



IT Guidelines and Procedures

September 2017

Date for Policy Review – September 2018

CONTENTS

1. UST Portal
2. Email
3. Union Cloud
4. Computers
5. Wireless Access

1. UST PORTAL

UST portal page has access to our email, Union Cloud, library. These can all be accessed at www.ust.ac.uk/students/student-portal

2. EMAIL

E-mail facilities are provided for all students for the duration of studies at the School and afterwards. Your e-mail address will be: 'your-name'@UST.ac.uk. E.g. jamesjones@ust.ac.uk.

UST staff will use your e-mail address to contact you regarding your studies and any matters relevant to you. You must therefore check your UST mailbox regularly.

Whilst using the e-mail facilities please remember to do so in a manner that will not bring disrespect to UST. Do not attempt to send e-mail in anyone else's name or to send mail which is abusive, threatening or contains bad language.

3. UNION CLOUD

Union cloud username and password will give access to UST's course management system, Union Cloud. Resources and vital information for programmes are provided on Union Cloud, as well as regular messages to give you new information, updates and reminders.

This is an important means of communicating with you, especially if you study at a distance, and it is your responsibility to log into Union Cloud at least once a week during term-time to check for programme information, Failure to access Union Cloud will not be accepted as an excuse for not meeting deadlines or any other requirements of the programme which have been explained via Union Cloud.

4. COMPUTERS

There are laptops available for loan from the Site Services they must be returned by 5pm. These laptops will only work in the main library.

5. WIRELESS ACCESS

UST operates a wireless network that is monitored. All network traffic is monitored. UST operates an [acceptable use of internet policy](#) that applies to all that use UST's Services.

To access the wireless network please use the details below

Access point name Access code

User account details

Cloud Username

Password

UST emails username