

IT matters @ Cambridge

Computing services for staff and visitors



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University Information Services (UIS)



UNIVERSITY OF
CAMBRIDGE

Welcome to Cambridge

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

We provide the core services that underpin the University's comprehensive IT facilities. We manage the private data network, through which we deliver a wide range of IT services to individuals, colleges and Departments – including productivity tools and storage solutions.

We also offer an extensive programme of free training courses to help you develop your IT skills while you are here.

We're here to help you make effective use of IT. Your Department's IT staff can help you with day-to-day queries, while our friendly service desk staff can provide support on specific systems.

This leaflet will help you get started, and provides useful links for further information.

Martin Bellamy
Director of Information Services



University Information Services

*We support people who
change the world*

UIS computing services and facilities

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

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:
www.uis.cam.ac.uk/staffandstudents

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

The **University Wireless Network** 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 **eduroam** wireless access points in Cambridge and at other member sites worldwide using a token pre-configured with your Cambridge credentials. Likewise, users from other member institutions can connect to the **eduroam** network in Cambridge.

Full details can be found at:

www.uis.cam.ac.uk/eduroam

Visitors without **eduroam** access can be given temporary access to the **UniOfCam** WiFi network.

www.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. *ffc55*.

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:

jackdaw.cam.ac.uk/signup

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

(See: *Forgotten passwords*)

2. Create your preferred UIS Password

Once you have collected your initial password, use it to log in to the **UIS Password Management Application** and create your own strong, but memorable, *UIS Password*:

password.csx.cam.ac.uk

Advice on creating strong passwords can be found at:

www.uis.cam.ac.uk/choosing-passwords

The *UIS Password Management Application* creates a single *UIS Password*, and synchronises it 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

We advise using a long, complicated password or phrase that combines upper and lower case characters, symbols and punctuation. You can change your UIS Password at:

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 are tied to your CRSid, allowing you a one-time login so that you can reset your *UIS Password*.

Hermes email

Hermes is the University's central email system. The majority of staff and students use Hermes as their primary email account, although some short-term 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.

www.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:

www.uis.cam.ac.uk/hermes-settings

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

webmail.hermes.cam.ac.uk

Help and support

UIS Service Desk

For Raven, Hermes and Desktop Services, and general IT support:

t: 01223 7(62999)

e: service-desk@uis.cam.ac.uk

For other service desks (UAS, Moodle, CamSIS, University Card Office, HR Systems and UFS), see:

www.uis.cam.ac.uk/service-desks

Raven-protected resources

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

- **CamSIS:** the Student Information System that holds individuals' personal records.
www.camsis.cam.ac.uk
- **Lookup:** the University's directory of staff and students' contact information. You can edit your entry.
www.lookup.cam.ac.uk
- **Moodle:** the University's Virtual Learning Environment (VLE).
www.vle.cam.ac.uk
- **CamTools:** former VLE; closing in 2017.
camtools.cam.ac.uk
- **CamCORS:** the Colleges' Online Reporting System for Supervisors
www.camcors.cam.ac.uk
- **Employee self-service:** the University's self-service HR system
webservices.admin.cam.ac.uk/ess01
- **Voicemail:** our VoIP telephone network is also accessible by web-based interface:
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 Windows®, Mac OS® and Linux® software.
- **DS-Print:** print your files to managed printers, with secure online payment and detailed accounting.
- **DS-Filestore:** your fully backed-up central filestore, accessible from anywhere in the world via the web. Provides up to 3Gb of storage space.
- **DS-Remote:** gives students remote access to specialist Windows applications available on the MCS, using their own device with a remote desktop client installed. Departments can purchase vouchers for students to gain access to this service.

www.uis.cam.ac.uk/desktop-services

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.

The service categories are:

- User accounts and security
- Email, telephony and collaboration
- Support, policies and IT training
- Teaching and learning resources
- Central systems and management reporting
- Devices, applications, networks and printing
- Research support, data and computing
- Development and website services

www.itservices.cam.ac.uk



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 pre-existing agreements, which are accessed differently.)

www.uis.cam.ac.uk/ees-coverage

Office 2016 for your work computer

Microsoft Office 2016 is available for your institutionally owned device.

Office365 ProPlus for your personal devices

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

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/ees-onedrive

Free IT training programme

UIS provides a comprehensive programme of IT-related training courses. Each term, we publish a new programme.

Nearly all courses are free of charge (except those leading to professional qualifications, which incur exam fees), and you are very welcome to attend as many as you like.

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

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

Free Intel Security 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 Intel Security (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

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

www.uis.cam.ac.uk/software-distribution

Assistive technology

Advice and support for staff with specific IT requirements is available from UIS.

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

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

Legal information and security

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 should familiarise yourself with the rules, which are published online at:

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/compsoft

Security

All devices connected to the CUDN must be:

- secured by strong passwords/passphrases
- kept up-to-date with security patches and anti-virus software.

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.

www.uis.cam.ac.uk/security

Viruses and malware

Computers that are connected to the CUDN are potentially subject to continuous attack from viruses, worms and probes to find security weaknesses. Social engineering techniques such as phishing are often used to attempt to gain illicit access to your accounts and, through them, the University's private resources.

Anti-virus software for Windows®, Mac OS® and Linux® platforms is available free of charge, under a licence held by the University. Details and downloads are available from the UIS website:

www.uis.cam.ac.uk/anti-virus

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This information may be available in other forms. Please telephone the Communications Group on 01223 334598, or email comms@uis.cam.ac.uk to discuss what is available, and how we can meet any special requirements you have.



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