



Advice for working away from the University

This guide will help you access the resources you need to continue working.

IT Help

If you need help with IT, contact the IT Services Helpdesk:

For non-urgent enquiries and requests, please use the **HelpMe** Portal and your ticket will be routed to the correct support team:

<https://helpme.ljmu.ac.uk>

If you have any urgent IT issues you can call us Monday – Friday 08.30 -5.00, 0151 231 5555 (option1)

General Information

Where possible, if you do not have an LJMU Anywhere device, please use tools such as Microsoft OneDrive, the Office 365 applications (you can install up to five copies of these on your own devices) and web based email to work from your home computer. Core University business systems are accessed via a web browser and the majority of their features work perfectly well remotely.

Should you require access to your M: drive, a shared drive or software that is only available on your office computer, you can follow the simple steps in “Accessing your usual PC from another Computer” to connect to your PC.

Important Checklist

IT Services advise that you make sure you do all of the following in preparation for working from home.

- Make a note of your University telephone extension number and remember your PIN
- Make a note of the full details of any shared drives that you use (e.g., [\\JT2\YourShareName](#), not just the drive letter such as X:).
- Note the asset number of your PC/laptop (*from the sticker on your PC base unit (not the screen)*)



or hover your mouse over the orange LJMU HelpMe icon on your desktop – you should see

JMxxxxx – that's the number you need).

- Note the addresses of any SharePoint sites that you use (e.g., your department site, committees. The address will look something like this <https://teams.ljmu.ac.uk/1/ITS/.....>). Move any important documents that you are working on (or reference frequently) from your M: drive to OneDrive.
- Understand your responsibilities for protecting data while working from home – see Appendix 1 - GDPR & Information Security Considerations

Password Changes Whilst Offsite

If you want to reset a forgotten password, change your password, or change your security questions and answers you can do all of that from any web browser from the following link:

<https://myaccount.ljmu.ac.uk>

Accessing services with an LJMU Anywhere mobile computer

If you have an LJMU Anywhere mobile computer you can still access all services as normal including email through Outlook which is already installed on your device.

For more information on LJMU Anywhere, ITS have created some help pages

<https://www.ljmu.ac.uk/ithelp/it-equipment/ljmu-anywhere>.

It is imperative that you keep your LJMU Anywhere device up to date at all times – instructions are included in the above pages. IT Services strongly advise that you use your device prior to working from home to ensure that it has received all relevant updates.

Accessing your usual PC from another Computer

If you do not have an LJMU Anywhere laptop and need to access your M: drive, shared drives etc., the simplest way to work from home and use everything you normally have access to may be to connect remotely to your PC in work.

***** IMPORTANT: DO NOT SHUT DOWN YOUR PC WHEN LEAVING THE OFFICE *****

You can use this method from any internet-connected computer (PC or Mac).

Make sure you have recorded all the information you need

- Your Computer Number from the sticker on the PC base unit (**not the monitor/screen**)
- Your Computer's name: This will be JM followed by the Computer Number e.g. JM12345

When you have gathered all the information, follow the steps in the document: '[Connecting to your LJMU Desktop PC From Another Computer](#)'

Accessing Virtual Desktop

If you do not have access to a LJMU laptop, or a LJMU desktop you can use the Virtual Desktop to access LJMU systems. Please see the link below

<https://www.ljmu.ac.uk/ithelp/virtual-desktop>

Mobile Device Application Management and Multi Factor Authentication

Please read the below information and set up what is required if you are using your own device to Work from Home.

<https://www.ljmu.ac.uk/ithelp/user-accounts-and-security/mobile-device-application-management>

Email

Please follow the below information regarding accessing your LJMU email from a non LJMU device.

<https://www.ljmu.ac.uk/ithelp/email-and-mobile-devices>

How to access your files on OneDrive while home working

Storing your files in OneDrive is the easiest way to make them available wherever you are. Microsoft OneDrive is accessible through your web browser by going to the following link:

<https://www.office.com>

Sign in with your university credentials. This will be username@ljmu.ac.uk, and your password will be the same password you use to logon to LJMU computers.

For further details on accessing OneDrive visit the following link on the LJMU IT Help Section of the Staff pages:

<https://www.ljmu.ac.uk/ithelp/saving-and-sharing-your-data/onedrive>

Accessing Other Corporate Systems

All the University Corporate Systems can be accessed from the Quick Links on the Staff Homepage:

<https://www.ljmu.ac.uk/staff>

Please note for Staff Infobase, SIS & CRM your logon details are your usual LJMU username and password (you will NOT need to add @ljmu.ac.uk).

Canvas

Canvas is accessible from any web browser using this direct link –

<https://canvas.ljmu.ac.uk>

It is available as a shortcut icon on any LJMU device. It is accessible also from the Quick Links on the Staff Homepage. You can log on using your username@ljmu.ac.uk and standard LJMU password.

How to access our home use software products

IT Services provide several software packages that can be installed directly on your own machine.

These can be accessed through the Home Use Software section of our website, at the following link:

<https://www.ljmu.ac.uk/ithelp/software-for-staff-and-students>

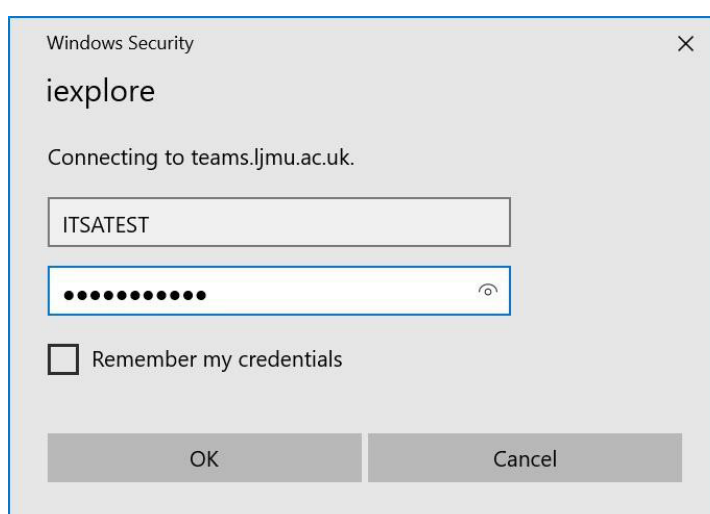
Each package has its own set of installation instructions, please follow the guidance on the web page.

SharePoint

SharePoint is accessible from any modern web browser and works in Internet Explorer/Edge/Chrome/Safari/Firefox and many more, however, for full functionality and a smoother file editing experience, use Internet Explorer or Edge.

Record the details of the SharePoint Sites you use in the form at the back of this document.

You can login to your SharePoint Site using your username and password:



The SharePoint Help Portal has useful information on how to use a site and can be accessed from:

<https://teams.ljmu.ac.uk/1/SharePoint>

Phones & MiCollab

[How to request a QR Code Email or reset your Voicemail PIN](#)

Login to the HelpMe portal (link below) and in the Service Catalogue, look in the **Network & WiFi** category for the links to “Request a QR code” and “Reset your PIN.”

<https://helpme.ljmu.ac.uk/#servicecatalogue>

There are also many video guides and training videos for the MiCollab applications:

<https://www.ljmu.ac.uk/ithelp/user-guides-and-training-packs/telephony-training-videos>

Appendix 1 – GDPR & Information Security Considerations

When accessing University data on your home computer, you must comply with the requirements of the General Data Protection Regulation and the University’s Information Security Policy.

Most importantly you **must not download any personally identifiable data** to your computer. To prevent the need to do this, work on documents in Microsoft OneDrive or SharePoint as far as possible, both of which can be accessed remotely with your University credentials.

More Information on data protection go to: **Policy Centre - IT, Records Management & Data Protection section:**

<https://policies.ljmu.ac.uk/UserHome/Policies/Default.aspx>

You should also review the **Information Security Policy**

<https://policies.ljmu.ac.uk/UserHome/Policies/ViewPolicyDisplay.aspx?&id=244&l=1>