UHI Service Catalogue

Service Category	Aliases	Service Name	Available for	Further Information
Administrative and Business	UHI Records Student Hub	Student Information Systems	Both	Web version of the Student Records system. Used by applicants, current students and named staff members. Maintenance downtime between 8:00-10:00 every Tuesday. https://www.studentjourney.uhi.ac.uk/urd/sits.urd/run/siw_lgn
Administrative and Business	SITS Client Pink SITS Blue SITS SITS Student Records Hub	Student Information Systems	Staff	Student Records Administration client. Available for named staff only. Downtime 08:00-10:00 every Tuesday
Administrative and Business	Metis	Data, Reporting, and Analytics	Staff	Reporting system. https://metis.uhi.ac.uk/reports/browse/Documents
Administrative and Business	OneDrive	File storage	Both	Online personal file storage. Further info: https://www.uhi.ac.uk/en/lis/information-forstudents/onedrive-for-students/
Administrative and Business	Windows Zip	File Archiver	Both	Allows you to compress files to a zipped folder to save space or unzip compressed files.
Administrative and Business	T4 TerminalFour	Web Services	Staff	Content management system available to all partners. Web analytics available on request. URL Management.

Service Category	Aliases	Service Name	Available for	Further Information
Administrative and Business	TechOne	Financial and Procurement Systems	Staff	EO staff access only finance system
Administrative and Business	Pecos	Financial and Procurement Systems	Staff	EO only invoicing and procurement

Service Category	Aliases	Service Name	Available for	Further Information
Administrative and Business	FutureMe TargetConnect	Careers Services	Students	As a student or graduate of the university you can meet with us anytime for a career conversation, personalised CV and application form support, interview preparation and job searching. You can also access career development workshops/events and a range of career and employability information. https://targetconnect.uhi.ac.uk/unauth
Administrative and Business	AAM UHI Records Additional Support Online	Student Support	Both	Disability support https://www.studentjourney.uhi.ac.uk/urd/sits.urd/run/siw_lgn https://www.uhi.ac.uk/en/t4-media/one-web/university/students/support/disability-matters/aam-studentguidance.pdf
Administrative and Business	Online Counselling	Counselling	Students	Counselling is not an emergency or crisis service, if you are in crisis help can be found on our 'I'm in crisis' page: https://www.uhi.ac.uk/en/students/support/support-for-your-wellbeingand-mental-health/health-and-wellbeing/mental-health/im-in-crisis/ https://www.uhi.ac.uk/en/students/support/online-counselling/
Administrative and Business	Red Button Complaints	Complaints Logging	Students	The Red Button is an informal problem-resolution and feedback mechanism. The formal complaint process is different. Further details can be found: https://www.uhi.ac.uk/en/students/support/red-button/
Administrative and Business	Gimp	Image manipulation tool	Both	Available via company portal for UHI machines. Allows you to edit and manipulate images.

Service Category	Aliases	Service Name	Available for	Further Information
Administrative and Business	FileZilla	File Sharing	Staff	Available for UHI machines via the company portal. This is a free, open-source file transfer protocol tool which allows users to administer FTPs servers in order to exchange files.
Administrative and Business	Notepadd++	Source code editor	Both	This is a free source code editor for programming which is available via the company portal.

Service Category	Aliases	Service Name	Available for	Further Information
Administrative and Business	Adobe Adobe Pro Adobe Cloud	PDF reader/Editor	Both	Different versions of Adobe are available for different functions. Adobe Reader is available via company portal for UHI Machines. Adobe Pro/Cloud access can be purchased on request where editing of PDFs is required.
Administrative and Business	OneNote MS OneNote	Digital Notebook	Both	Digital notebook allowing you to take/make notes and sync across your devices.
Administrative and Business	PowerBi	Data, Reporting, and Analytics	Staff	2 versions of PowerBi are currently available, one via remote desktop for analysts who are building reports via Metis or via desktop download
Administrative and Business	MS project PWA	Project Management Tool	Staff	Project management tool to allow tracking and monitoring of projects. Available via company portal.
Administrative and Business	Visio MS Visio	Flowchart/Diagram software	Staff	Allows you to create flowcharts or diagram to visualise data. Available via company portal
Administrative and Business	UHI Print Print anywhere Secure Print	Printing	Staff	Secure printing for staff
Administrative and Business	MS Visual Studio	Programming Software	Staff	Available to named staff via remote desktop for use with Metis or database admin
Administrative and Business	Celcat	Timetabling	Both	Not available at all UHI partner colleges Allows timetabling of classes and absence management
Administrative and Business	WCN	Recruitment Management	Staff	Available for EO HR team to allow management of recruitment processes

Service Category	Aliases	Service Name	Available for	Further Information
Administrative and Business	Moorepay	Records Management	Staff	EO used software for HR records management
Administrative and Business	Docusign	Secure document management	Staff	Used by EO HR team to produce legal documentation
Administrative and Business	Barcode1	QR code generator	Staff	Note: budget required for this. For IT security reasons, free QR code generators may not be used.
Administrative and Business	TechSmith Camtasia	Screen recorder/Video Editor	Staff	Budget required for purchase of product

Service Category	Aliases	Service Name	Available for	Further Information
Administrative and Business	TechSmith SnagIt	Screen Capture	Staff	Budget required for purchase of this product
Administrative and Business	Docusign	E signature / Secure documents	Staff	EO Staff: Only available for HR and Legal Services at present
Communication and Collaboration	Yammer	Online Forum	Staff	https://web.yammer.com/main/uhicloud.ac.uk/
Communication and Collaboration	MyDay	Portal	Both	UHI Portal. Contains Newsfeeds and Links to important UHI/Partner services Staff page: https://myday.uhi.ac.uk/dashboard/staff_home Student Page: https://myday.uhi.ac.uk/dashboard/student_home
Communication and Collaboration	Outlook	Email	Both	Outlook https://outlook.office365.com/mail/ Outlook application available on UHI machines.
Communication and Collaboration	Webex Cisco Webex	Video Conferencing System	Both	Video Conferencing System, allowing staff and students to meet and collaborate online. Client installed on UHI machines. Students can also download client to their own machines if required.

Communication and Collaboration	Softphone	Telephony	Staff	Available to download from the company portal. Softphone allows staff to make/receive calls from their desktop/laptop.
Communication and Collaboration	MEDIAL MEDIAL Streaming MEDIALecture	Video, Lecture and Audio storage/streaming	Both	This can be used to store videos for later streaming to different types of devices, e.g., computer, mobile. Both staff and students can upload course-related videos to the Media Library and each user has a private category as well as access to subject-related categories
Communication and Collaboration	UHI Drop Box	File sharing	Both	https://dropbox.uhi.ac.uk/ Allows you to securely transfer files N.B. Files are automatically deleted from UHI Dropbox 14 days after you upload them. Dropbox.com should NOT be used.

Service Category	Aliases	Service Name	Available for	Further Information
Communication and Collaboration	Teams Whiteboard Webex Whiteboard MS Whiteboard	Whiteboard	Both	MS Whiteboard can be run as a stand-alone app from the waffle or from MS Teams. Use whiteboards to facilitate distance learning, run collaborative lessons, create mind maps and maximize learning outcomes with ink, notes, stickers, and more.
Communication and Collaboration	Slido Slido in Webex TurningPoint MS Teams	Polling tools	Both	There are 3 polling tools available to the University. Slido in Webex, MS Teams and TurningPoint voting system.

UHI Service Catalogue

Service Category	Aliases	Service Name	Available for	Further Information
Communication and Collaboration	Sharepoint MS Sharepoint	File Sharing/Records Management	Staff	SharePoint is the designated records management repository where all University and Academic Partner records and documents are housed. SharePoint is a Microsoft product which allows us to manage our information, share work, work with others and organise projects. The University Partnership SharePoint implementation is cloud based, and access is regulated through specific processes and procedures.
Desktop and Mobile Computing	Cloud Print for students Cloud Print	Printing	Students	Using Cloud Print, you can print from your own computer. Print jobs can be collected from any secure release printer on the UHI network. Print credit or an allocated balance on your account. Many locations have different rules for this. You can check your current balance using the PaperCut Print service. (https://print.uhi.ac.uk/user)
Desktop and Mobile Computing	Cloud Print for Students Cloud Print	Scanning	Students	Using cloud print for students you can scan documents directly to your One Drive or scan to email
Desktop and Mobile Computing	Desktop ICT teams	Desktop Support	Both	Purchasing consultation, hardware procurement, device refresh, and technology recycling available to staff and students. For any requests/issues please log a ticket via Unidesk in the first instance.

Service Category	Aliases	Service Name	Available for	Further Information
Desktop and Mobile Computing	Internet Edge Firefox Chrome Safari	Web browser	Both	Edge is the supported preferred browser. Chrome and Firefox are also available if required.
Information Security	IT Security	IT security	Both	Providing security, data integrity, and compliance for institutional activities including security consulting and educations, incident response and investigation, and security policy and compliance.

UHI Service Catalogue

Service Category	Aliases	Service Name	Available for		Further Information
Infrastructure	Wi-Fi Wi-fi Eduroam	Network	Both		https://www.uhi.ac.uk/en/lis/service-catalogue/wifi/
Infrastructure	LAN	Local Area Network	Both		LAN network
Infrastructure	IT business continuity Disaster recovery	Business Continuity and Disaster Recovery	Both		Running business continuity and disaster recovery exercises and planning events.
Infrastructure	Data Centre Virtual data centre	Data Centre Services	Staff		Managing and set up of physical and virtual data centres.
Infrastructure	Database Management	Database Management	Staff		Hosting, managing and design architecture of physical or virtual databases.
Infrastructure	Monitoring and Alert Management Orion	Monitoring and Alert Management	Staff		Monitoring of critical ICT systems and services.
Infrastructure	Back Ups Servers Virtual Server	Server and Storage Management	Staff		Provisioning, administration and hosting of servers (physical and virtual) and their related storage. This also covers back-ups.

Service Category	Aliases	Service Name	Available for	Further Information
Infrastructure	UHI Off-Campus VPN VPN	VPN	Staff	Mainly used for access to Softphone for Staff. User id uhiad\staffid (all lower case).

UHI Service Catalogue

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IT Professional Services	Unidesk Unidesk SSP	IT Helpdesk System	Both	Service Desk system. Staff and students can log IT faults. Some APs can also log estate/facilities and HR queries and faults through this system also. https://uhi.unidesk.ac.uk/
IT Professional Services	MIM Identity Management	Identity Management	Both	Identity and access management of UHI ids in UHI systems
Research	Pure	Research Administration System	Both	https://pure.uhi.ac.uk/ Pure enables you to explore in detail our areas of Research expertise.
Research	VRE Haplo	Post Graduate Management System	Both	https://vre.uhi.ac.uk/do/uhi-login/login PGR management system, allows management of post graduate student lifecycle.
Teaching and Learning	Brightspace VLE Brightspace Pulse	Virtual Learning Environment	Both	Virtual Learning Environment https://brightspace.uhi.ac.uk/d2l/home Brightspace Pulse App available
Teaching and Learning	Online Survey (OS) Jisc Survey BOS	Online Surveys	Both	UHI's survey tool for research and student work. Sometimes also called Jisc Online Survey. It is an easy-to-use web-based survey service available to all staff and students for free.
Teaching and Learning	ClickView Off Air Recording	TV Recording Service	Staff	ClickView is an off-air television recording service that allows staff to search for television programmes that have been broadcast and to share programmes with their students by sending them a link, embedding the content in webpages or embedding the content in Brightspace using the integration provided in the virtual learning environment.
Teaching and Learning	EndNote EndNote Basic	Referencing Software	Both	This is a referencing tool to help manage your references.

Teaching and Learning	Forge	Online Content Creator	Staff	https://showcase.uhi.ac.uk/forge/ Forge lets you quickly and easily create attractive and engaging, web-based content which you can make available via the web or within Brightspace
Teaching and Learning	VRE Haplo Ethics Approval	Ethics Approval System	Both	Ethics approval system for UHI. Allows students to enter their application for a project that requires ethics approval and workflow facility for staff for approval of said application.
Teaching and Learning	Mahara Mahara Mobile	Electronic Portfolio/ Blog	Both	Mahara is a fully featured electronic portfolio system with social networking features to create online learning communities
Teaching and Learning	Ouriginal Urkund	Plagiarism Checker	Staff	This is a text-recognition tool which can be used to detect possible plagiarism within a piece of writing. The university has been licensed to use Ouriginal at FE level only. At HE level, Turnitin should be used to check originality.
Teaching and Learning	SPSS Statistics SPSS	Statistics	Both	Statistics package. https://www.uhi.ac.uk/en/lis/software-downloads/spss-statistics-homeuse/
Teaching and Learning	VLC Media Player VLC	Media Player	Both	Available to download on UHI machines via Company Portal. Plays most multimedia files as well as DVDs, Audio CDs, VCDs, and various streaming protocols
Teaching and Learning	Minecraft Education Minecraft	Educational Games	Both	Game-based platform that inspires creative, inclusive learning through play.
Teaching and Learning	My Study Bar EduApps MyStudyBar	Accessibility software	Both	MyStudyBar supports the entire study cycle from planning and structuring thoughts and ideas to support with reading and writing, and although it is designed to support learners with literacy-related difficulties such as dyslexia, it can be a benefit to all learners.
Teaching and Learning	Turnitin	Plagiarism Checker	Both	This is a text-recognition tool which can be used to detect possible plagiarism within a piece of writing. This should be HE level, Turnitin should be used to check originality. For FE work Ouriginal should be used.

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Teaching and Learning	MS Sway Sway	Interactive story telling	Both	Sway is an easy-to-use digital storytelling app for creating interactive reports, presentations, personal stories and more. Its built-in design engine helps you create professional designs. Note: Sway sends all data to the United States.
Teaching and Learning	LinkedIn Learning Lynda.com	Virtual Learning Environment	Staff	Online learning modules covering business, technology, creative skills.
Teaching and Learning	Autodesk	Design and Make software	Students	https://www.uhi.ac.uk/en/lis/software-downloads/autodesk-home-use/ Autodesk is a design and make software package for the architecture, engineering, construction, media and entertainment, and manufacturing industries
Teaching and Learning	Audacity	Audio editor	Both	Audacity is a free audio editor developed by volunteers. It is free for any personal, commercial, or educational purposes, including installing it on as many different computers as you wish. Further information can be found: https://mahara.uhi.ac.uk/view/view.php?id=53099 https://mahara.uhi.ac.uk/view/view.php?id=53099
Teaching and Learning	Libguides E-resources Electronic resources Reading lists eBooks Ejournals Reference	Library Systems	Both	https://www.uhi.ac.uk/en/libraries/
Teaching and Learning	DreamSpark Microsoft Imagine Azure Dev Tools for Teaching	Azure Dev Tools for Teaching	Both	https://www.uhi.ac.uk/en/lis/software-downloads/dreamspark-homeuse/ MS Imagine is only available to students on a STEM course (Science, Technology, Engineering, Maths).

UHI Service Catalogue

Service Category	Aliases	Service Name	Available for	Further Information
Teaching and Learning	MatLab	Engineering and Scientific programs	Students	MATLAB is a programming platform designed for engineers and scientists to analyse and design systems and products. https://www.uhi.ac.uk/en/lis/software-downloads/matlab-home-use/
Teaching and Learning	NVIVO GSR Nvivio	Qualitative and mixedmethods research program	Both	https://www.uhi.ac.uk/en/lis/software-downloads/nvivo-home-use/
Teaching and Learning	National Instruments LABVIEW	Engineering and Scientific programs	Students	https://www.ni.com/en-gb/search.html?pg=1&ps=10&sn=catnav:sup.dwl.pdl
Teaching and Learning	ArcGIS ArcGIS Mapping GIS Mapping ESRI Mapping QGIS	Mapping software	Staff	Mapping software.
Teaching and Learning	AutoCAD Autodesk Fusion	CAD software	Staff	This can be used to create 2D and 2d models and drawings and electrical diagrams or construction drawings.
Teaching and Learning	Audacity	Audio Editor	Both	Audacity is a free audio editor developed by volunteers. It is free for any personal, commercial, or educational purposes, including installing it on as many different computers as you wish. If you want students to download and use it on their personal devices, you must direct them to the Audacity page. Audacity is a free product and is not supported by the Service desk. If you wish to use it for teaching, you need to provide support.
Service Category	Aliases	Service Name	Available for	Further Information

Teaching and Learning	Epicollect5	Data Gathering	Both	Note: a fair usage policy applies. This is not supported by the Service desk. If you wish to use it for teaching, you need to provide support.
Teaching and Learning	MindManager	Mind Mapping	Staff	This is single use, local machine version only. Note: budget required.
Teaching and Learning	PaulXStretch	Audio Editor	Students	Free, open-source software.