

In 1943, Thomas Watson, Chairman of IBM, said: ‘I think there is a world market for maybe five computers.’ Things have turned out somewhat differently and technology is now an essential part of working life for most of us.

MyBristol can be accessed via any computer with access to the web. Simply sign in with your University username and password to access email, Calendar and much more.

Hints and tips

Staff at the University can **access free or significantly discounted software** for work-related use at home, including antivirus, Microsoft Office and other software. Follow the link to ‘Software’ for more details.

Useful tools include the **Facility for the Upload of Large Files (Fluff)** and the PDF converter. Fluff allows users to distribute large files to others (both within and outside the University) without transmitting the files by email. The PDF

converter allows you to upload a document and save it as a PDF. This tool is available on the portal, MyBristol, under the ‘File & Print’ tab.

Information about and support for **Blackboard**, the University of Bristol’s centrally supported virtual learning environment (VLE), can also be found on the Computing homepage.

Staying safe

The Internet exposes you to constant **risks**. To help combat this, you need a combination of common sense, security awareness and the right software tools. The University can provide advice on this and information is available on the website. Follow the ‘Security awareness | Anti-virus’ link on the Computing Services website.

Help and support

A range of **IT training courses and learning resources** is available to help you make the most of applications and tools. Training covers general IT, Mulberry, the web, Microsoft Office, using technology in teaching and learning, High Performance Computing and using University (corporate) systems. Visit the link to ‘Training and learning resources’ on the Computing homepage. Please ask your local IT support staff if you need any assistance with IT facilities or would like to know if support is available. The IT help desk can also provide support and advice on what is available.

The IT help desk can help with:

- passwords and account information
- email
- the web-based application ‘Staffinfo’, which allows University staff to view and amend their personal data
- accessing or editing information in MyBristol
- accessing library resources such as journals and databases
- queries regarding remote access to University facilities via wireless or proxy
- booking for courses
- supported equipment and site-licensed software
- reporting problems with equipment maintained by Information Services

IT help desk

Phone: 0117 92 87870 (internal 87870).
Calls taken 24 hours, 7 days a week.
Email: help-desk@bristol.ac.uk

The IT help desk in the Computer Centre is open for visitors between 8.30am and 5.30pm on weekdays.

IT Service Status Page

For information on future availability of services, as well as announcements on problems, please check the IT service status page. Just click the image of the traffic lights on the Computing homepage.

What have we forgotten that’s important?

As with the previous leaflets in this series (see below), your comments would be welcome. Please email pwe-feedback@bristol.ac.uk.

Previous leaflets and storage

The previous leaflets in this series are *Making internal email a blessing rather than a curse*, *How to be an effective leader*, *Managing time more effectively*, *Dealing with bullying*, *Commuting made easier*, *Managing your career* and *Keeping work-related stress at bay*. They are all available on the web via www.bristol.ac.uk/pwe/. If you would like a special folder to keep them in, email pwe-feedback@bristol.ac.uk and one will be sent to you.



Positive Communications

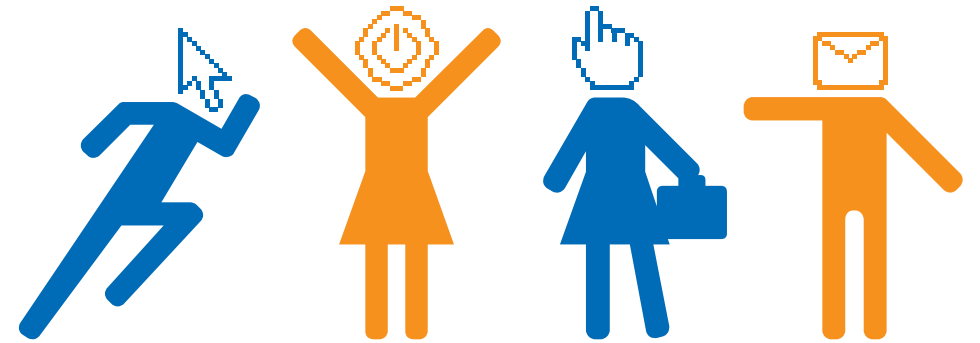
An initiative is under way to create a more positive working environment. A group of academics and support staff is leading the implementation of an improvement plan drawn up after staff surveys.

One step the group is taking is to produce a series of advice sheets – called *Positive Communications* – on issues raised by staff. The advice is always brief and practical.

If you need all or part of this publication in an alternative format, eg in Braille, in larger print or on tape, please call 928 7776.

Issue Eight:

Making the most of IT at Bristol



Making the most of IT at Bristol

Information Services offers a range of computer-based tools for staff to use. Email is probably the most familiar one but there are many others you may not know about. This leaflet, plus the information at www.bristol.ac.uk/is/computing, should help you discover something new that will make working life a bit easier.

Working with others

Managing time is quite a challenge for most of us and nearly all of us need to communicate electronically with others and to co-ordinate meetings, events and projects with colleagues across the University.

Calendar can help. It includes personal, team and resource scheduling facilities for individuals and groups. You can use Calendar as a work agenda and personal diary and can even nominate someone to maintain your agenda for you. When you are arranging a meeting, Calendar can search the availability of attendees and rooms to help you suggest possible dates. You can attach a file or document to the meeting request, which is useful for circulating an agenda. You can also set viewing rights to control who can see the details of your diary. For more information, visit the 'Calendar | Help' link on the Computing homepage at www.bristol.ac.uk/is/computing.

Are you making the most of **email**? Via the Computing Services homepage, you can find information on how to **manage email**, **reduce spam**, set up a **mailing list** or **set an out-of-office message**. Simply follow the 'Email' link.

In 2009, the University will introduce a **wiki service**. Wikis are collaborative websites that allow groups of people to work together easily on documents in which they have a shared interest. They are useful for groups involving external partners to the University. If you would like to use a wiki, please contact wiki-administrator@bristol.ac.uk for more details.

Working from home

You can download a version of **Mulberry for home use** that will give you the same email set-up as you have at work. You can also **set up another email program** to read your

University email. Follow the link for 'Email' on the Computing service web page.

The **University portal**, called **MyBristol**, provides a single sign-on to access email, Calendar and a wide range of other resources. The portal also allows you to store bookmarks and contacts for easy access. You can customise the portal to provide the information you want and make it look the way you prefer by altering the layout and colour scheme. Visit www.bristol.ac.uk/mybristol for further information.

The **Off-site Proxy** provides an easy way to access a large number of electronic library resources when you are working away from University of Bristol sites. Setting up the proxy requires changing a setting in your browser and should only take a minute. Then, to use the proxy, all you have to do is enter your

University username and password when you try to access a restricted page.

The University of Bristol **virtual private network (VPN)** provides a 'tunnel' from an off-site location to the University. It means that when you are away from work, your computer is placed on the University network and all your traffic flows via the University. Resources in your department may then be accessible.

Details of both the Off-site Proxy and VPN can be found in the 'Offsite access' link on the Computing homepage.

Accessing information on the move

When you are away from work or on the move, you can **access Calendar and email** on many mobile phones and handheld devices. Details of how to set up your device can be found via the 'Email' and 'Calendar | Help' links.