

# Student Desktop Service (SDS)

IT Services have introduced a standard Student desktop across campus, meaning you can log on to all of the open access machines, and you will see the same software on each machine. In some areas you may also find software that is tailored to your studies.

You will need your University user ID and password to log into these computers. If you have forgotten your password you can use the password reset tool here <https://selfcare.sunderland.ac.uk/cgi-bin/resetpassword>. If you don't have your username, contact IT support on 0191 515 3333 and we'll help get these details to you.

Please note that our IT regulations specifically forbid the installation of non-supported software on our computers. This is to ensure that our computers are always in a suitable state of readiness for the next user, and there are no conflicts between software. University Student Desktop Service PC's shut down automatically after 30 minutes of inactivity. Any work that is not saved will be lost. Always make sure, therefore, that you save your work frequently.

## **Some other Do's and Don'ts on Saving Work.**

**Do** save your work as soon as you create a new document as this will enable many auto save features of applications. Microsoft Office have these features.

**Don't** work directly from an email attachment as the changes you make will not be saved. Save the attachment somewhere else before you start to work on it.

**Do** always create multiple backups of your work as you don't know when your PC or memory stick will suffer hardware failure and you may lose all of your hard work.

**Don't** leave your SDS PC locked for more than 25 minutes whilst logged in. Aside from the security issues after 30 minutes you will be logged out the PC so another student can use the machine and any of your data that wasn't saved will be lost.

The software currently available on these PC's are:

+ **Internet Browsers**

+ **Operating System**

+ **Software**

We also offer a limited number of Mac computers with the following software available:

+ **Apple Mac Browsers**

+ **Apple Mac Operating System**

+ **Apple Mac Software**

Track service events, find  
answers and make new  
requests, here

My  Portal

Why not come and talk to us  
where you see our logo

