD0/Teams%20QS.pdf>

Quick Start Guide for Education

<https://aka.ms/TeamsEDUQuickGuide>

Quick Start Video

https://support.office.com/en-gb/article/video-what-is-microsoft-teams-422bf3aa-9ae8-46f1-83a2-e65720e1a34d?wt.mc_id=otc_microsoft_teams&ui=en-US&rs=en-GB&ad=GB

Interactive Demo

<https://teamsdemo.office.com/>

Skype for Business

Skype for Business for staff can be accessed from the mobile client only. When using the mobile client, you will only have instant messaging functionality. Download Skype for Business from the Google Play Store or Apple App Store.

Available on: Android and iOS

Payslips

Staff Payslips can be accessed by visiting: <https://my.sdworx.co.uk/Portal/login.aspx?ReturnUrl=%2fportal%2f>

If you have forgotten your password, please email payroll@essexsharingservices.co.uk

Finance Portal

Staff can log into the finance portal by visiting the following

https://ess.unit4cloud.com/uk_ess_live_agresso_web/Login/Login.aspx?ReturnUrl=%2fuk_ess_live_agresso_web

If you have forgotten your password please email analysts@essexsharingservices.co.uk

SharePoint, OneDrive and other Office 365 Applications

Staff and students can visit <https://office.com> and sign in with their College email address and password to access Office 365 applications available to them.

Available on: PC, macOS, Android and iOS

Accessing College Services from College Issued Windows Device

Using a technology called **Always On VPN** your College issued Windows laptop will automatically and securely connect back to the South Essex College Network. This allows you to access all your resources from any location with an internet connection as if you were directly connected to the College network. Your experience in accessing resources is dependent on the speed of your internet connection.

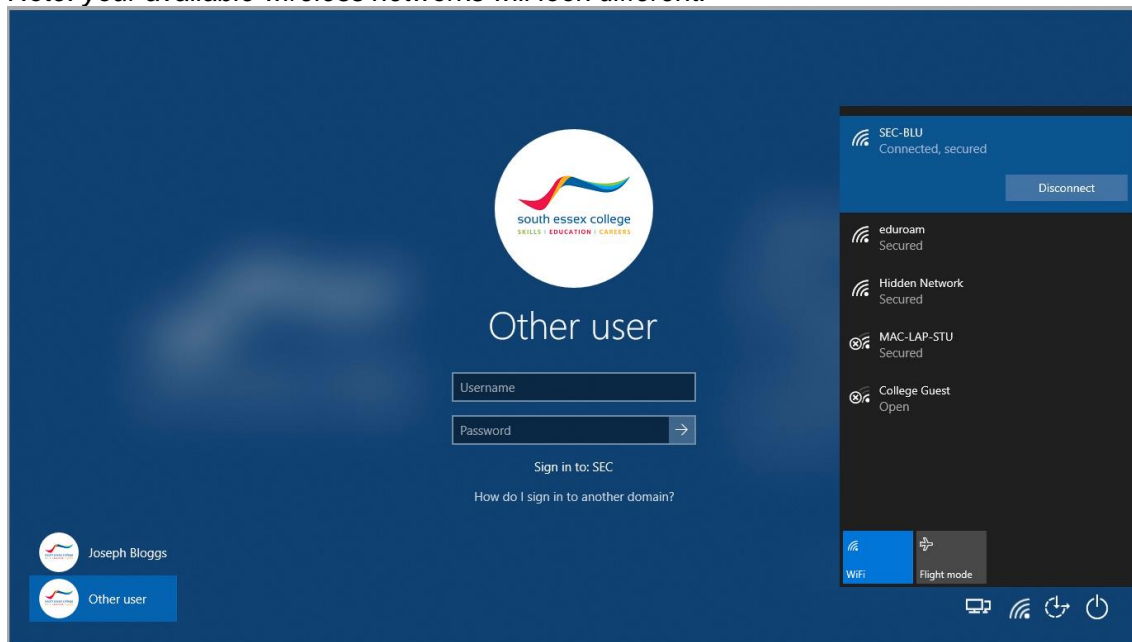
If for any reason you don't have an internet connection, you can use your device in a limited capacity. This relies on your credentials being cached on the device, so you need to have signed in previously. While accessing your device without a network connection you may receive an error message regarding network resources being unavailable. Without a connection you are limited to applications on your laptop and files stored on an encrypted USB stick or Sync'd from your College OneDrive.

The following instructions will guide you in getting set up. Although not a requirement it is advisable that you sign into your device at least once while connected to the College Network before working remotely so that credentials are securely cached.

Connecting to the internet

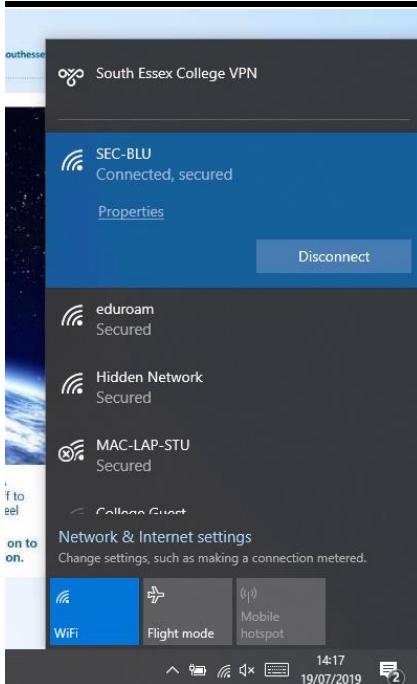
You can connect to a wireless network from the lock screen by clicking the Wi-Fi icon, selecting the network you want to connect to and entering the credentials for that network.

Note: your available wireless networks will look different.



Alternatively sign into the laptop normally (this will only work if your credentials are cached), click the Wi-Fi icon on the System Tray, select the network and enter the credentials to connect.

Note: your available wireless networks will look different.



From this point your device will realise it's not on the South Essex College Network and securely establish a connection to the South Essex College Network so you can access your resources. For the best experience you should log off and back on to ensure any disconnected drives are reconnected.

Sign in Experience

Once connected to the internet you can use the new sign in option on the lock screen. This option is two overlapping computers which can be found in the bottom right of the lock screen next to power, accessibility and network.



From this new sign in screen enter your College email and password.



Your sign in time will be dependent on your internet connection speed and may be longer than if on the College Network. Future sign-ins should be faster once your profile is cached.

No Internet Connection

If you don't have access to an internet connection, you can only use your laptop in a limited capacity with only local file and application access. In order to use your laptop without an internet connection you must have signed in at least once either on the College Network or via the Always on VPN. Having previously signed into the device, sign in as normal using your College email and password, you may get warnings that some network resources are unavailable. This is normal and can be ignored. If you need to work on some files you can use an encrypted USB drive or your College OneDrive which is highly recommended as your files will sync to OneDrive the next time you have access to the internet.

To use OneDrive, you will need to set it up first, OneDrive is available from the Start Menu and will require you to sign in with your College Email address and password. Any files you store or access via your OneDrive will be synchronised/cached to your device and will be available offline.

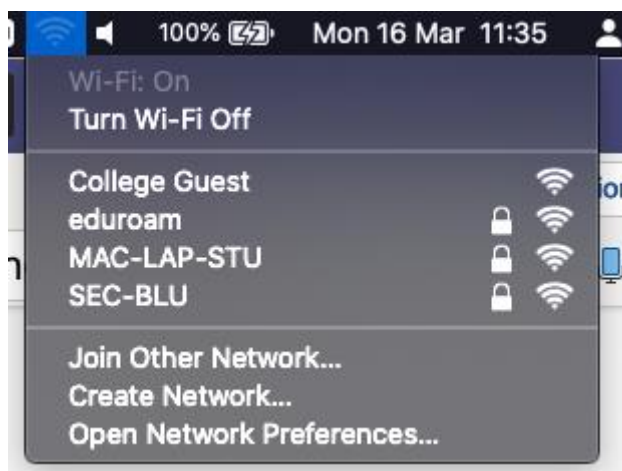
Accessing College Services from College Issued macOS Devices

Note: if your College issued macOS device was issued before Summer 2019, it may not be configured to use this service. Please contact the IT Helpline to arrange a time to have your device updated.

Accessing the Colleges VPN on a College issued macOS device is reliant on you having logged in to the device while on-site to ensure your College credentials are cached. Once you have done this, you can take the device off-site and log in as normal.

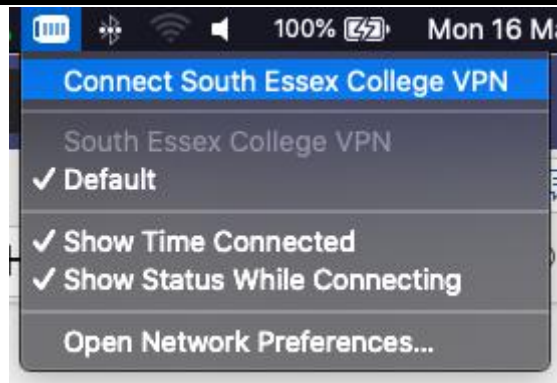
Once you are logged in to the device at home, you will need to join it to your home Wi-Fi. Click the Wi-Fi icon in the menu bar in the top-right hand corner of the screen, select your home Wi-Fi from the dropdown menu.

Note: your available wireless networks will look different.



Once you've selected your home Wi-Fi, you will need to enter the password needed to connect to it. Once connection is successful, the Wi-Fi icon will appear as white instead of grey.

Now you're connected to your home Wi-Fi, you can now connect to the VPN. Click the VPN icon in the menu bar in the top-right hand corner of the screen and select "Connect South Essex College VPN" from the dropdown menu.



To disconnect from the VPN, just click the VPN icon in the menu bar and select Disconnect.

