# IT for SLMS: Sync & Share FAQs

## 1. Document Information

<table>
<thead>
<tr>
<th>Document Name</th>
<th>itforslms-syncshare-faq.docx</th>
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<tbody>
<tr>
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## 2. Document History

<table>
<thead>
<tr>
<th>Version</th>
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<tbody>
<tr>
<td>4.0</td>
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3 How to make your request
Step 1: Is your request in the FAQ list? Please review the things you should consider when making your request (right hand column).

Step 2: Log your request with your local IT for SLMS Support Team (Contact details)

Step 3: Your Local IT for SLMS Support Team will contact you to establish your exact requirements

Step 4: Once your request has been completed, your Local IT for SLMS Support Team will contact you to ensure everything is working as you intended.

4 FAQs and Folder-related requests

<table>
<thead>
<tr>
<th>Question</th>
<th>What to consider when making your request</th>
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| 1. How do I request a new shared folder? | • Check if an existing shares meets your needs  
If not:  
• Purpose of new share  
• Name for new share  
• ‘Owner’ of share - authorises the people who access the data stored on the share  
• Names of those who need access |
| 2. I have a new computer. How do I get it set up with Sync & Share? | • Brand new computer or existing computer?  
• Computer’s serial number  
• Computer’s location  
• Is the computer going to be used by someone who is new to my department? (see question3) |
3. I have a **new colleague** in my department. How do they start to use the Sync & Share service?

- New colleague’s
  - Name
  - UCL username
  - Shares to which they require access
  - Is the computer they will be using already set up with Sync & Share? (see question 2)
  - New user will be given a **Welcome Pack**

4. How do I **add new colleague(s) to a shared folder**?

- New colleague’s
  - Name
  - UCL username
  - Share folder(s) to which they require access

5. How do I **remove colleagues from a shared folder**?

- Colleague’s
  - Name
  - UCL username
  - Share folder(s) to which they have had access

6. How do I **increase my quota** (disk space allocation) on my personal N: drive?

- Ensure that there isn't any non-work-related data on your personal drive. Your local IT for SLMS Support Team will run a check.
  - Your username
  - Reason for increased quota

7. How do I **increase the quota (disk space allocation) on a shared folder**?

- Ensure that there isn’t any non-related data on the shared folder. Your local IT for SLMS Support Team will run a check.
  - Name of shared folder
  - Required disk space increase
  - Reason for increased quota

8. How do I **install software** additional to that provided with the Sync & Share desktop?

- First check that the product(s) isn’t already installed on your machine as part of the IT for SLMS-provided software
  - (Go the ‘Start’ button at the bottom left of your screen, select ‘All Programs’, scroll through the list of available programs)
  - Your local IT for SLMS Support Team will, at their discretion, either
    - install the software for you
    - or provide you will administrative rights so that you are able to install the software yourself
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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| 9. How do I get a **new printer** set up with the Sync & Share service? | - Printer’s make and model  
- Printer’s location  
- Those who need to access the printer:  
  o Names  
  o UCL Usernames |
| 10. How do **new people** access printers that are already set up on the Sync & Share? | - Printer’s  
  o Make and model  
  o Location  
  o IP (network) address  
    (4 sets of digits each separated by a fullstop e.g. 128.23.45.240)  
- Those who need to access the printer:  
  o Names  
  o UCL Usernames  

Info is provided in the Windows 7 Welcome pack. |
| 11. I have **accidently deleted a file/folder**. How do I get it restored? | - Your name  
- Your UCL username (if data has been deleted from your home folder)  
- Name of lost file or folder  
- When the file was deleted if known |
| 12. How do I get access from an **NHS Trust**? | Access is dependent on the NHS Trust’ local security policies.  
We acknowledge this as a UCL wide problem which needs urgent attention. There is an IT Directors’ UCLP Project that is working to address this but in the meantime there is little we can do to assist as the project has no influence over NHS Trust local security policies. |
| 13. How can a **visitor access a machine running Sync & Share**? | - Include reason for visitor account  
- Include time period for which visitor account is needed |
| 14. How can I tell if my **computer is already set up with Sync & Share**? | Check the machine name. If you have a Windows computer, this should be displayed on your desktop. Windows 7 computers that are joined to Sync & Share have a name with the format C0001xxxx.AD.UCL.AC.UK |