



# IT matters @ Cambridge

Computing services for staff and visitors

MICHAELMAS 2017 | ACADEMIC, RESEARCH STAFF AND VISITORS' EDITION

University Information Services (UIS)

# Welcome to Cambridge

**University Information Services (UIS) works in partnership with your institution's IT staff to deliver the services that support your working life here at the University of Cambridge.**

This leaflet outlines the University-wide computing facilities provided by UIS for the University's academic and research staff, as well as visiting academics.

Additional computing facilities may be provided by your institution, and your institutional IT support team should be your first recourse for IT support.

Further information for new staff and visiting academics can be found at:

<http://help.uis.cam.ac.uk/new-staff>

## Help and support

UIS Service Desk

t: 01223 7(62999)

e: [service-desk@uis.cam.ac.uk](mailto:service-desk@uis.cam.ac.uk)

## Network access

Members of the University's staff and its accredited academic visitors can connect their computers to the **Cambridge University Data Network (CUDN)**, which provides the University's high-speed link to the internet.

**Raven** is the login system used to identify you before allowing access to restricted information and online resources.

### Wi-Fi connectivity

Wi-Fi access is available in your institution. The **University Wireless Network** also provides mobile connectivity to many public areas throughout the city centre.

### eduroam (roaming access)

**eduroam** is an international initiative that provides shared roaming internet access to its member academic institutions. You can connect to the eduroam wireless service in Cambridge and at other member sites worldwide using your unique token and Cambridge credentials. Likewise, users from other member institutions can connect to the eduroam network in Cambridge.

Full details can be found at:

<http://help.uis.cam.ac.uk/eduroam>

Visitors without eduroam access can be given temporary access to the University Wi-Fi network:

<http://help.uis.cam.ac.uk/wireless>

## Your UIS account

### Your CRSid (username)

Everyone at the University is given a unique Common Registration Scheme identifier (**CRSid**). It is your username while at the University, and forms the first part of your Cambridge email address. CRSids take the form of your initials and a randomly assigned number, e.g. abc123.

### Your UIS Password

Your **UIS Password** is the single password you will use for your Raven, Hermes email,



Desktop Services and University Microsoft accounts, and any additional UIS management information systems to which you have specifically been granted access.

## Collecting your UIS account

When you arrive in Cambridge, you will need to collect your account details and create your own UIS Password. This is a two-step process:

### 1. Collect your username and password

Collect your CRSid and initial password for Raven by completing the online form at:

<https://jackdaw.cam.ac.uk/signup>

**Make a note of your initial password – you will not be able to retrieve it again.**

### 2. Create your preferred UIS Password

You'll need to replace your initial password with your own strong but memorable UIS Password. For tips on creating strong passwords, see:

<http://help.uis.cam.ac.uk/passwords>

Log in to the UIS Password Management site using your initial password and then enter your own password:

<https://password.csx.cam.ac.uk>

Your UIS Password will be created and synchronised across your Raven, Hermes email, Desktop Services and University Microsoft accounts, and any other UIS management information systems for which you have a user account.

## Password management

### Changing your UIS Password

You can change your UIS Password at any time by visiting the UIS Password Management site:

<https://password.csx.cam.ac.uk>

### Forgotten passwords

If you forget your UIS Password (or your initial password for Raven), you will need to take photo ID to your institutional IT support team or the UIS Service Desk and ask for a **Password Reset Token**. These time-limited tokens give you a one-time login to reset your UIS Password.

## Hermes email

**Hermes** is the University's central email system. Most staff and students use it as their primary email account, although visitors and staff in institutions that provide their own email service may prefer to use a different account.

Your Hermes email address will be your CRSid followed by @cam.ac.uk.

<http://help.uis.cam.ac.uk/email>

### How to access your Hermes email

You can read your Hermes email using any standard mail program on a desktop or mobile device, using the settings listed at:

<http://help.uis.cam.ac.uk/hermes-settings>

You can also access your email via a web browser using **Hermes Webmail**:

<http://webmail.hermes.cam.ac.uk>

## Online resources

The following are some online services you may find useful. You'll need to use your UIS Password to access some of them because they hold restricted information.

- **CamSIS:** The Student Information System that holds individuals' personal records.  
[www.camsis.cam.ac.uk](http://www.camsis.cam.ac.uk)
- **Lookup:** The University's directory of staff and students' contact information. You can edit your own entry.  
[www.lookup.cam.ac.uk](http://www.lookup.cam.ac.uk)
- **Moodle:** The University's Virtual Learning Environment (VLE).  
[www.vle.cam.ac.uk](http://www.vle.cam.ac.uk)
- **CamCORS:** The Colleges' Online Reporting System for Supervisors  
[www.camcors.cam.ac.uk](http://www.camcors.cam.ac.uk)
- **IT Service Catalogue:** Details about IT services available across the University and Colleges.  
[www.itservices.cam.ac.uk](http://www.itservices.cam.ac.uk)
- **Employee self-service:** The University's self-service HR system.  
<http://webservices.admin.cam.ac.uk/ess01>
- **Voicemail:** Our VoIP telephone network is also accessible by web-based interface:  
<http://my.phone.cam.ac.uk>

## Desktop Services

Your **Desktop Services** account provides a range of tools to help you to work more effectively, both in college and away from the University:

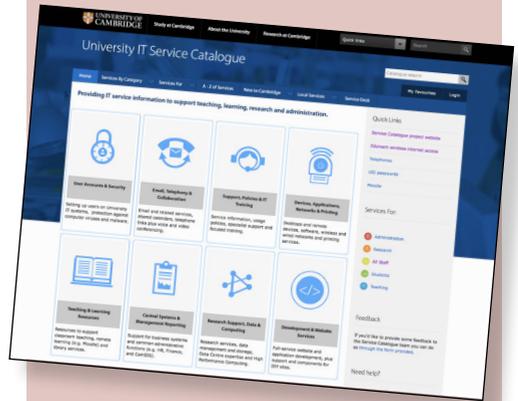
- **Managed Cluster Service (MCS):**  
Open-access machines at public locations around the University, running a variety of Linux®, Mac OS X® and Windows® software.
- **DS-Print:** Print your files to managed printers, with secure online payment and detailed accounting.
- **DS-Filestore:** This fully backed-up central filestore is accessible from anywhere in the world via the web and gives you up to 3Gb of storage space.
- **DS-Remote:** Departments can purchase vouchers for students to gain access to specialist Windows applications that are available on the MCS, using their own device with a remote desktop client installed.

<http://help.uis.cam.ac.uk/desktop-services>

## The IT Service Catalogue

The IT Service Catalogue provides information about IT services available from across the University and Colleges to support teaching, learning, research and administration.

[www.itservices.cam.ac.uk](http://www.itservices.cam.ac.uk)



## Staying safe online

Unfortunately, not everything on the internet is what it seems. Scammers use fake websites and 'phishing' emails for a variety of criminal reasons, and regularly target members of the University specifically.

We provide tips, tools and training to help staff recognise, avoid and report the most common types of scam.

- **A spotter's guide to scams:** Our handy guide includes sections on phishing, malware, fake websites and passwords:  
<http://help.uis.cam.ac.uk/stay-safe-online>
- **Online cyber security training:** Our training course includes modules on financial fraud, 'spearphishing' and passwords:  
[www.uis.cam.ac.uk/cybersecuritytraining](http://www.uis.cam.ac.uk/cybersecuritytraining)
- You can report any cyber security issue via our **incident reporting form**:  
<http://help.uis.cam.ac.uk/incident-reporting>

Computers that are connected to the CUDN are subject to continuous attack from viruses, malware and scans to find security weaknesses.



**McAfee anti-virus software** for Windows®, Mac OS® and Linux® platforms is available free of charge to all students and staff. Details and downloads are available here:  
<http://help.uis.cam.ac.uk/anti-virus>

All devices connected to the CUDN must be secured by strong passwords/passphrases. Your computing accounts give you access to many valuable resources that are essential for your work. Your accounts are personal.

**Never share your passwords with anyone, no matter how trusted. Doing so breaks the University's rules and regulations.**

<http://help.uis.cam.ac.uk/security>

# Free and discounted software

## Microsoft software

Staff employed by the University are entitled to free Microsoft software under the University's Enrollment for Education Solutions (EES) agreement. (Staff at the Judge Business School and staff and students supported by the Clinical School Computing Service are covered by their own agreements.)

[www.uis.cam.ac.uk/ees-coverage](http://www.uis.cam.ac.uk/ees-coverage)

### Windows 10 and Office 2016

Microsoft Office 2016 (as well as earlier versions) and Windows 10 are available to install on your institutionally owned device.

### Office365 ProPlus

Microsoft Office365 ProPlus can be installed on personally owned devices – desktops, laptops, tablets or smartphones.

For links to installation details, see:

[www.uis.cam.ac.uk/microsoft-sign-up](http://www.uis.cam.ac.uk/microsoft-sign-up)

## OneDrive: 1TB of storage

If you are eligible for, and have enabled, a University Microsoft account, you can set up a OneDrive for Business account.



OneDrive gives you a simple way to store, sync and share all kinds of files with other people and devices on the web.

For links to installation details, see:

[www.uis.cam.ac.uk/onedrive](http://www.uis.cam.ac.uk/onedrive)

## IT training programme

UIS provides a comprehensive programme of IT-related training courses, teaching basic to advanced skills on popular software such as Adobe Photoshop and InDesign, and Microsoft Excel and Word.

Most courses are free (except those leading to professional qualifications), and you are very welcome to attend as many as you like.

Browse courses and manage bookings using the **University Training Booking System (UTBS)**:

[www.training.cam.ac.uk/ucs](http://www.training.cam.ac.uk/ucs)

## Dropbox storage at a discounted rate

The popular file syncing and sharing service is available to University staff at a significantly discounted rate.



Dropbox Business offers unlimited file sharing, seamless syncing across desktop and mobile devices, and is compatible with Windows, Mac OS and Linux.

For further details, visit:

[www.uis.cam.ac.uk/dropbox](http://www.uis.cam.ac.uk/dropbox)

## Free McAfee anti-virus software

Keeping your devices up-to-date with anti-virus software is a requirement for use of the University's data network.



We provide McAfee anti-virus products for Windows, Mac OS and Linux. You can install these free of charge under the University's licence:

[www.uis.cam.ac.uk/anti-virus](http://www.uis.cam.ac.uk/anti-virus)

Other software is available at preferential rates for institutional and personal use from:

[www.uis.cam.ac.uk/software-distribution](http://www.uis.cam.ac.uk/software-distribution)

## Assistive technology

We also provide advice and support for staff with specific IT requirements.

Further information about our assistive technology provision can be found at:

[www.uis.cam.ac.uk/assistive-technology](http://www.uis.cam.ac.uk/assistive-technology)

Staff should first ask for a referral to occupational health. For more information, see:

[www.oh.admin.cam.ac.uk/services/referral-process](http://www.oh.admin.cam.ac.uk/services/referral-process)

# Legal information

## Rules governing your computer use

Your use of the CUDN is governed at all times by the rules and guidelines published by the Information Services Committee (ISC). These are designed to ensure an effective working environment for everyone.

You must familiarise yourself with the rules:

[www.uis.cam.ac.uk/rules](http://www.uis.cam.ac.uk/rules)

## Copyright infringement

The use of unlicensed copyright material is illegal and will **always** be treated as a disciplinary offence.

## Software licensing

You should ensure that any software installed on your own hardware is **licensed for your use**.

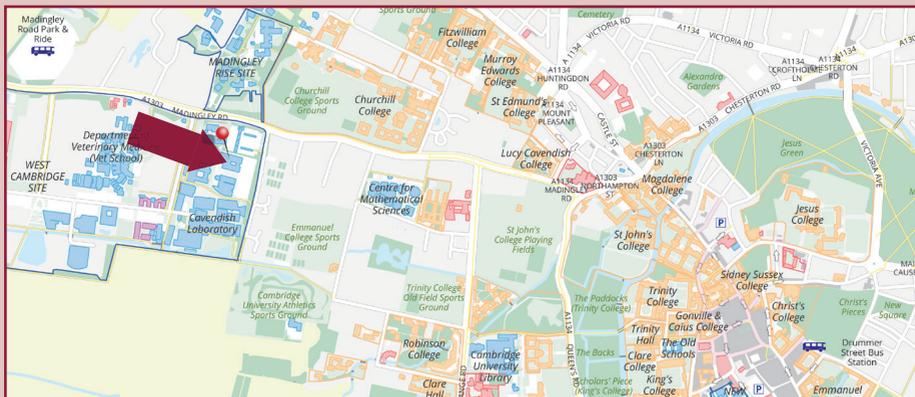
A wide variety of licensed software packages is available through your Desktop Services account, using the MCS computers located at various sites around the University.

Additionally, the University has negotiated special educational discounts for a variety of software packages that you can purchase from UIS Software Distribution:

[www.uis.cam.ac.uk/software-distribution](http://www.uis.cam.ac.uk/software-distribution)

## How to find us

UIS is based in the Roger Needham Building on the West Cambridge Site, off Madingley Road. Our Service Desk is open Monday–Friday between 08:30 and 17:00.



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This information can be made available in other forms. Please telephone the UIS Service Desk on 01223 762999, or email [service-desk@uis.cam.ac.uk](mailto:service-desk@uis.cam.ac.uk) to discuss what is available, and how we can meet any special requirements you have.



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