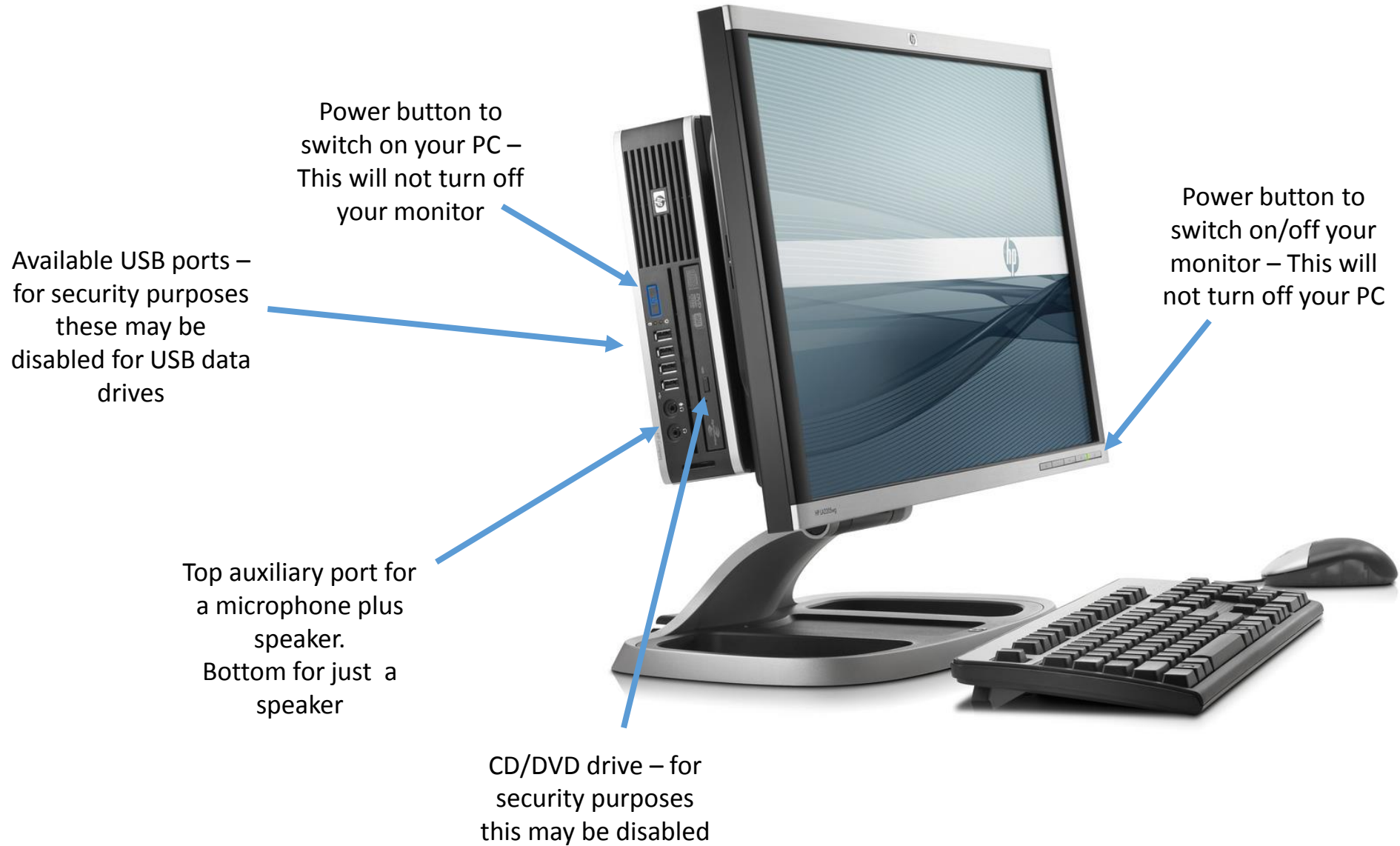


IT Induction

This document introduces project staff to the basic instructions on the operation of their IT terminals and how to gain access to the St Martins secure IT network and access your own personal storage area.

It also provides details of our IT support partner Tustone and how to contact them if you have a problem with the IT system.

Your Computer



Power button to switch on your PC – This will not turn off your monitor

Power button to switch on/off your monitor – This will not turn off your PC

Available USB ports – for security purposes these may be disabled for USB data drives

Top auxiliary port for a microphone plus speaker. Bottom for just a speaker

CD/DVD drive – for security purposes this may be disabled

Your Computer - diagnostics



Auxiliary port for
headphone/speaker

Network Port for
access to the internet
and documents

USB port which your
mouse and keyboard
connect to

DVI and VGA
Your monitor cable
will be plugged into
one of these

Power port where
your power cable will
be inserted

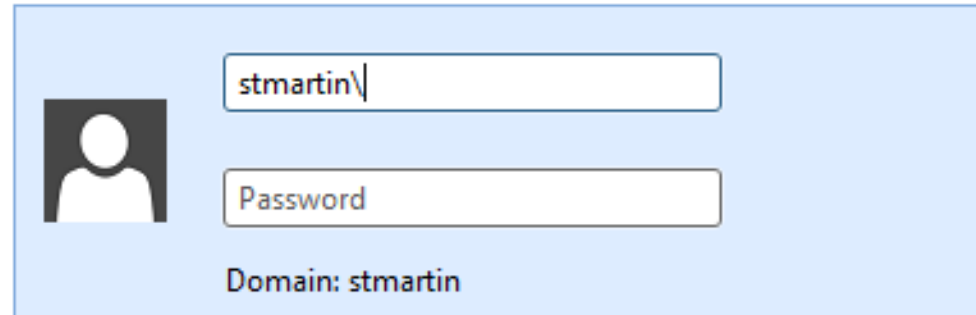
Your Login Details

Username: stmartin\<<firstname><initial> (e.g. John Smith = Johns) [*This is not case sensitive*]

Password: This will be provided to you by your line manager [*This is Case sensitive*]

Password best practices:

- Don't tell anybody your password
- Don't write your password down on paper
- 8 Characters, 1 upper case, 1 lower case, 1 number, 1 special character



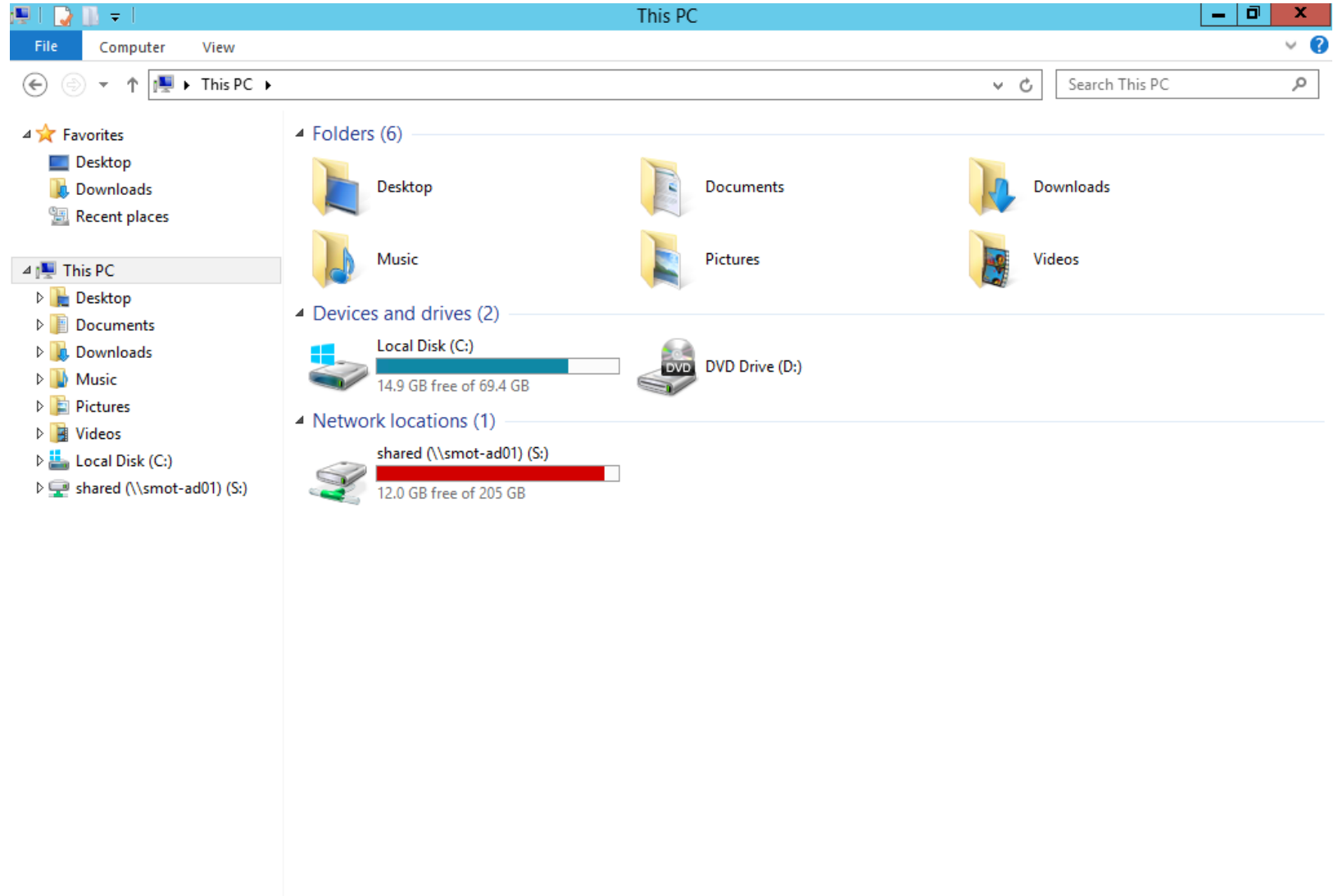
stmartin\
Password
Domain: stmartin

Your Personal Documents

Desktop – Documents – Downloads – Music – Pictures – Videos

The folders will be accessible by your user account on any computer that you log into.

No other user will have access to these folders.

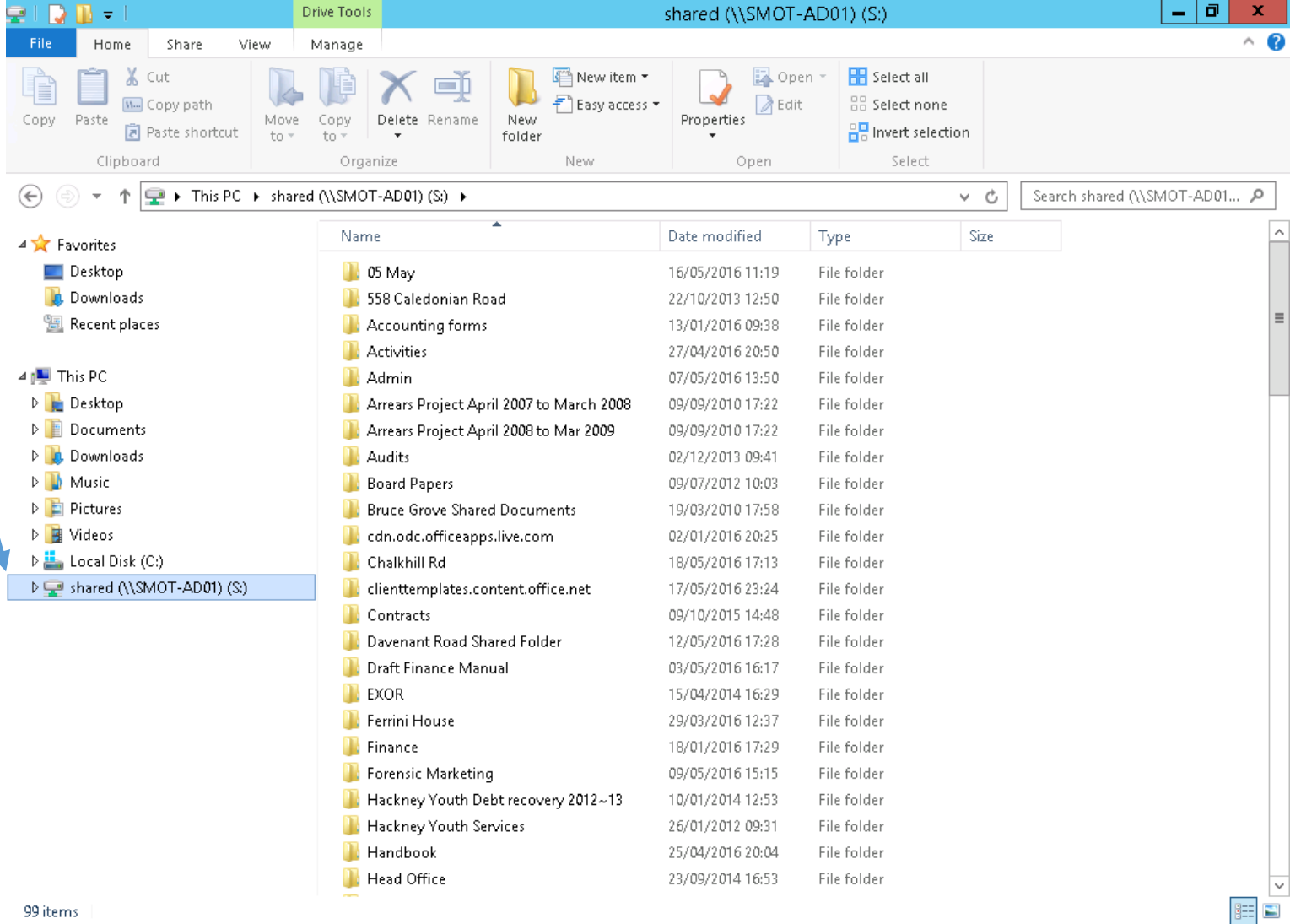


Your Shared Documents

S Drive – project folder

The S Drive (which is highlighted in blue) is a shared folder where all projects can access.

Each project have their own folder containing documentation for their site and you won't have access to all folders within the S Drive.



IT problem?

Monday – Friday 9:00am to 5:30pm

Call us on

0158 2240 333

or

Email us at

Support@tustone.co.uk

Support Requests

- 1) Raise a query with our support team via Telephone or Email
- 2) A ticket number will be generated (make note of this), prioritised accordingly and allocated to the appropriate technician
- 3) A technician will make contact for further information if needed
- 4) Upon resolution a technician will be in contact

Feel free to get in touch for any further information or a new query

Out of hours contact number

0158 2218 250

Please be aware that your organisation will be charged for any calls to this number. This is to be used for only out of hours emergencies and it cannot be guaranteed you will get an immediate response