IT matters @ Cambridge
Computing services for staff and visitors

SUMMER 2015 | STAFF AND ACADEMIC VISITOR EDITION

University Information Services (UIS)

UNIVERSITY OF CAMBRIDGE
Welcome to your Cambridge computing accounts

The University of Cambridge provides comprehensive IT facilities to support your working life here. Your day-to-day IT needs will be met by your institution’s IT staff, whose services are underpinned at a University-wide level by University Information Services (UIS).

UIS provides the University’s private data network infrastructure, through which it delivers the telephone system and a range of managed IT services to individuals, colleges and departments.

As a member of staff, you have been given the three main UIS computing accounts: web authentication (‘Raven’), email (‘Hermes’) and access to shared computing facilities and licensed software (‘Desktop Services’). You may also be given accounts for other management information and reporting systems, depending on your role. This leaflet outlines these systems, and explains how to get access to your UIS computing accounts.

UIS is here to help you make effective use of IT. Our friendly service desk staff provide system-specific support, and we offer an extensive programme of free training courses to help you develop your IT skills while you are here.

We also help towards professional development by offering training for recognised qualifications in ITIL® and PRINCE2®, and technical certification from Oracle, Microsoft and Cisco (for which fees apply). Find out more by following the links in this leaflet.

Martin Bellamy
Director, University Information Services

UIS computing services and facilities

This leaflet outlines the University-wide computing facilities provided UIS for the University’s staff and accredited academic visitors.

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

Further information for new staff and visiting academics can be found at: www.uis.cam.ac.uk/staffandstudents

Network access

Most members of the University and its accredited visitors can connect their computers to their institution’s own data network. This is linked to the Cambridge University Data Network (CUDN) that provides the University’s high-speed link to the internet.

Wireless connectivity

The University Wireless Network provides mobile connectivity to many public areas throughout the city centre. You can connect to the ‘UniOfCam’ access points with your Raven login.

www.uis.cam.ac.uk/wireless

eduroam (roaming access)

eduroam is an international initiative providing shared roaming internet access to users of its member academic institutions, of which Cambridge is one. You can connect to the ‘eduroam’ wireless access points at other member sites around the world using a token pre-configured with your Cambridge credentials. Likewise, users from other member institutions can easily connect to the eduroam network in Cambridge. Full details can be found at:

www.uis.cam.ac.uk/eduroam
Hermes email

_Hermes_ is the University’s 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 (i.e. your login name at Cambridge) followed by the @cam domain, e.g. _fjc55@cam.ac.uk_.

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

How to access your Hermes email

You can read your Hermes mail using any standard mail program (Outlook, Thunderbird, Apple Mail, Eudora, etc.) or via a web browser using Hermes Webmail:

[webmail.hermes.cam.ac.uk](http://webmail.hermes.cam.ac.uk)

How to redirect your Hermes email

If you do not want to use your Hermes account, we suggest that you ensure that email sent to your `<CRSid>@cam.ac.uk` address reaches you by configuring this address to deliver email to another inbox that you do read. You can find information about how to do this at:

[www.uis.cam.ac.uk/is29](http://www.uis.cam.ac.uk/is29)

How to forward your Hermes email

You can also forward all mail from your Hermes account to your primary email address. In the Hermes Webmail interface:

1. _Manage > Mail Processing > Redirect_
2. Enter an alternative email address in the _Redirect_ address field
3. Tick the _Enable Redirection_ check box.

How to cancel your Hermes account

If you wish to cancel your Hermes account, please email _user-admin@ucs.cam.ac.uk_.

You will receive an email to your @cam address asking for confirmation of this request, so please remember to check your Hermes inbox to complete the cancellation process.

Raven web authentication

_Raven_ is the login system used to identify you before allowing you to access restricted information and online resources including:

- _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  
  [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)
- _CamTools_: learning and collaboration resources used for some courses  
  [camtools.cam.ac.uk](http://camtools.cam.ac.uk)
- _CamCORS_: the Colleges’ Online Reporting System for Supervisors  
  [www.camcors.cam.ac.uk](http://www.camcors.cam.ac.uk)
- _CHRIS_: the University’s self-service HR system  
  [webservices.admin.cam.ac.uk/ess01](http://webservices.admin.cam.ac.uk/ess01)
- _Voicemail_: our VoIP telephone network is also accessible by web-based interface:  
  [my.phone.cam.ac.uk](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 Windows®, Mac OS® and Linux® software
- **DS-Filestore**: your fully backed-up central filestore, accessible from anywhere in the world, providing up to 3Gb storage space
- **DS-Files**: web-based remote access to DS-Filestore from your computer, tablet or mobile device
- **DS-Web**: personal and group hosted web space, accessible from anywhere in the world
- **DS-Print**: print your files to managed printers, with secure online payment and detailed accounting.

[www.uis.cam.ac.uk/desktop-services](http://www.uis.cam.ac.uk/desktop-services)
Your login details

Your CRSid (username)
Everyone at the University is given a unique **CRSid** (Common Registration Scheme identifier). It is your username while at the University, and forms the first part of your Cambridge email address. CRSid takes the form of your initials and a randomly assigned number, e.g. fjc55.

Your UIS Password

Your **UIS Password** is the single password you will use for your Raven, Hermes email and Desktop Services accounts, and any additional UIS management information systems to which you have specifically been granted access.

Collecting your UIS accounts

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

The **UIS Password Management Application** creates a single **UIS Password**, and synchronises it across your Raven, Hermes email and Desktop Services accounts, and any other UIS management information systems for which you have a user account. We advise changing your **UIS Password** regularly. Advice on creating strong passwords can be found at: www.uis.cam.ac.uk/is6

Password management

Changing your UIS Password

We advise changing your UIS Password regularly, using the **UIS Password Management Application** 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 photographic ID to your institutional IT support team – or one of the two UIS Service Desks – 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** using the **UIS Password Management Application**.

IT training and support

Free IT training programme

The 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

Assistive technology

Advice and support for users with specific IT requirements is available from many sources. These include web pages, printed documentation, your institution’s IT support staff, and the UIS Service Desk.

Further information about our assistive technology provision can be found at: www.uis.cam.ac.uk/assistive-technology
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 included on the back page of this leaflet, and 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 for you to use. Additionally, the University has negotiated special educational discounts for a variety of software packages that you can purchase from UIS Software Sales:
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 studies. 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

Help and support

UIS Service Desk
For Raven, Hermes and Desktop Services support:
- t: 01223 7(62999)
- e: service-desk@uis.cam.ac.uk
- w: uis.cam.ac.uk/service-desk

Management Information Service Desk
For management systems support:
- t: 01223 3(32999)
- e: misdservicedesk@admin.cam.ac.uk

Moodle Service Desk
- e: moodlehelp@uis.cam.ac.uk

CamTools Service Desk
- e: camtoolehelp@uis.cam.ac.uk

CamSIS Service Desk
- t: 01223 7(64999)
- e: camsis@admin.cam.ac.uk

CHRIS Service Desk
- t: 01223 7(60999)
- e: chrishelpdesk@admin.cam.ac.uk

University Card Office
- t: 01223 (7)66908
- e: univcard@admin.cam.ac.uk

HR Systems Service Desk
- t: 01223 (7)60999
- e: chrishelpdesk@admin.cam.ac.uk

UFS General Service Desk
- t: 01223 (7)65999
- e: UFS_enquiries@admin.cam.ac.uk
Rules governing the use of University computing facilities

1. No person shall use IT facilities, or allow them to be used by others, without due authorization given by the ISC or by the appropriate Authorized Officer, who may impose conditions of use to ensure efficient operation.

2. By means of published documentation an Authorized Officer may designate an IT facility as authorized for use by specified classes of persons and for specified purposes. In the case of facilities not so designated, resources are allocated individually; every such allocation of IT resources shall be used only for the designated purpose and only by the person to whom the allocation was made. Use shall not be made of IT resources allocated to another person or group of persons unless such use has been specifically authorized by the ISC or by the appropriate Authorized Officer.

3. No person shall by any wilful, deliberate, reckless, unlawful act, or omission interfere with the work of another user or jeopardize the integrity of data networks, computing equipment, systems programs, or other stored information.

4. All persons authorized to use IT facilities shall be expected to treat as privileged any information which may become available to them through the use of such facilities and which is not obviously intended for unrestricted dissemination; such information shall not be copied, modified, disseminated, or used, either in whole or in part, without the permission of the appropriate person or body.

5. In the case of any information which is designated in a Notice issued by or on behalf of the ISC as proprietary or otherwise confidential, every person using IT facilities shall be required:
   (a) to observe any instructions that may be issued specifying ways in which the information may be used;
   (b) not to copy, modify, disseminate, or make use of it in any way not specified in those instructions, without first obtaining permission from the appropriate Authorized Officer.

6. No person shall use IT facilities to hold or process personal data except in accordance with the provisions of relevant legislation, including the Data Protection Act 1998. Any person wishing to use IT facilities for such a purpose shall be required to inform the Authorized Officer in advance and to comply with any restrictions that may be imposed concerning the manner in which the data may be held or the processing carried out.

7. No person shall use IT facilities for private financial gain or for commercial purposes, including consultancy or any other work outside the scope of official duties or functions for the time being, without specific authorization to do so.

8. Any person who misuses IT facilities or who uses IT facilities for private financial gain or for commercial purposes, with or without specific authorization to do so, may be charged with the cost of such use or misuse at a rate determined from time to time by the appropriate Authorized Officer. If any person who has been so charged with the cost of IT resources fails to make reimbursement, any authorization to use IT facilities shall be suspended automatically until reimbursement is made in full, and the matter shall be reported by the ISC to the appropriate University or College financial authority.

9. No person shall use IT facilities for unlawful activities.

10. Any person believed to be in breach of one or more of these rules shall be reported by the Authorized Officer to the ISC who may at their discretion, after considering the Officer’s report and any other relevant matters, impose a penalty or penalties in accordance with Regulation 5(g) for the ISC. The ISC may also recommend to the appropriate University or College authority that proceedings be initiated under either or both of the University and College disciplinary procedures and any appropriate legislation.

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