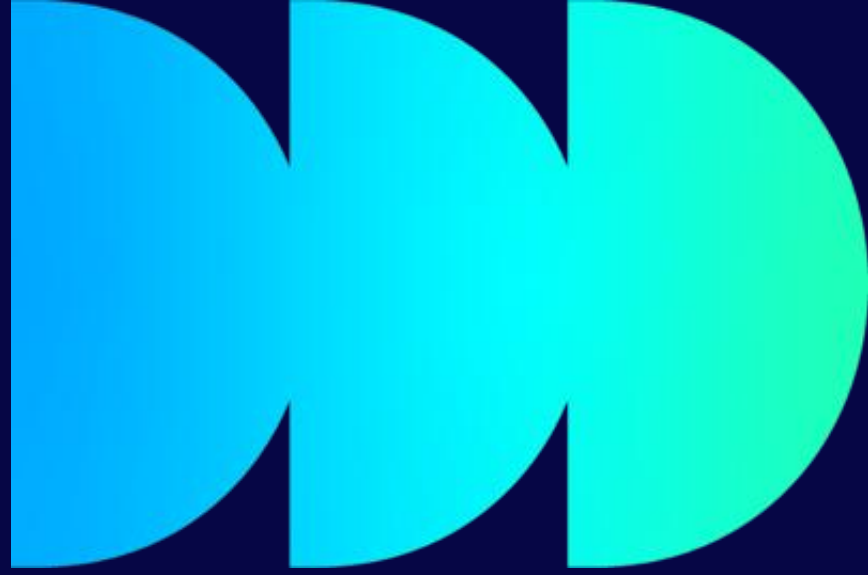




IT for Research Students

Graduate School

IT Support at the OU

IT Service Desk

IT support (including hardware) is provided by the IT Service Desk. When you contact the Service Desk, please ensure that you state that you are a postgraduate research student. You should also state whether you are attempting to access staff services or student-facing services (see **Which OUCU should I use?**)

Call the IT Service Desk

If you have an issue which is stopping you working or you are locked out of your accounts, you should call the IT Service Desk on **01908 654321**

Monday to Thursday: 08:00 – 17:30

Friday: 08:00 – 17:00

Saturday and Sunday: Closed

Raising a ticket on the IT Self-Service Portal

For non-urgent issues/requests, you should raise a ticket via the Self-Service Portal askit.open.ac.uk. You will need to logon using your staff OUCU (see **Signing in with your staff OUCU**)

Issue ticket – When something is not working

Request ticket – When you want to ask a question or make a request

PGR Manager support

If you are having difficulty logging into PGR Manager, then you should contact the IT Service Desk and ask for help with your student logon.

The day-to-day use of PGR Manager is supported by the Graduate School via PGRManager@open.ac.uk

Logging In

Your OU computer usernames (OUCU)

As a postgraduate research (PGR) student, you will have **two** different usernames (OUCU) with different passwords. One is designated with **staff** permissions and the other with **student** permissions. These are used to access different services so make sure you keep a note of both and make sure you are using the correct OUCU.

Why do I have more than one username?

As a research student, your computing needs will be very different to the vast majority of OU students, who are taught at a distance. For example, you may need to use specialist software, access internal data, claim expenses for conferences and fieldwork, and work more closely with members of OU staff. You will also be held to more stringent standards of data protection. The permissions that you will need are much more closely aligned with those of OU staff.

However, as a student, you are also entitled to access many of the student-facing services offered by the OU. For example, students are entitled to access disability support, the Careers and Employability Service, and also have enhanced library and journal access.

Unfortunately, the size and nature of the OU mean that it is not possible to combine staff and student permissions under one username; this is why research students have two OUCUs.

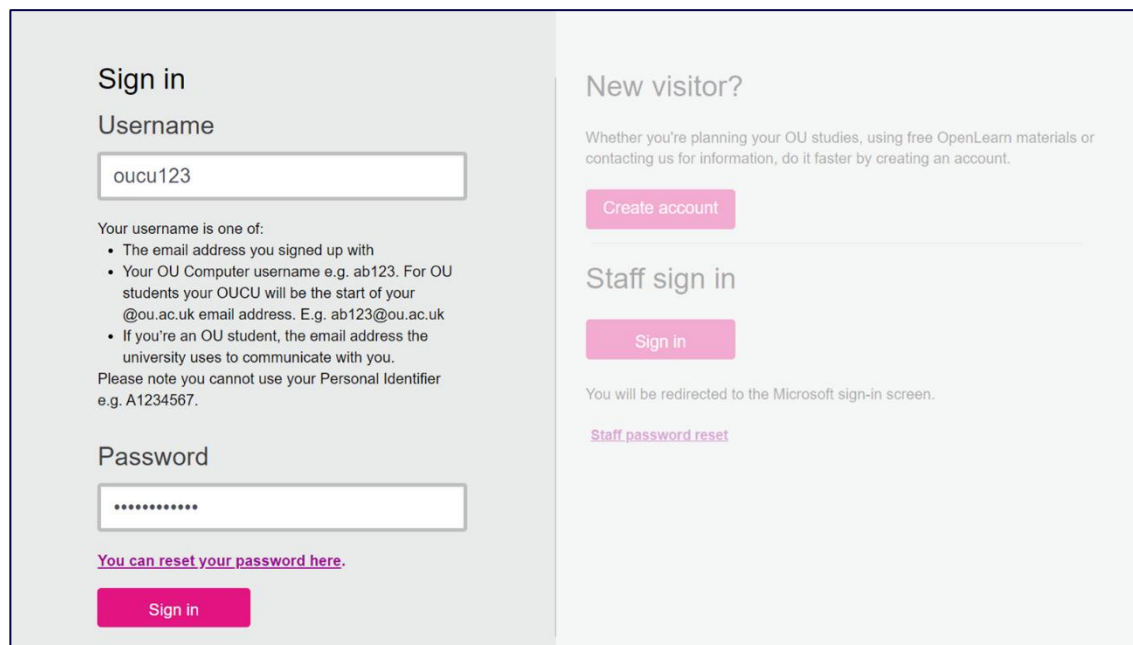
Which OUCU should I use?

Depending on the service you are trying to access, you will need to use a different login method. Student services require your student OUCU, whilst most other services (including email and other Microsoft services) require your staff OUCU.

Staff OUCU	Student OUCU
OU issued laptop and software Microsoft Office 365 (email, Teams, OneDrive, SharePoint) www.office.com OU intranet (OU Life) openuniv.sharepoint.com/sites/oulife My Learning Centre (for mandatory compliance training) thelearningcentre.learningpool.com Library Services www.open.ac.uk/library SuccessFactors (personal and stipend information) performancemanager5.successfactors.eu SAP Concur (expenses) eu2.concursolutions.com/home.asp	PGR Manager doctoral-research-system.open.ac.uk Moodle sites (e.g., Moodle: Research skills and Professional Doctorate websites) Graduate School Network www.open.ac.uk/students/research Student Home msds.open.ac.uk/students Help Centre help.open.ac.uk

Signing in with your student OUCU

When signing in as a student, you will need to use the option on the **left-hand side** and type in your student OUCU and password. If you cannot remember your password, the password reset option will send an email to whichever email you used when you first registered with the OU (usually your personal email).



The screenshot shows the Open University sign-in interface. On the left, under the heading 'Sign in', there is a 'Username' field containing 'oucu123'. Below it, a list explains that the username can be an email address or an OU Computer username. A 'Password' field with masked characters is also present. A link 'You can reset your password here.' and a 'Sign in' button are at the bottom of this section. On the right, under 'New visitor?', there is a 'Create account' button. Below that, the 'Staff sign in' section has a 'Sign in' button and a link to 'Staff password reset'. A note indicates that staff will be redirected to the Microsoft sign-in screen.

Resetting your student password

Your student password never expires and, if you forget your password, there is password reset option on the sign-in page. Your recovery email is usually the one you used when you first registered with the OU.

If you cannot reset your student password, you should contact the IT Service Desk for further support. You should make it clear that you are a research student who is trying to reset their student login.

Signing in with your staff OUCU

You will need to use the option on the **bottom right-hand side** under the heading 'staff sign in'; you will then be re-directed to the Microsoft OU sign in pages. Your email/username is of the form **oucu@open.ac.uk** and you should use your staff password.

Continues with screenshots on next page.

Sign in

Username

Your username is one of:

- The email address you signed up with
- Your OU Computer username e.g. ab123. For OU students your OUCU will be the start of your @ou.ac.uk email address. E.g. ab123@ou.ac.uk
- If you're an OU student, the email address the university uses to communicate with you.

Please note you cannot use your Personal Identifier e.g. A1234567.

Password

[You can reset your password here.](#)

Sign in

New visitor?

Whether you're planning your OU studies, using free OpenLearn materials or contacting us for information, do it faster by creating an account.

Create account

Staff sign in

Sign in

You will be redirected to the Microsoft sign-in screen.

[Staff password reset](#)





Sign in with your OU Account.

Sign in

Sign in with **oucu@open.ac.uk**

[Reset password](#)

© 2018 Microsoft [Home](#) [Privacy](#) [Help](#)

Resetting your staff password

You should register at least two sign-in methods on the [Office 365 Security Info](#) page. This will allow you to reset your own OU password if you forget it, or it expires. Your staff password will expire every 90 days, and you will be prompted to create a new password before this happens.

Troubleshooting tips – signing in

1. Check that you are using the correct OUCU for the application you are trying to access; see the table on the preceding page
2. Check that you are using the correct sign-in box on the login page; student sign-in is located on the left-hand side, whilst staff sign-in is located on the bottom right-hand side
3. Check that you are using the correct username. For your student account, this is **just your OUCU**, but for your staff account, it is **OUCU@open.ac.uk**
4. If you do not see the login page when you are trying to sign in, your browser may have stored one set of login credentials – usually your staff account as this is linked to your Microsoft account. You can solve this by:
 - a. Using your browser in private/incognito mode
 - b. Using different browsers for staff and student services
 - c. Signing out of your browser
 - d. Clearing your browser cookies/cache

If none of these options work, you should contact the IT Service Desk.

Accessing OU systems from outside the OU

Non-OU devices

What is mobile device management?

Mobile Device Management (MDM) is a security system which allows organisations to identify any devices that are used to access their data.

MDM also allows the organisation to see relevant security information about each device, for example, the device model and serial number and the operating system it uses. This checks that the software is up to date and receiving security updates with the necessary security settings in place to comply with existing OU security policies.

It allows us to reduce the risk of our data, and that of our staff and students, being accessed by cyber criminals through devices with compromised security.

If you have been provided with an OU issued laptop

You will usually be expected to access OU systems from your OU device and would therefore need to install MDM software on any personal devices used to access OU systems.

For MDM how to guides please click here: [How to Install or Update MDM](#)

You should ensure that all devices are always running on up-to-date operating systems for MDM, in line with existing Information Security Policy. For more about that, see [Basic system Requirements](#)

For more information on MDM please click here: [MDM FAQs](#)

If you have not been provided with an OU laptop/device

An MDM exemption has been requested on your behalf and you will not need to install any additional software on your device. If you encounter any issues, please contact the IT Service Desk.

Working remotely

What is multifactor authentication?

Multi-Factor Authentication (MFA) offers an additional layer of security when you use various OU systems. MFA significantly reduces the risks associated with some of the most common methods used by cyber criminals, such as username and password theft and password guessing.

If you are working remotely using a non-OU device, you will regularly be asked to use MFA when logging in. Guidance and information can be found here: [Multi-Factor Authentication \(MFA\)](#)

If you have been provided with an OU laptop

You will not need to use MFA – please contact the IT Service Desk if you have any difficulties.

If you have not been provided with an OU laptop

If you are working remotely on a non-OU device, you will need to use MFA. If you haven't used MFA before, you will automatically be directed to register when you log-in to a system that requires MFA verification.

You can select how the MFA is verified: via an app installed on your phone or tablet, a text message or a phone call to a mobile or landline number (not your OU work number). If you do not have access to these authentication methods, you can configure alternate methods for MFA.

We recommend using the Microsoft Authenticator app if you have a modern smart phone and then setting up an additional method as a backup. If you do not have access to one of the authentication methods, you should contact the **IT Service Desk** for advice.

