User manual

RU Laptop
Introduction

You have received a laptop on loan from the ISC. The ISC has installed basic applications (software) on the laptop. At your request, other applications from the Software Center may also have been installed.

On campus, you connect your laptop to the ‘eduroam’ wireless network. At your office location, a connection to the wired RU network is also possible.

The ISC has created shortcuts to the network drives where your personal data (Persoonlijke Map - Personal Folder) is stored, and the folders in which group data accessible to you (departmental and project group folders) are stored. You can save your files there, ensuring that you have a backup of your data. These folders can be accessed on campus once you are logged in.

Off campus, you have access to the files in your Persoonlijke Map by using offline files. Once you connect to the campus network again, these offline files will be automatically synchronised with the files in your Persoonlijke Map.

After you receive the laptop, you become the administrator of the laptop and can install applications yourself. You are responsible for the applications you install and for any malfunctions caused by your own installations.

In this regard, it is important to stay current on your (Windows) updates. Windows updates can only be installed on the RU laptop when it is connected to the campus network. This can be achieved by logging into the network on campus or by using a VPN connection when off-campus. If you don’t use your laptop regularly or if it is a temporary laptop, it is prudent to bear this in mind and regularly (monthly) start the laptop, log in, and allow the updates to install. This prevents a situation in which someone needs to install all sorts of updates before they can use the laptop. See also the section about Windows Updates in this user manual.

For safety reasons, the hard drive of your laptop is encrypted with Bitlocker. This blocks unauthorised access to the contents of the hard drive. See also the section Safety.

For support, you can contact the ICT Helpdesk. With your permission, helpdesk staff can provide remote support for your RU Laptop.

The ICT Helpdesk can be contacted on working days between 8.00 am and 5.30 pm.

- Telephone: (024 - 36) 22222
- E-mail: icthelpdesk@ru.nl
- Web form: ICT Helpdesk form

For problems that cannot be resolved remotely, you can visit the ICT Service Centre or we can make an appointment with you for a visit. The ICT Service Centre is located in the hall of the Central Library, and is open between 8.30 am and 5.00 pm.

Current information about disruptions, maintenance notices, and RU-wide facilities can be found on our website: www.ru.nl/ict-uk/.

We hope that you enjoy using your laptop.

ICT Service Centre (ISC)
May 2018
1. Access

1.1. Username:
Accessing the laptop is done using your RU account: your U or E number and your RU password.

2. Saving information

2.1. Personal information in the Persoonlijke Map (Personal Folder)
Personal data can best be saved in your “Persoonlijke Map” (Personal Folder). It is a folder that can only be accessed by you and it is located on a network drive at the ISC. This serves as a guaranteed backup.

The Windows Bibliotheken (Libraries) for documents, music, pictures, and videos on the RU laptop refer to your Persoonlijke Map. Your Persoonlijke Map is NOT located on your laptop, which means that your Persoonlijke Map is also available at other locations and a backup is made. The Persoonlijke Map is linked to the U: drive. The Persoonlijke Map is available on campus once you are logged in. Off campus, the Persoonlijke Map is only available using (an internet connection and) a VPN connection. By using offline files, you can work with your files off campus without using a VPN.

2.1.1. Saving on campus
If you are on campus, the RU laptop will automatically connect to the wireless Eduroam network on campus after you log in. You will have access to the files in your Persoonlijke Map. It is located on a network drive at the ISC and it is backed up. This pertains to the files in the Bibliotheken folder:

![Bibliotheken screenshot]

2.1.2. Saving off campus and the use of offline files
If you are not on campus, you do not have access to the RU network. The files in the Bibliotheken folder are accessible offline (offline files or offline folders). This means that you can work with the files, and you can save them, but the synchronisation with the files in your Persoonlijke Map only takes place when the connection to the RU network is re-established.

You need to make sure you connect to the campus network by logging in on campus or by using a VPN connection to connect to the campus network when off campus. Only then will these files synchronise with the files in your Persoonlijke Map and are you guaranteed a backup. During synchronisation, the most recently updated files always overwrite the older files. It is necessary to connect to the RU network at least once a year to synchronise your files and to maintain the offline files functionality.

The above only applies to the files in the Bibliotheken folder. Locally saved data (C:\ and D:\ drives) do not synchronise and are not backed up. If your laptop breaks or gets stolen, then this data will be irretrievably lost.
2.1.3. **Storage capacity**
Offline files are meant for work-related files. A maximum of 75% of the drive capacity of your laptop can be used for offline files. Synchronising does not work if the amount of data is too large. You will receive an error message. If you work with multiple users on a laptop with offline files, be aware that the hard disk will fill up faster. Video files take up a lot of space and can cause a network delay during synchronisation.

If you want to create more space and you don’t need a folder offline, then you can store it outside of the **Bibliotheken** folder. Take the following steps: copy the folder, and paste it in a location in your **Persoonlijke Map**, but outside your **Bibliotheken** folder. After that, you have to delete the folder from the **Bibliotheken** folder. You cannot use the functions “cut” and “paste”; the folder will maintain the offline files property and will keep synchronising.

2.2. **Shared information**
Central storage capacity is available for sharing data with colleagues, such as the department drive and the project group folders. When you log in with your RU account, the department drive you have access to will be linked automatically. This centrally saved data will also be automatically backed up. This data is only accessible when using the campus network. After logging in on campus, you will be connected to the campus network. If you are off campus, you can only connect to the campus network using a VPN connection.

3. **Support**
With your permission, helpdesk staff can provide remote support for your RU Laptop. The ICT Helpdesk can be contacted on working days between 8.00 am and 5.30 pm.

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4. **Printing**
The default printer “FollowMe op payprint02.ru.nl” is available under “**Apparaten en printers**” (Printers and scanners). The default printer will be ticked in green.

If you want to set a different printer as the default, right-click on the desired printer. Choose “Als standaardprinter instellen” (set as default printer). The printer will be ticked in green and is now the default printer.

If you have a printer at home, then you can install it yourself.

More information about printing and Péage can be found on [www.ru.nl/fb/english/print/printing-campus/](http://www.ru.nl/fb/english/print/printing-campus/).
5. Software
Wherever possible, RU uses the basic applications (software). RU-wide systems are part of the basic applications. The RU Laptop is provided with basic applications. Installed software includes: Microsoft Office 2016, an antivirus application (F-secure CS), Acrobat Pro, Java, Flash Player, Silverlight, and Shockwave Player.

A Software Center is available with a selection of applications and licences available for RU workspaces. The basic package can be extended with applications from this catalogue.

Software that is not included in the Software Center can be requested from the ISC. There must be a specific need for the installation of this software. For an extensive overview of the software, please also see the software overview.

You can also buy and install software yourself. You are responsible for the applications you install on the laptop and for any interference caused by your own installations.

We recommend not installing new versions of Internet Explorer and Java updates without checking first, as it is possible that services at RU are not compatible. Consult the ICT Helpdesk when in doubt.

6. Specific properties

6.1. Language
Your RU laptop will be installed with an English-language version of Windows. You can change the language on your laptop by following the steps below. After changing the language, you need to log out, and log back in to activate the language.

<table>
<thead>
<tr>
<th>Start-knop</th>
<th>Start button</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instellingen</td>
<td>Settings</td>
</tr>
<tr>
<td>Tijd en taal</td>
<td>Time &amp; Language</td>
</tr>
<tr>
<td>Regio en taal</td>
<td>Region &amp; language</td>
</tr>
<tr>
<td>Selecteer een weergave taal:</td>
<td>Choose a display language:</td>
</tr>
<tr>
<td>&gt; Nederlands</td>
<td>&gt; English</td>
</tr>
<tr>
<td>&gt; English</td>
<td>&gt; Nederlands</td>
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</tbody>
</table>

If you need support, please contact the ICT Helpdesk.

6.2. Screen saver
From a security standpoint, it is not recommended to leave your laptop open (accessible for everyone) by itself. To assist you in this, the RU laptop will be automatically locked when it is not used for 20 minutes. The options for securing your laptop are:

- Locking your screen (Lock): Press the Windows button on your keyboard and the letter L at the same time (Win+L).

Using your RU password, you can unlock your laptop.
- **Sign out**
  Use the Start button on the bottom-left. In the menu, click the Account button and Sign out.
  Your profile will be closed and you will be logged out. When you come back, you will need to log back in.
- **Shut down**
  Use the Start Button and then the power button.
  Your profile will be closed and your laptop will power down. When you get back, you need to switch your laptop back on and log back in.

### 7. Windows updates

Windows updates for Windows systems on the campus are released on the Monday evening after the second Tuesday of the month. Windows updates can only be installed on RU laptops when the laptop is connected to the campus network. You can connect to the campus network by logging in on campus or by using a [VPN connection](https://www.ru.nl/ict-uk/general/ict-service-centre/) to connect to the campus network when off campus. For more information and the dates: [https://www.ru.nl/ict-uk/general/ict-service-centre/](https://www.ru.nl/ict-uk/general/ict-service-centre/) under maintenance.

The updates will be installed in the background.

When the updates are installed, this icon will be visible at the bottom of the task bar:

![Icon](image.png)

If you click the icon, this screen will load:

![Screen](image.png)

When you choose Restart Now, the laptop will restart and, if necessary, finish the updates. When you chose Open Restart Window, this screen will load:

![Software Center](image.png)

You can schedule the restart here.
8. Connecting to the home network

In a home setting, you can connect the laptop to a wired or wireless home network. Please find the instructions below.

When the image below appears, choose Yes (... home and work networks, ...).

9. Security and Privacy

9.1. Security

For safety reasons, the hard drive of your laptop is encrypted with Bitlocker. This blocks unauthorised access to the contents of the hard drive. This can be important in case of loss or theft.

Warning:
Do not make your own changes to the properties or the encryption of the hard drive on your laptop. For instance, the partitioning, formatting, or BIOS settings of the hard disk, or the Bitlocker key. This can cause data loss or may prevent the data on the hard drive from being accessed.

9.2. Bitlocker Recovery Key

In the unlikely circumstance that you are asked for the Bitlocker Recovery Key (see the two images below), visit the ICT Service Centre for support or contact the ICT Helpdesk. Please see the section about support in this manual.
9.3. More information

9.3.1. Privacy & Security
More information on the topics of Security and Privacy can be found on the following website: Privacy & Security at the Radboud Universiteit.

9.3.2. Encryption
Specific information about the encryption of the laptop, other equipment such as a USB stick, and files can also be found on the abovementioned website about Privacy & Security under the topic Data.