

Laptop and Mobile Devices Support

Learning and Information Service

Using personal laptops at the University

Laptops and some handheld mobile devices can connect to the University network via the Wireless and Halls connections. In all the Learning Resource Centres (LRCs) and the Library there are powered laptop areas.

Before using your laptop you will need to configure it for the wireless network and consider what antivirus and firewall software you have. The LRC Teams are available if you need assistance in setting up your laptop or advice on which software to use.

SolentNet wireless network



As long as your PDA, laptop or other mobile device is wireless enabled you may be able to access the Portal and internet through the SolentNet wireless network (depending on settings within the device), this is available throughout the City Campus and areas at Warsash Maritime Academy. Via the Portal you will be able to access your network storage (U:) and myCourse.

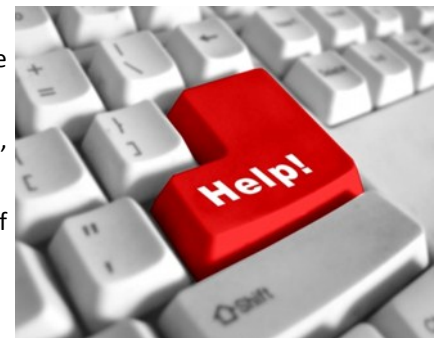
If you are using either the wireless network or the halls network you are strongly advised to ensure you have appropriate antivirus and firewall software, and update them regularly.

How to connect

Instructions and support files for the use of the wireless network are available on the Portal (see below).

If you have any problems connecting, please ask for advice at one of the LRC Help Desks, please be aware that not all devices are currently supported.

If you need help with this please bring your wireless laptop or mobile device to one of the LRC Help desks.



Help files

Downloadable instructions on how to connect to SolentNet are available for most operating systems including, Windows 7/ Windows Vista, Windows XP, and Apple Mac OS X from the link below:

<http://portal.solent.ac.uk/support/support-with-it-media/wireless-network/wireless-network.aspx>

Printing from the wireless network

We are hoping to have Wireless Printing available in the near future.

Other Useful Laptop Information

Antivirus software

Firstly you must make sure that you have an antivirus application installed. There are many applications available, but one you can use is a free antivirus service for personal use called AVG. Once you have installed AVG you must ensure that you update the application regularly.



<http://free.grisoft.com/doc/2/us/frt/0>

Firewall software



Another essential piece of software that you must ensure you have installed on your laptop is a firewall. This will prevent access to and from your machine from malicious attacks and intrusions. There are many applications available but one you can use is Zone Alarm. This is free for personal use.

<http://www.zonealarm.com/security/en-us/zonealarm-pc-security-free-firewall.htm>

Laptop support services

Within the Andrews and Matthews Learning Resource Centres we offer a number of laptop services including;

- ▶ Connectivity Check
- ▶ Virus Management

These services are available throughout term time, during non peak periods or by appointment.



Southampton Solent University makes no warranties, representations or undertakings for any work done or services provided to Student owned mobile computing devices: all work done is on the basis of best endeavours.

Library and Matthews Learning Resource Centre laptop loans



The Library and Matthews LRCs offer a free PC laptop loan service. These laptops are for use **within the Library or Matthews** LRC's only and cannot be removed from the centres.

Laptops in the Matthews LRC are available from the Help desk during these times: **Monday to Friday (9.30am – 4.00pm)**

If you want to borrow a laptop in the Library please enquire at the Copy Desk, located on the 2nd floor or via a Loans Supervisor.

Laptops are available: **Monday to Thursday (8.30am – 8.45pm), Friday (8.30am – 6.45pm), Saturday and Sunday (9.00am – 4.45pm)**

Please note: Your student accounts must be clear of all overdue books and sanctions to use these services and legal action is always taken to recover unreturned equipment.