

5 - Internet Access & Useful Web Pages

How do I access the internet on work area computers?



Download Google Chrome, Mozilla Firefox or Internet Explorer via All Programs > Software Center. MS Edge can also be used.

Useful Web-Sites

MyWarwick Student portal has useful links to Support & Services, Email, Library, myfiles, Moodle, Student records online, Printing etc.

<https://www.warwick.ac.uk/students>

IT Services leaflets for self-help:

<https://www.warwick.ac.uk/services/its/servicessupport/servicedesk/leaflets>

IT Help for Students: <https://www.warwick.ac.uk/services/its-students>

Self service requests for IT Services: <https://warwick.service-now.com/ess/>

My files - <https://myfiles.warwick.ac.uk> allows you to access your files saved to your network H: drive from off campus.

How do I access the Library's E-Resources in work areas?

You can access the E-Resources via the library website:

<https://www.warwick.ac.uk/services/library/> or directly through

<https://www.warwick.ac.uk/services/library/using/practical-information/eaccess/> -

click the links to [Library Search](#) or [Library catalogue](#)

How do I access the Library's E-Resources on my own

Go to <https://warwick.ac.uk/services/library/find-resources/e-access> and sign in (top right of page) with your ITS username and password. Follow the links to [Library Search](#) or [Library catalogue](#) – You will be taken to the e-resource you selected with access to Warwick subscribed content. Check Additional information for more instructions on journal access.

Useful software downloads for personal computers

<https://www.warwick.ac.uk/services/its/servicessupport/software/downloads>

There is a list of applications available for download. You will need to read the licence agreement for each download before installing.

Microsoft Office can be downloaded from your webmail – see leaflets 4a and 4c on page go.warwick.ac.uk/helpdesk/leaflets/software

Passwords and Two-step authentication - useful pages

The password change webpage is <https://warwick.ac.uk/passwords>

- You can also add/change security information there.

Two-step authentication makes your account more secure.

<https://warwick.ac.uk/services/its/servicessupport/web/sign-on/help/twostep/>

Two-step authentication makes your account more secure by requiring something you have (a numeric code on your phone) and something you know (your username and password) to sign in.

Download Authenticator App:

<https://warwick.ac.uk/services/its/servicessupport/web/sign-on/help/twostep/enable/>

Setting up Authenticator App:

<https://websignon.warwick.ac.uk/origin/account/twostep/setup?method=app>

To get back to the two factor setup / change way of authentication / manage two-step backup codes: <https://websignon.warwick.ac.uk/origin/account> (We advise you to print off backup codes in case your phone is not working or you don't have it with you).

To set up text message to phone if you don't want to use an app:

<https://warwick.ac.uk/twostep/setup?method=sms>

To remove your mobile phone and add again if not getting text messages, or if you have changed your phone:

<https://websignon.warwick.ac.uk/origin/account/recovery>

IT Services Help Desk

✉ helpdesk@warwick.ac.uk

🖥 warwick.ac.uk/its

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