

Requesting a Guest IT account



Does your visitor only need BASIC INTERNET ACCESS on a PERSONAL DEVICE?

If yes, then **they do not need a Guest IT account**. Such visitors can use the free, public wireless service **Aberdeen-city-connect**.

Please only request a Guest IT account for your visitor if they will be visiting a building where Aberdeen-city-connect is *not* available – for example NHS Grampian buildings at Foresterhill and University Halls of Residence – or if they need access to a classroom or library PC.

This guide is intended for University hosts who are looking for guidance on requesting a Guest IT account for their visitor. A fact sheet with guidance for visitors – *Using a Guest IT account* – is also available.

Note: University hosts must request Guest accounts *prior* to the arrival of visitors. Hosts must be full members of staff. 1-5 Guest accounts can be available within 30 minutes of submitting a request. The processing of multiple Guest accounts (6-50) may take up to 3 working days.

Who are Guest accounts for?

Guest accounts are for short term (up to 30 days) *ad hoc* use.

They may be issued to individuals who are visiting the University (for example, visiting academics, conference attendees, or those on University business) and who wish to use one of our classroom or library PCs for internet access.

Guest accounts may also be issued to individuals who will be visiting a building where the free, public wireless service Aberdeen-city-connect is not available – for example NHS Grampian buildings at Foresterhill and University Halls of Residence. The Guest account will give them access to the campus wireless network, eduroam, instead.

What can visitors do with a Guest account?

A Guest account is active:

- for up to 30 days
- Note:** Guest accounts cannot be extended

A Guest account provides:

- login details (username and password)
 - access to classroom and library PCs for internet use and the MS Office suite
 - access to the campus wireless network, eduroam
- Note:** Visitors may also use the free, public wireless service Aberdeen-city-connect.

A Guest account **does not** provide:

- **Printing**
- University of Aberdeen **email** account
- **Filespace** on the University's servers
- Access to **full-text Library content** such as online books, journals, and databases.

Note: If you don't think your visitor's requirements will be fully covered by a Guest account, please contact the Service Desk for advice – servicedesk@abdn.ac.uk

How do I request a Guest account?

Requests for Guest accounts are made on behalf of guests by the relevant University host, e.g. conference organiser or representative from an academic department. Hosts must be full members of staff.

To request up to 5 Guest accounts

Use the **Account Manager** to request 1-5 Guest accounts.

Note: You must be on campus, on a networked PC, to use the Account Manager.

Requests are normally processed within 30 minutes of submitting your request.

- Launch your web browser and go to the Account Manager portal at <https://www.abdn.ac.uk/accountmanager>
- There is no need to login. Account Manager picks up your Windows login credentials.
- From the menu on the left of the screen, under **Account Requests**, select **Guest Account**
- Click **New** at the top of the Guest Account Request screen
- In the pop-up window, under the **Request Guest Account** tab, complete the mandatory fields as follows:
 - **Display Name** – this is fixed and cannot be changed
 - **Account Type** – this defaults to **Guest** and cannot be changed
 - **Guest's First Name** and **Guest's Last Name** – enter the first and last name of the person the account is for
 - **Account Owner** – in most cases, this will be you. Enter this in the format *Last Name, First Name* (e.g. Bloggs, Jo) and click the tick icon to validate and resolve the field, OR click the browse icon to search for and select an individual
 - **Description** – enter a short explanation of what the account is for, then click **Next**
- Under the **Work Info** tab:
 - Add the **Guest's Company Name** and **Job Title** if you want, then click **Next**
- Under the **Contact Details** tab, complete any relevant fields then click **Next**
- Under the **Summary** tab, review your entries before **Submitting** your request

When you are finished, close the browser window or tab to end the session.

Account details will be sent to you by email.

To request 6-50 Guest accounts

Requests may take up to 3 working days to be processed.

The maximum number of Guest accounts you can request in any 24 hour period is 50.

- Sign into the Service Desk self-service Portal at <https://myit.abdn.ac.uk>
- Under the **Home** tab, click **Services**
- From the menu on the left of the next screen, click **Accounts and Passwords**, then **Bulk Guest Accounts**
- Complete the request form as appropriate, then click **Place Request**

Account details will be sent to you by email

What happens next?

When your account has been processed, you will receive two automated emails, one with details of the account username and the second with a temporary password for the account.

As host, you are responsible for passing account details (username and temporary password) on to your guest(s).

The user of this account is required to change the temporary password on first login.

Once approved, you can see the details of any guest accounts you have requested in the **Account Manager** portal - <https://www.abdn.ac.uk/accountmanager>

- From the menu on the left of the screen, under **Account Requests**, select **My Accounts**
- All accounts you have requested will be displayed on screen.

Accounts are active for up to 30 days.

How do guests access the wireless network?

Guests can access the internet using the free, public wireless service **Aberdeen-city-connect**.

If they are visiting a building where Aberdeen-city-connect is not available – for example NHS Grampian buildings at Foresterhill and University Halls of Residence – they may use the campus wireless network **eduroam** instead.

Connecting to Aberdeen-city-connect

Guests should look for available wireless networks on their device in the usual way – **Aberdeen-city-connect** will be listed as one of the options. They will need to register to use the service. Once they have registered, a **Welcome to the CityConnect** page will display automatically.

We're sorry, but we can't provide help connecting to this service.

Connecting to eduroam

Guests should run our automatic configuration wizard to ensure that their device is configured optimally. Guests can access the wizard at www.abdn.ac.uk/wireless/.

Note: They will need the UoA username and password. They must also append **@abdn.ac.uk** to the username when logging into the configuration wizard and to eduroam.

Conditions of use

- Hosts are responsible for allocating guest accounts and keeping a record of the individuals accounts have been allocated to.
- Hosts must ensure guests are aware of, and comply with, the University's **Conditions for using IT Facilities**¹.
- Accounts must not be shared by more than one individual.
- Availability of classroom/library PCs cannot be guaranteed – access is on a first come, first served basis.

What if I need help?

If you have any difficulty requesting Guest accounts, contact the IT Service Desk for advice via the [Support Portal](#), or at servicedesk@abdn.ac.uk

¹ All IT policies are published in the Policy Zone on StaffNet – see www.abdn.ac.uk/staffnet/governance/