

MyUHI

In a nutshell, MyUHI is a virtual computer. Your virtual computer does not physically exist but is held in secure computer memory until you need it. Everyone registered with the University of the Highlands and Islands is allocated a private, virtual computer.

You get the following benefits from using MyUHI:

- you are logging into a secure web site
- you do not need to install any course-specific applications onto your personal laptop or PC and you can use programs that may not be installed on your personal computer
- you can keep all your course-related files in a single storage area so that you can access them from any computer
- you can access your course-related programs and data from home
- Should you need technical support, the UHI Helpdesk consultants have a better understanding of your computer environment
- You can access resources internal to UHI as if you were on campus, eg Library Journals

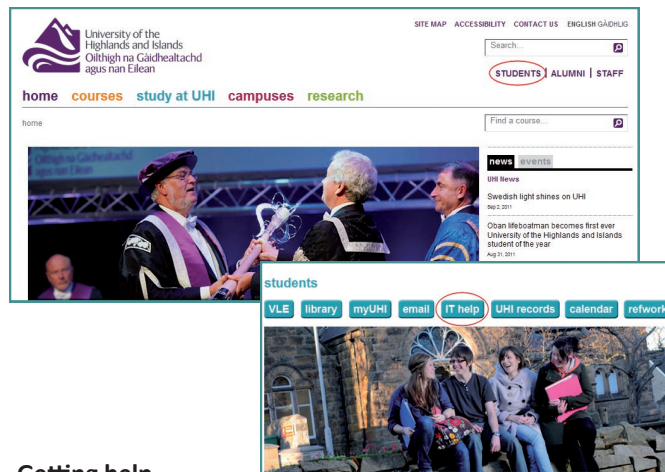
Most applications, plugins, players and drivers that you need to complete your course of study are installed within MyUHI including Microsoft Office 2003 and 2007, Open Office 3.0, Blackboard (VLE), GroupWise email, Notepad, Zip utility and a number of web browsers.

Files saved to your MyUHI desktop or folder can only be accessed by logging in to MyUHI again. You have one drive you can save to which will be accessible without logging in to MyUHI. This is your H: drive.

The way you access applications from MyUHI will be different to working with applications installed on your own computer. On your own computer you will either launch a program from an icon on your desktop or by choosing it from your start menu. When you use MyUHI, you must log on using your student ID and password.



The University of the Highlands and Islands is committed to enhancing your student experience. If you would like to give us any feedback on any aspect of your time with us, simply press the red button. You will find the link by clicking on the Students button on the UHI Home Page <http://www.uhi.ac.uk> and then clicking on the 'IT Help' button.



Getting help

Your course tutor is a great source of help and assistance.

If you are studying in one of the UHI colleges or Learning Centres then the College Librarian or Learning Centre Manager will be happy to assist you. If you are studying from home then you can

UHI Helpdesk

UHI provides a Helpdesk Service for all students. You should think of Helpdesk as your first port of call for any technical queries you may have. Our friendly and highly skilled staff are there if you need help. Helpdesk is open from 0900 - 1700 Monday to Friday. You can email 150@uhi.ac.uk, call 150 from an internal phone or call 01463 279150 from an outside line. Please remember to provide your student ID and a summary of your enquiry and a contact number if necessary.

Discovery Series No 4

MyUHI

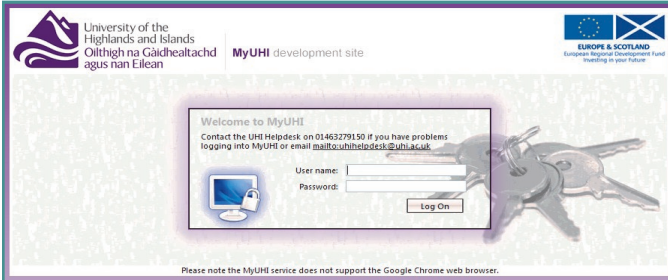


How to find MyUHI?

You can find the link to MyUHI on the 'Students' page of the UHI website <http://www.uhi.ac.uk>

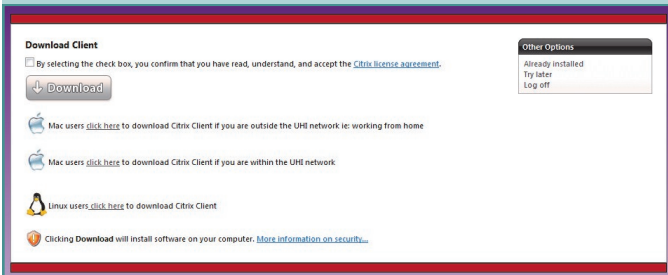


A new window opens and you enter your student ID and password.



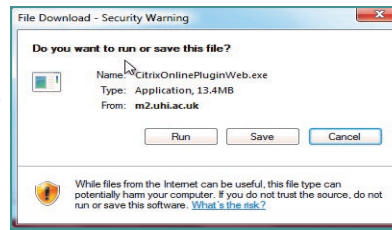
Installing Xenapp

If you do not already have the Xenapp plugin from Citrix (which is required to access MyUHI) installed, you will see the following screen. The large 'Download' button is for the Windows version but there are also versions for Linux or Mac.



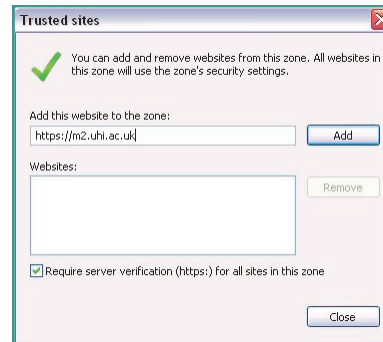
You should select the checkbox, having read the Citrix™ licence agreement, and then click the appropriate link.

You will be asked if you want to run or save the file and it is OK to click the 'Run' button. You may have to click 'Run' twice to confirm.

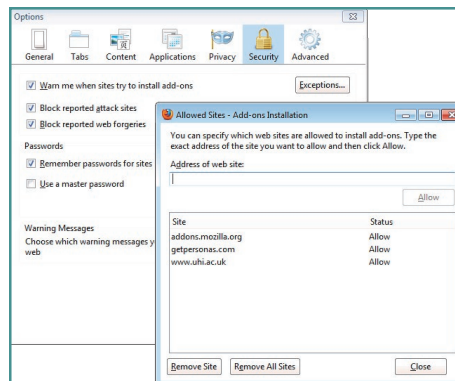


The plugin will take a few minutes to install. When you receive a message that the installation was successfully completed, you can then click the 'OK' button.

The last thing you are required to do is set MyUHI as a Trusted Site. This enables some scripts to run so that MyUHI will work correctly. If you are using **Internet Explorer**, select 'Tools', then 'Internet Options' from the menu. Select the 'Security' tab and click on the 'Sites' button. If the address is not in the box as shown below, type <https://m2.uhi.ac.uk> and click the 'Add' button followed by the 'Close' button.

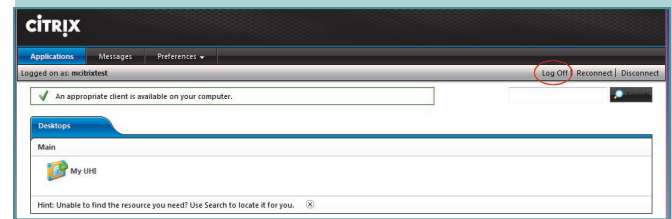


If you are using **Firefox**, select 'Options' from the 'Tools' menu and choose the 'Security' tab. Then type the address followed by the 'Allow' button.



Using MyUHI

Having installed the Xenapp plugin, you should log off and close down your browser.

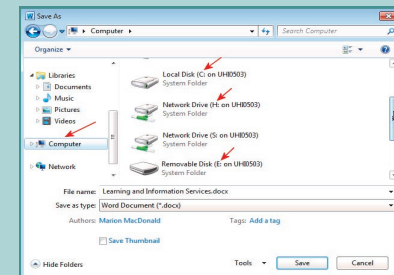


This time, when you select MyUHI from the 'Students' page on the UHI website, you will then see a few messages appearing on your computer screen while MyUHI loads. Loading should not take longer than a minute or so.

MyUHI's desktop looks like this. There will be some icons on the desktop and you will run other applications by selecting 'Programs' from the 'Start' button at the bottom left.



Most applications that you will require for course work are installed and you can access your H: drive or pendrive by opening 'Computer' in the File-SaveAs dialog box.



Exiting MyUHI

It is important that you log off by closing all files and applications and by selecting Logoff from the 'Start' button.