



Useful information for staff and researchers

An overview of the Information Services Group (ISG) run services at the University of Edinburgh.

Information Services

University Login (UUN)

Your University Login (formerly 'EASE') provides access to various restricted resources. If you do not know your University Login, or you need help with registering, please talk to staff at one of the EdHelpdesks in the libraries or contact IS Helpline staff using the details on the last page of this publication. Please provide your UUN, full name and date of birth.

Use your University Login to use the open access computers around the University and to get into the University portal MyEd.

MyEd portal

Access from off campus

Most online resources can be accessed anywhere in the world by entering your University Login details when requested. However, you may need to set up a VPN (Virtual Private Network) connection to access central filespace, a small number of online library subscriptions (journals, databases etc) and restricted websites when off campus.

VPN (Virtual Private Network)

University cards

Your University card is used for identification, library services and access to entry control buildings. To find out, or change, the PIN associated with your card go to the Card PIN channel on MyEd. More information:

Card help

Accessibility

Accessible computers are available in certain open access areas. For information on assistive technologies and other related resources:

Accessible technology study room PCs and further information for Students

Your own computer

Information about centrally run computing services



Information Services: Computing

Working from home (and elsewhere)

Remotely access services, computers and file stores from outwith the University:

Off-site Working

Anti-virus

University managed desktops have anti-virus software installed.

Use anti-virus

Information Security

Protect yourself against information security threats and understand your responsibilities for this at work.

Information security website

Wireless

The secure wireless/WiFi network for University of Edinburgh is called eduroam. Before connecting to eduroam you must configure your device. If your device can successfully connect to eduroam within the University you should not need to make any changes to use your device at other institutions which support eduroam.

WiFi networking

IT Support for Staff

IS Helpline staff assist University staff with problems about ISG run IT and e-learning services. Some Schools operate a Local School Helpdesk.

Contact the IS Helpline

IT Support for Students

EdHelp is the portal for students to submit requests for help with IT, Library, Student Finance and Student Administration services.

EdHelp portal

IS Helpline service alerts and announcements

See known and planned issues. There is an X feed too (see the last page of this publication).

Status and alerts [for ISG services]

eduroam

Eduroam provides access to the internet, without having to register for another username and password, when you visit participating institutions. For countries and institutions that use eduroam:

eduroam website

Publishing your research



Open access

Help and advice on making your publications open access, including available funding.

Making your research Open Access

Pure is the University's Current Research Information System (CRIS) and is also used to populate Edinburgh Research Explorer the public view on the University's research activity (see Publication lists below).

PURE webpages

Edinburgh Research Archive (ERA) is where theses awarded by the University of Edinburgh are available. ERA accepts other open access output.

Edinburgh Research Archive

Open books and journals

Academic staff and student groups can use the library-led service, Edinburgh Diamond, to publish Open Access books and journals.

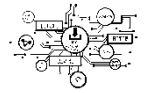
Publish with Edinburgh Diamond

Publication lists

Research activity and profiles of University of Edinburgh staff is presented in Edinburgh Research Explorer and can be embedded into University webpages.

University of Edinburgh Research Explorer

Research Data



Finding research data

The Research Data Service provides guidance on sources of research data sets:

Find and reuse data

Managing, sharing and storing research data

For guidance and support in managing, sharing and preserving your own research data see:

Research Data Service

Edinburgh DataShare is a multi-disciplinary, online digital repository of research datasets produced at the University of Edinburgh. The DataVault is a long-term retention service for archived “golden copy” research data which is no longer active or not intended for publication.

Edinburgh DataShare

DataVault long-term retention

Libraries



You can use any of the centrally run Edinburgh University Libraries and at each there is a staffed EdHelpdesk. Access to DiscoverEd and information about opening hours, borrowing allowances, virtual tours and other services available from library staff is available from MyEd's Library tab and the Library website.

Library homepage

DiscoverEd is the name for the library catalogue. Search it to know the Library's print and online collections (books, journal titles, journal articles, and more). Sign in to DiscoverEd for more detail and for services only available to University staff and students.

DiscoverEd: the Library catalogue

Library Subject Guides

Guidance on getting the best out of the library with information on finding academic literature, referencing and more. Each written with different subject areas in mind.

Library subject guides

Recommending Library purchases

Request a book, video, *etc* be added to the Library's Collections for general research reading via the online book recommendation form for staff.

Book recommendation forms

- To request library materials for teaching purposes, please use the Resource List service (see Reading List software below).
- To recommend a journal or other subscription resource, contact your Academic Support Librarian (see below).

Reading List software

The Library's Resource Lists service allows easy assembly of reading lists with links to DiscoverEd records but also material hosted elsewhere. Integration with Learn courses is easy and usage information is available. Resource Lists are how to ask library staff to try to buy new material for teaching purposes.

Advice on creating and using Resource Lists

Resource lists website

Academic Support Librarians

The Academic Support Librarian assigned to your School or Deanery is whom to contact for advice about library resources or services. This includes the purchase of new subscriptions or expensive one-off collections and for information about library-related training sessions for your students (or yourself!).

Academic Support Librarians

Heritage Collections

Rare books and manuscripts, the University's Archives, its museums (including art and musical instrument collections) as well as Lothian Health Services Archive fall under Heritage Collections. The collections are available for research and for use in your teaching.

Heritage Collections

Inter-Library Loans for document delivery

The Inter-Library Loan (I.L.L.) service is what to use when you need to read something the library does not have at all. University staff can get 30 free I.L.L.s per year. When the free annual allocation is exceeded, there is a fee of £5 per request you receive, although your School or Deanery may cover this cost.

Inter-Library Loan service

Reciprocal library borrowing schemes, e.g. SCONUL Access

If you are visiting another UK University, you may be able to borrow from its library using the SCONUL Access scheme (for possible network access, see the eduroam section above). Participating institutions are on its website which is also where you begin the application process.

SCONUL Access reciprocal borrowing scheme

AV and IT equipment to borrow

Collected from and returned to the Main Library, the Learning Spaces Technology team support equipment loans including cameras and lighting equipment, audio recording equipment, laptops and graphics tablets.

Multimedia equipment loans

Multimedia and Makerspace facilities



uCreate service lends 3D scanners, VR headsets and other electronics. Its areas on the first floors of the Main Library and the Noreen and Kenneth Murray Library (Murray Library) include graphics and video editing software, scanners, laminators and A0 printers/plotters.

uCreate Multimedia Facilities

After an induction session, the technology in uCreate's Makerspace (Main Library) and Mini-Makerspace (Murray Library) can be used by any student or member of staff. Equipment includes 3D printers & scanners, virtual reality tools as well as cutting & milling and electronics equipment and more.

uCreate Makerspaces

Learning Technology



Advice on online learning software, including Learn, other Virtual Learning Environments (VLEs), lecture recording and virtual classroom environments. Also tools for assessment and feedback, accessing coding environments, in-class electronic voting, surveys, plagiarism detection, digital portfolios.

The Learning Technology team make available advice and guidance on teaching remotely and on assessment continuity as well as training and support resources for the main learning technology services.

Learning Technology services and support

Courses and support for all

There are centrally run workshops and teaching or training sessions on a range of topics and software. These sessions may be open to staff and/or students and are advertised on (MyEd) Events. Mandatory courses but also voluntary sessions as well, are in People & Money's "Learning" area.

Events - training and workshop sessions (staff and students)

People and Money - training and workshops sessions (staff only)

See also:

IS Digital Skills and IT Training team create and present training and online resources to develop the digital capabilities of staff and students.

Digital Skills, Design and Training

IAD (Institute for Academic Development) supports teaching, learning and researcher development:

Institute for Academic Development

University's Careers Service is for current students and recent graduates, information on the website is available to all.

Careers Service

Contacting Information Services

Staff with a learning technology, IT or Library enquiry, please contact the IS Helpline:

Contact the IS Helpline

Email: **IS.Helpline@ed.ac.uk**

Phone: **+44 (0)131 651 5151**

Follow on X: **[@IS_Helpline_Alerts](https://twitter.com/IS_Helpline_Alerts)**

Students should use EdHelp:

EdHelp portal

Some Schools provide IT support for their staff:

Local School Helpdesks

There is an Academic Support Librarian for each School:

Academic Support Librarians by subject

There is a Helpdesk in each of the IS managed libraries:

Library locations

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If you require this document in an alternative format, such as large print or coloured background, please contact Library-Academic-Support@ed.ac.uk