



# **Introduction to Heathfield IT**

For Students and Staff

Academic Year 2017/18

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## Introduction

Using the school's IT (Information Technology) should be fun, educational and an invaluable tool to help with your work, studies and leisure. The more you learn to use the resources and software at your disposal, the easier you will find getting things done. We use robust industry standard network systems and business software; the IT you learn at Heathfield will help you in your university studies and in your future career.

This guide is intended to be a brief introduction to our services and gives you a general idea of what is available at Heathfield. If you need specific help, please either refer to the [IT Acceptable Use](#) policy or ask IT Systems for help.

## Your School Account

You are given a Heathfield account with username and password. This account is individual to each person and your password must never be given to anyone except a member of IT Systems.

Passwords should be renewed regularly, or whenever you suspect that it has become known to someone else. Use Ctrl-Alt-Del in any logged-in machine to change your password. It must be renewed every 180 and you will be reminded if this becomes necessary. Passwords should be complex, at least 8 characters long and contain a mixture of upper case, lower case, numbers and symbols. Your name must not form any part of the password otherwise it will be rejected. Previous passwords cannot be re-used.


You may also use [webmail](#) to change your password when away from school. Click on Settings (the gear wheel) at top-right of the window.

Your account is also used for access to remote services like webmail and Firefly while away from school, and for authenticating BYOD (Bring Your Own Device) devices when in school. It also allocates you print credits. Look after it carefully!

We take a photo of you for our records, which is used in your account and appears in e-mail, Firefly and SIMS. We also make staff ID badges using the photo for identification.

## Login

Login to any school computer with your username and password. Wherever you are, you will have access to your personal folder (Z:) and a shared folder (Y:). You should also have access to Media (X:) and Video (V:) folders. These mapped folders are automatic in school Windows machines. They can be added to student Windows and Mac laptops as shortcuts/aliases. Please ask if you don't have them on your machine.

Don't leave your logged-in machine unattended. Always lock the computer using -L to ensure that no-one else can access it while away.

## File Storage

Space is provided for storing files in your personal folder and you are highly recommended to save all important work there. Personal and shared folders all reside in our file server, not in the local computer. Never save important work to the desktop or to a folder in C: drive or to a USB drive as they are not backed up and can be easily lost, damaged or broken.

The file server takes snapshots every 6 hours and is backed up nightly to a backup server, overnight to our cloud account and weekly to backup disk caddies. We take data preservation seriously!

## Cloud Storage

We allow access to secure cloud file storage services like OneDrive, Dropbox and iCloud. These are far safer to use than keeping important documents on a USB drive. See also [Cloud Access](#).

## E-Mail

Each user is given a unique e-mail address in the domain @heathfieldschool.net. This e-mail can be used with Outlook, webmail (Outlook Web Access) and a variety of device clients like Apple Mail and Windows Mail. There are also Outlook apps for iOS and Android.

E-mail will last for the duration of the student or staff's stay at the school and is personal to you. Space is provided for e-mail storage, which should be adequate for all normal use. Automated tidying up means that messages will expire at ages determined by which folder they are stored in. The maximum retention for messages in personal folders is 7 years, sufficient for a student to retain important messages for her entire stay at Heathfield.

School e-mail may be accessed anywhere from any connected device using webmail (e-mail via a browser). This is the address for webmail:

<https://webmail.heathfieldschool.net>

Staff with an allocated machine will have had Outlook configured for them, which gives a richer e-mail experience. Outlook and webmail are interchangeable and view the same mailbox information.

There is a storage quota for every user, to ensure that the server's storage doesn't grow infinitely.

There are many e-mail distribution lists (groups) which can be used to ensure that you hit your target recipients and not other users. Please use them wisely to avoid cluttering everyone's inbox!

All school e-mail is sent out with an automatic signature, either simplified for internal mail or including the school logo and other links for external mail.

Most e-mail received into the school directed at staff will generate an auto response, confirming to the sender that their e-mail has been received and will be responded to within a reasonable amount of time.

The Out of Office (Automatic Replies) feature should be used by staff who are away for any reason.

See the helpsheet for [E-mail Best Practices](#), which includes retention times.

## BYOD

BYOD (Bring Your Own Device) means any personal laptop, tablet or phone that is not a school device. We provide an internet access service for BYOD devices wherever possible (a few are not compatible) and there is a helpsheet on how to set it up. Alternatively, you may bring your device to us after 4pm and we will set it up for you using your Heathfield account. Once setup with BYOD, you need not enter your username and password again, it should be remembered.

BYOD printing is also available to allow printing of Office or PDF documents even from a phone, using the e-mail system. See the [BYOD Printing](#) helpsheet for more details.

## Firefly

The school's VLE (Virtual Learning Environment) or intranet is Firefly, accessible from any internet connected device. Within Firefly you will find general information and specific school guidance for subjects and other services as well as task assignments, exercise sheets, helpsheets, etc. This is the address for

Firefly:

<https://firefly.heathfieldschool.net>

The search bar is very powerful and allows you to quickly find staff, students, intake years and classes. Try finding yourself – if you are a teacher or student, you will see your timetable and classes. Just start typing a name.

## Internet

Internet access via your preferred browser (Microsoft Edge on school computers and Edge, Chrome or Safari on BYOD devices are recommended) is authorised according to who you are. This is regardless of which computer or device is used.

We try to give you access to as many sites as possible, provided they are safe, legal and age appropriate. There is an unblock request button in the Smoothwall block page if you wish to request an unblock. We consider every request, so don't be afraid to use it.

See the [Smoothwall Policies and Categories](#) policy for details on what is blocked by age group.

Internet access is shut down at night for all students, the times varying by age group. This is to encourage you to get some sleep and not stay up all night. It will still be there in the morning!

## Social Media

Most social media sites are available on the Heathfield network, with a few exceptions which are deemed to be unsafe. However, there are a few rules around social media which you need to be aware of before you start using it:

- There are minimum age limits for the use of most sites. If you are under-age (usually 13) then you won't be able to use social media. The good news is that as soon as you reach Form III then social media will become available for you. For dating sites, you must reach Form V.
- You must keep your messages in any public site polite and not bring the school into disrepute. This means you must not post rude or inflammatory messages or ones that denigrate your friends, teachers or work colleagues.
- Never post personal information which could lead to your identification, such as full name, address, telephone number, e-mail address, school etc.
- You must not post any inappropriate photos. You may not post photos of friends, colleagues or teachers without their express permission.

See also [Security and Safety](#)

## Printing and Copying

There are printers available in key learning areas such as C1, C2, the Library, Wyatt House, Art and Photography. In addition, staff have printers in the Staff Work Room, the Admin Office, Bursary and Admissions/Marketing corridor. Computers in C1, C2, the Library, Wyatt House, Art and Photography are setup to print to the most popular printers and copiers.

You cannot print directly from personal devices. However, you may try using [BYOD Printing](#) from e-mail. You don't need a printer driver, just the school e-mail account.

Copiers are available in the Copier Room, Library, Admissions/Marketing corridor and the Bursary. One copier in the Copier Room is a colour copier.

Print credits are allocated at the start of the academic year and should last the entire year. Additional credits may be purchased by going to the IT Office or sending e-mail to [systems@heathfieldschool.net](mailto:systems@heathfieldschool.net)

Please help us to keep costs down. Printing costs are a big burden on the school and it's not very eco-friendly. Wastage by leaving unclaimed printouts at the printer or by printing twice because you sent it to the wrong one prevent us from spending the money on better facilities for the school. Please note that printing in monochrome (black and white) and selecting duplex (double-sided) wherever possible also helps to keep our costs down.

## Scanning

Most of the copiers may be used as scanners to generate PDFs of documents (or TIFs or JPGs of photos), which are then sent either to a network folder or by e-mail to your inbox. Please see the [Scanning a Document on the Photocopier](#) helpsheet for more information.

## Wi-Fi

The school wi-fi system currently comprises 79 Access Points, which together give good signal coverage around the school. Staff should use the 'heathfield' SSID (wi-fi broadcast name) for school computers while staff and students should use 'heathfieldBYOD' for personal devices. These different SSIDs are to help us with setting up, there is no performance difference between them!

## Software

The key productivity software provided in all school machines is **Microsoft Office**. Office comprises Word (word processing), Excel (spreadsheets), Powerpoint (presentations), Publisher (desktop publishing) and OneNote (notes). It is pre-installed on all school machines and may be installed on students' personal laptops and tablets on request. The version we install for students, Office 365, will expire when you leave Heathfield but may become available under a different licence at your next further or higher education establishment. Staff may purchase Office for use on home computers under the school's [Microsoft Home Use](#) programme – see the additional helpsheet.

Here is a very handy set of reference cards for using Office 2016:  
[Office 2016 Reference Card Kit](#)

**Outlook** e-mail client is setup on any school machine provided to a member of staff for their use.

**Photoshop Elements** is provided on school machines to allow advanced photo manipulation. It is also available for purchase by students who are studying Art or Photography at GCSE or A level.

**Sibelius** music creation and editing software is installed on selected school computers and may be installed on Windows or Macbooks for use by Music students. The software is centrally licenced and will not work outside of the school network.

You may not use illegal (unpaid for or pirated) software at any time on any machine anywhere on the school premises or on a school machine.

## Media

Different kinds of streaming media (like YouTube and BBC iPlayer) are available at different times according to age. Please always be respectful of times and try not to watch video during the day when it could affect ongoing lessons.

You may not download or watch illegal (unpaid for or pirated) video or music at any time on any machine anywhere on the school premises or on a school machine.

## Electronic Noticeboards

There are eight electronic noticeboards around the school. They are there for everyone to use: trips, activities, events, awards, guest speakers, cakes at break, new chicks hatching and other news are all welcome! If you wish to post a slide, create it in Powerpoint and e-mail it to [systems@heathfieldschool.net](mailto:systems@heathfieldschool.net)

## Security and Safety

The safety and security of our students and staff is paramount, as is the necessity for us to remain legal at all times. Some concerns determine what we allow into our school network.

**Internet filtering** is performed by category in Smoothwall (our firewall), with increasing levels of protection for staff, senior, middle and junior students. Our intention is to only block illegal, dangerous or inappropriate categories.

If you get a block message which you believe to be unnecessary, there is an unblock request button which you can use. These requests are always seen by IT Systems and responded to.

**Anti-virus** software is essential on Windows and MacOS machines. It is mandatory and no Windows or MacOS machine may be connected to the school network without up to date AV software. The school can provide free software, please just ask us.

**E-mail** messages are twice scanned for spam and malware: once at the gateway by our Barracuda appliance, and again inside the mail server. Our intention is to keep your mailbox clean and filter out junk mail.

**Firewall** there are two levels of firewall, our Smoothwall Advanced Firewall at the perimeter and the secondary firewall inside your computer. These are to prevent attackers from gaining direct access to your machine and must never be disabled.

**Updates** are very important, many of which are security updates intended to protect your machine. Never stop updates in progress, always allow them to complete even if they seem inconvenient. Windows and MacOS receive regular updates, as do Windows, Android and iOS tablets and phones. Keeping them up to date is the best way of ensuring that no-one can gain access to your documents, photos, videos or personal information.

**Cloud access**, we allow access to OneDrive, Dropbox and iCloud remote file stores. Remember that they require internet access in order to function. Never put school secure documents or information in these repositories, they are for your personal use only. Consider them to be a better and safer alternative to using a USB drive. If you don't use one, you should consider creating an account. They all give you some amount of free storage.

**Safeguarding and PREVENT** the school complies fully with the needs of KCSIE (Keeping Children Safe in Education) and PREVENT (preventing radicalisation). The automated systems provide daily alerts of any activity which may be construed as falling into one of these categories.

**Data Protection** the school complies with the General Data Protection Regulation (GDPR) involving keeping personal information secure, accurate and available only to those who need to process such information. It is everyone's job to ensure that we keep our information about students and staff safe and secure.

**Laptop/Tablet Encryption** all school laptops and tablets have BitLocker encrypted drives. This is a Data Protection measure to ensure the security of any information which leaves the site.

**USB Encryption** all staff USB drives must have BitLocker encryption enabled in order to be able to write to them. This is a Data Protection measure to ensure the security of any information which leaves the site. Just plugging a new USB drive in will invoke the BitLocker wizard, allowing you to quickly encrypt the drive.

**Damage** one of the most common ways of losing valuable data like coursework is through damaging your laptop. Accidents happen, but do take precautions to avoid obvious hazards, like leaving a laptop at the bottom of stairs or propped precariously on the edge of a table. Never hold a drink above one, either. Always, always take backups – don't hold your important documents, photos or video in only one place, keep safety copies!

## From Home

Make sure your home computer is secure before accessing any school services. It must be running at least Windows 7 (not Vista, XP or any earlier version) or MacOS 10.10 (Yosemite) and have up to date anti-virus software installed. Check regularly for updates.

E-mail can be accessed using the webmail link [here](#).

Firefly can be accessed from home using the link [here](#).

RemoteApp (for staff only) can be accessed using the helpsheets provided for [Windows](#) or [Mac](#) machines.

## Help and Support

IT Systems are here to support you as much as possible. We operate a support service for BYOD (Bring Your Own Device) personal phones, tablets and laptops and will help with setup and repairs wherever possible. Please refer to the library of Helpsheets as the information you may need often already exists.

Support hours are usually 06:00 - 17:30 (weekdays) and 11:00 - 15:00 (Sundays during term time). Please request IT support in one of the following ways:

- Use the IT Support icon on the desktop of school computers
- E-mail: [systems@heathfieldschool.net](mailto:systems@heathfieldschool.net)
- Call [x338](#) and leave voicemail

All of these methods reach the whole IT Systems team.

Wherever possible, server and infrastructure maintenance is carried out early in the mornings (06:00 - 08:00). If a service is not working during these hours, please check your e-mail to see if we are updating them. Major outages will always (where possible) be announced by e-mail and on the electronic noticeboards.

## Further Information

For further information, please refer to the school policies available to you:

- [IT Acceptable Use Policy](#)
- [Smoothwall Policies and Categories](#)
- [Social Media Policy](#)
- [IT Helpsheets](#)

See also the [IT Systems](#) area in Firefly.