

# IT Services Induction for Queen Mary PGR Students

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# About Queen Mary IT Services

IT Services are here to support you whenever you need assistance. We provide IT support and equipment to ensure you can fulfil your potential. You can find out more here: <https://www.qmul.ac.uk/its/help--support/for-students/>

# Unlock the Power of IT in 7 Steps

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# 1. Set up your Password

Your username will look like this:  
[ab12345@qmul.ac.uk](mailto:ab12345@qmul.ac.uk)

When you start at Queen Mary, you will receive an email with your temporary password.

Please change this password as soon as possible and don't let other people use it, no matter how good a reason they give you.

Follow the steps on this page to set up your password through SSPR (Self-Service Password Reset):

<https://www.qmul.ac.uk/its/support/self-help/self-service-password-reset/>



## 2. Set up Multi-Factor Authentication (MFA)

**Multi-Factor Authentication (MFA) adds an extra layer of security when accessing online services. You may already use this for online banking or your personal email account.**

**When you create or reset your password, you will be able to choose how to set up your authentication.**

**We recommend you use the Microsoft Authenticator app as your authentication method.**

**Follow the steps on this webpage to set up your authentication:**

**<https://www.qmul.ac.uk/its/support/self-help/multi-factor-authentication/>**



### 3. Download the Queen Mary 'QMUL' app

The Queen Mary 'QMUL' app has many handy features in one place including campus maps, attendance recording, library resources and IT service updates.

Download the app on the App Store for Apple or Play Store for Android, by searching 'QMUL'.

You can also access the app via a web browser by following this link:

[qmul.ombiel.co.uk](http://qmul.ombiel.co.uk)

More information can be found here:

<https://www.qmul.ac.uk/its/our-services/services-for-students/mobile-app/>



## 4. Access your Queen Mary email account

All students are given a Queen Mary email address. Official communications are sent to your Queen Mary account, so it is important you check it regularly.

🌐 Our email service is provided by Microsoft 365, which you can download onto five devices and gives you access to 1TB of storage (10GB maximum file size).

You can access your email online here:

<https://mail.qmul.ac.uk>

More useful information can be found here:

<https://www.qmul.ac.uk/its/our-services/services-for-students/email/>



# 5. Access MySIS (your student record)

**MySIS is where you will find information about your enrolment, registered modules, financial information, personal details and provisional results, amongst other things.**

**After enrolment, use your Queen Mary account (not your application account) to access MySIS.**

**It is important that you keep your personal information up to date on your record.**

**Access MySIS here:**

**<https://mysis.qmul.ac.uk/>**

**Please note, once enrolled, you should use your student account - e.g. ab12345 - to access MySIS, not your applicant account.**



## 6. Log into QMplus (online learning environment)

QMplus is your online learning environment, where you can access your timetable, module information, assignments and more.

You can access QMplus, find user guides and ask for additional help here:

<https://qplus.qmul.ac.uk/>

 Sign up to one of the QMplus induction sessions, which are run by Students!



# 7. Set up Wi-Fi - eduroam

**eduroam is Queen Mary's Wi-Fi service.**

**You can connect to eduroam via the**



**geteduroam**

NORDUnet, DeIC, SURF, GÉANT, govroam NL and IAS. Co-funded by the European Union



**Guidance and download links can be found here:**

**<https://eduroam.org/geteduroam-get-connected-quickly-and-safely/>**

** As a bonus, you will be able to use eduroam to connect to Wi-Fi in academic institutions across the UK and in many countries around the world, all using your Queen Mary username and password.**



# Useful to Know

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# COPE

## Corporately Owned, Personally Enabled (COPE)

It can be requested if needed. Restricted to some schools.

<https://queenmaryuniv.service-now.com/esc>

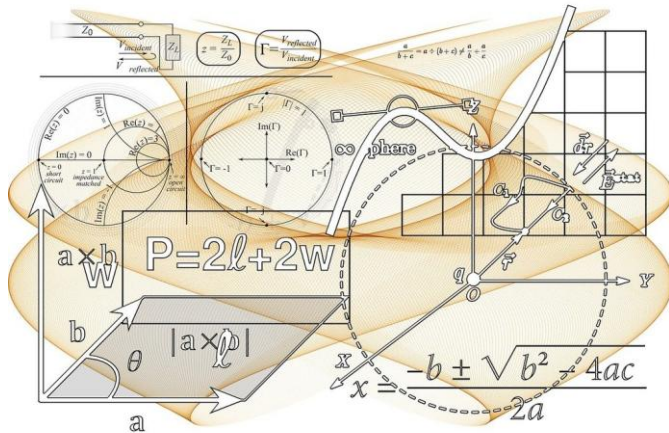
A COPE device permits users to elevate their admin privileges to install and make as many changes to software and system settings as they please (including the installation of new applications) within a pre-determined time

There is no limit on how many times the software can be activated within a day

<https://www.qmul.ac.uk/its/projectsandchange/msrp/project-overview/cope>



**High Performance Computing (HPC)** allows researchers to expand, manipulate and analyse complex data quickly. Please visit the following website for more information: <https://docs.hpc.qmul.ac.uk>



**SLURM is the job scheduling system**  
<https://slurm.schedmd.com/overview.html>

## HPC cluster at QMUL is Apocrita

Apocrita accessibility



WS



Linux



macOS

Applications on Apocrita



STATA

Ansys



10X GENOMICS™



[its-research-support@qmul.ac.uk](mailto:its-research-support@qmul.ac.uk)



Apocrita contact

[qmul-research-it](mailto:qmul-research-it)



[qmul-its-research](https://www.youtube.com/qmul-its-research)

# Research Data Management

**Research data management** refers to the processes and methods of collecting, generating, storing, processing and sharing research data. This can relate to legal compliance and GDPR and therefore impact your research. Contact [its-research-consultants@qmul.ac.uk](mailto:its-research-consultants@qmul.ac.uk) for more information and guidance.



## GitHub Enterprise at QMUL

GitHub is a web-based source code repository which offers all the distributed revision control and source code management (SCM) functionality of Git as well as adding its own features.



QMUL students and staff

<https://github.qmul.ac.uk>

All Queen Mary University of London currently enrolled students, student-facing faculty, and anyone performing academic non-profit research (including external collaborators) can use it free of charge

**Contact for help** [its-research-support@qmul.ac.uk](mailto:its-research-support@qmul.ac.uk)

# Accounts

PGR students receive both staff and student accounts, which they are responsible for. This means you will receive two accounts for **MySIS**. Work is currently taking place to consolidate student and staff accounts into one central point.

Please contact the Service Desk if you have questions about this:

<https://www.qmul.ac.uk/its/support/helpdesk>



# Additional Information

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## **Microsoft 365 Suite**

You can download the Microsoft 365 suite for free and install it on up to five personal devices.

For instructions, visit [youtube.com/watch?v=58FIAelSoO4](https://www.youtube.com/watch?v=58FIAelSoO4)

## **AppsAnywhere**

Queen Mary's AppsAnywhere service allows you to access specialised apps while away from your department or off campus.

More information can be found here: <https://www.qmul.ac.uk/its/our-services/services-for-students/apps-anywhere/>

## **Finding PCs on Campus**

A number of rooms on campus contain computers which you can access using your Queen Mary username and password.

More information can be found here: <https://www.qmul.ac.uk/its/our-services/services-for-students/finding-pcs/>

# Additional Information

## **Printing, Copying and Scanning**

Printers are available across campus for printing, copying and scanning. Information on how to use them can be found here:

<https://www.qmul.ac.uk/its/our-services/services-for-students/printing/>

For large or professional print jobs, students can use the CopyShop service:

[https://www.qmul.ac.uk/its/services/catalogue/printing\\_paper\\_toners/copyshop/](https://www.qmul.ac.uk/its/services/catalogue/printing_paper_toners/copyshop/)

## **LinkedIn Learning**

Students can access up to 16,000 online courses for free via LinkedIn Learning:

<https://elearning.qmul.ac.uk/learning-applications/linkedin-learning/>

## **Windows 11**

Queen Mary uses Windows 11 Operating System as standard. Training on using Microsoft Windows 11 can be found here:

<https://www.linkedin.com/learning/windows-11-essential-training-23016950/learn-windows-11?u=52187153>



Queen Mary  
University of London

# Help and Support

Available 24/7, 365 days a year

- **Chat with us:** <https://qmul.bomgarcloud.com/>
- **Phone us:** (+44) 020 7882 8888
- **Email us:** [servicedesk@qmul.ac.uk](mailto:servicedesk@qmul.ac.uk)
- **Self-service portal:** <https://www.qmul.ac.uk/its/services-channels/self-service-portal/>

**Thank you**

