

DIRECTORATE OF ESTATES

CENTRALLY TIMETABLED ROOMS (CTR) - UPDATE FOR USERS – SEPTEMBER 2010

Over the summer colleagues in Estates and IT Services have been working together to introduce several enhancements to enable an improved experience for users of PC's in centrally timetabled rooms. In particular we have installed 135 new PC's and upgraded the memory of 100 existing machines. We have also developed and rolled out a new **Teaching** Desktop which has significantly reduced the log in time and ensures machines are kept up-to-date with security patches and anti-virus updates. It provides a consistent image across campus so users of CTRs will see a familiar setup in every centrally timetabled room. This also helps us provide a more effective support service.

All machines have the following software (with desktop icons) is available as standard:

- Microsoft Office 2007 (Word, PowerPoint, Excel, Access)
- Turning Point
- VLC Player (for playing DVDs)
- Media Player Classic
- PDF Viewer
- SPSS

We can now provide access to a wide range of other software on request including any software from the Student Desktop (as used in PC Clusters). Requests for additional software should be made via the Helpdesk route outlined below.

GUIDELINES

To ensure all users experience a trouble free service we request you take note of the following guidelines:

Logging On – You will need to log on with your centrally provided IT account name and password¹ (used for access to University email, blackboard etc.). Do not divulge your password to anyone else

Switching Off – Always Log off by clicking on the **Start Icon** then **Log Off**

Powering Off – Please **DO NOT** switch off these PCs, either by pushing the On/Off switch or at the wall. Powering off this PC will significantly extend the logging on time for the next user and so can cause disruptions to their teaching session.

DVDs & Memory Sticks – To prevent the spread of viruses, CDs, DVDs and memory sticks inserted into these PCs will **NOT** start to play automatically. In order to play a CD OR DVD, insert the disk in the PC as usual and use the VLC Player. In order to access a memory stick, go to the start menu and click on 'My Computer' and locate your stick.

¹ If you do not have a centrally provided account, you will be unable to log on to the PCs. Please contact the Helpdesk on x52521 for details on how to get an account

IN NEED OF ASSISTANCE?

The Estates Helpdesk now provides a single point of contact for any problem in centrally timetabled rooms. So whatever problem you encounter (Audio Visual, IT, lighting, heating etc) we have a single number for you to contact (52521) and the Helpdesk will 'signpost' the issue to the right team.

We remain committed to a maximum 10 minute response time for an AV Technician attending to a problem encountered by a lecturer when preparing for or during teaching.

The Estates Helpdesk is staffed from 8.00am until 5.00pm Monday to Friday.

We also have an on-call AV technician available from Monday to Thursday from 5.00pm until 9.00pm.

HOW YOU CAN HELP US

We will closely monitor the introduction of these changes and would welcome your feedback and comments. Comments can be sent via the Estates Helpdesk or by email to <mailto:cturequest@listserv.manchester.ac.uk>

Directorate of Estates