IT provision at Cambridge

http://help.uis.cam.ac.uk/new-starters

University Information Services (UIS) provides many of the university-wide IT services that support teaching, research and administration.

Local IT services

Your department, college or institution may provide you with additional IT services. Your local IT support staff are normally your first recourse for all IT issues, however UIS also operates several help desks for general and service-specific issues (see back cover).

IT service websites

IT Help & Support

https://help.uis.cam.ac.uk

Help documentation for the online services provided by UIS

IT Service Catalogue

https://itservices.cam.ac.uk

Find more IT services available to you from various University providers
Your University identity
When you join, you are given a unique University identifier (‘CRSid’) that most online services and systems use to recognise you.

Your CRSid (username)
Our IT systems use a unique identifier for you, known as a ‘CRSid’. It is a combination of your initials and some random numbers, e.g. abc123.
You’ll use your CRSid as your username when you log in to many online services.

Your @cam email address
Everyone’s primary University email address takes the form of their CRSid at the Cambridge domain, e.g. abc123@cam.ac.uk.
You can choose to forward your @cam email to another account if you wish (see Lookup, opposite).
You may also be given an email account by your department or institution, e.g. name@department.cam.ac.uk.

UAS staff – @admin.cam.ac.uk
If you work for the Unified Administrative Service (UAS), your email address will be in this format: firstname.lastname@admin.cam.ac.uk.

Lookup – the University’s directory
You can search for University members’ contact info in ‘Lookup’:

https://www.lookup.cam.ac.uk
You can view and edit your own listing (and set up email forwarding for your @cam email address, if you want) here:

https://www.lookup.cam.ac.uk/self

Your University Card
Your University of Cambridge identity card. If you lose it, or have any problems with it, talk to your institutional Card Rep to get a replacement.
Find your institutional Card Rep:

http://help.uis.cam.ac.uk/university-card-reps
Collect your University IT account (for all university staff and visitors)

On your first day you will be given a registration code to use to collect your CRSid and create your own UIS Password.

1. **Complete the New User Sign Up process**
   Using a device connected to the University’s computer network, log into Jackdaw with your registration code and collect your CRSid and initial password:
   [https://jackdaw.cam.ac.uk/signup](https://jackdaw.cam.ac.uk/signup)

2. **Go to the UIS Password Management page**
   Log in to the UIS Password Management system using your CRSid and initial password from Step 1:
   [https://password.csx.cam.ac.uk](https://password.csx.cam.ac.uk)

3. **...and set up your own UIS Password**
   Click the **Change password** button to create your own UIS Password – please make sure it’s a strong one! The current best practice advice is to pick four random words, separated by special characters. For more tips, see:
   [https://help.uis.cam.ac.uk/passwords](https://help.uis.cam.ac.uk/passwords)

   *It may take up to 3 hours for your new UIS Password to update before you can use your University of Cambridge Microsoft account to log in to Office 365, OneDrive and/or Exchange Online email.*

Collect your UAS IT account (additionally, for UAS staff only)

If you work in the Unified Administrative Service (UAS) you also get a UAS account to access your PC and administrative resources.

1. **Sign a UA2 form**
   On your first day you will be asked to read and sign a UA2 form. You will need to ask a colleague to return it to the UAS Service Desk for you.

2. **Call the UAS Service Desk on 32999**
   Once the UAS Service Desk has been given your UA2 form, you should call them on **32999** and ask for your Administrative Computing Network (ACN) account username and **ACN Password** so you can log in to your managed UAS computer and get access to UAS-specific resources.

   *Note: You must also collect your University IT account (see opposite) so you can use your Exchange Online email account (see page 14) and get access to the University’s Raven-protected resources.*
Logging in

Your University passwords protect your own personal data and the University’s systems – you must NEVER reveal them to ANYONE.

Your UIS Password
You will create your own UIS Password as part of the account collection process (see page 6).
Together with your CRSid (username), your UIS Password lets you log in to many online services, including:
• your Cambridge email
• resources protected by Raven authentication
• your University of Cambridge Microsoft account
• your Desktop Services account
• Moodle – virtual learning.

Your UAS Password (UAS staff only)
Your UAS Password lets you log in to:
• your managed desktop PC
• shared UAS resources such as the R: drive.
Username = your CRSid
Password = your UAS Password

Note: Don’t use this for your Exchange Online email – use your CRSid and UIS Password instead.

Raven authentication
The University’s online authentication system is called ‘Raven’. You’ll quickly become familiar with the login screen!
https://help.uis.cam.ac.uk/raven

University of Cambridge Microsoft portal
Access to your free Microsoft® Office 365® and OneDrive for Business services (see page 19).
http://portal.office365.com

Watch out for fake login pages!
Genuine University login pages should display the University of Cambridge (GB) security certificate:
If your UIS Password is compromised
If you think someone else may have got hold of your UIS Password, change it immediately.
Log in to the UIS Password Management web page and click the Change password button.
If you think you have been the victim of an online scam, consult your local IT staff for advice, and report it to the University’s IT security team (known as ‘CERT’) so they can investigate and take action to block malicious activity:
cert@cam.ac.uk

Forgotten passwords – self-service recovery
Set up your self-service password recovery now – it makes it easy to reset your UIS Password if you forget it.
Log in to the UIS Password Management web page (see link above) and follow the instructions.

What if you don’t..?
You’ll have to physically bring some photo ID to your local IT staff or the UIS Service Desk and ask for a Password Reset Token (it’s impossible to do when you’re away from Cambridge):
https://help.uis.cam.ac.uk/forgotten-passwords

UIS Password management
https://password.csx.cam.ac.uk

The UIS Password Management web page is your friend when it comes to compromised or forgotten UIS Passwords.

Nevermind – if you set up your self-service password recovery, you’ll never get locked out again:
https://password.csx.cam.ac.uk
Stay safe online

https://help.uis.cam.ac.uk/phishing

University staff can expect to be targeted with bogus invoices and job applications/offers, as well as very convincing speaker invitations, collaboration requests or charitable causes.

Top tips for University staff

✗ DON’T open attachments from unsolicited messages.
✓ DO call the sender if you receive a message that invites you to ‘validate your password’ or ‘reactivate’ your account – UIS (and financial institutions) will NEVER ask you to do this via email.
✓ DO be particularly vigilant if you are asked to change a payee’s bank details for money transfers.
✓ DO ask your local Computer Officer or the UIS Service Desk if you are suspicious about the contents of a message.

Watch our short security videos

Our quick videos offer practical advice about protecting your online identity and valuable personal data:

https://help.uis.cam.ac.uk/stay-safe-online

Got caught by a scammer? Contact our cyber security team:
cert@cam.ac.uk
Your Cambridge email account

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

You will be given a University email account – either Exchange Online or Hermes, depending on the choice your institution made for you.

Exchange Online

Your Exchange Online email account is part of your University of Cambridge Microsoft account (see page 19).

Features include:
• 50GB inbox
• 100MB message size
• Outlook mobile app for all major mobile devices

Username = CRSid@cam.ac.uk
Password = UIS Password

There are two ways to get your @cam email:

• **Webmail**
  Use the Outlook Web App (OWA) webmail interface in your web browser:
  https://outlook.office365.com

• **Set up your email app(s)**
  Instructions for setting-up various email apps such as Outlook, Apple Mail, Windows Mail and Android Mail:
  https://help.uis.cam.ac.uk/exol-settings

Hermes

Hermes was the University’s main email system before Exchange Online was also made available.

Features include:
• 2GB inbox
• 50MB message size
• IMAP support

Username = CRSid
Password = UIS Password

**Hermes Webmail**
https://webmail.hermes.cam.ac.uk

**Set up your email app(s)**
https://help.uis.cam.ac.uk/hermes-settings

Switch to Exchange Online email

You can self-migrate your Hermes mailbox

Extra benefits include:
• Integration with Office 365 and OneDrive
• Visibility of everyone’s calendars (free/busy) so it’s easy to schedule meetings
• Group calendars to help teams work together.

There are several factors to consider before you choose to migrate, however – find out more, and learn how to migrate if you decide you want to:

https://help.uis.cam.ac.uk/hermes-to-eol
Wi-Fi (eduroam)

https://help.uis.cam.ac.uk/eduroam

Set up your devices to use the ‘eduroam’ network around Cambridge, and they’ll connect automatically wherever they find it – it saves you having to log in every time.

eduroam is an international initiative. You can also connect at other participating universities around the world, using your Cambridge credentials.

1 Connect to the internet

2 Get your Network Access Token: https://tokens.csx.cam.ac.uk

3 Set up your device(s): https://help.uis.cam.ac.uk/eduroam

You can also connect to the UniOfCam Wi-Fi using your CRSid and UIS Password
Software for your personal devices

Install free software to protect your devices and to help you work and collaborate.

Free anti-virus software

McAfee® anti-virus
Keeping your devices up-to-date with anti-virus software is a requirement for use of the University’s data network. Get your free McAfee software here: https://help.uis.cam.ac.uk/anti-virus

Free office and collaboration software

Office 365® ProPlus
Microsoft’s cloud-based Office apps. Log in with your CRSid@cam.ac.uk email and UIS Password: https://help.uis.cam.ac.uk/office365

G Suite@Cambridge
Google’s suite of office apps, including Google Calendars and Hangouts – use your @cam.ac.uk email address to sign up: https://help.uis.cam.ac.uk/g-suite

Your University of Cambridge Microsoft account

http://portal.office365.com

Username/Email = CRSid@cam.ac.uk
Password = UIS Password

Note: After you create (or change) your UIS Password, it could take up to 3 hours for it to sync with the Microsoft server before you can log in to your University of Cambridge Microsoft account.

Your University of Cambridge Microsoft account allows you to install Office 365 ProPlus software (see opposite) on your personal devices and gives you access to a 1TB OneDrive personal filestore:

Leaving Cambridge: You will lose access to this account when you leave Cambridge, and will need to transfer all your data to another storage solution or buy a personal Microsoft subscription.

See: https://help.uis.cam.ac.uk/microsoft-account-closure
Access to site-licensed software

Popular software is available on shared workstations around the university.

https://help.uis.cam.ac.uk/software

Many popular software titles are available on the Managed Cluster Service (MCS) shared workstations (see page 22), which run Windows, Mac and Linux platforms.

The latest list of available software can be found here:

https://help.uis.cam.ac.uk/mcs-software

MCS software titles include:
- Adobe Creative Suite
- ArcGIS
- AutoCad
- EndNote
- Mathematica
- MatLab
- R
- SPSS
- Symplectic Elements
- Zotero

Buying software

If you need to buy software, you can get an educational discount

You will qualify for an educational discount on software purchases when you buy through our authorised resellers. For more information, see:

https://help.uis.cam.ac.uk/software-sales

Personal file storage

You have four cloud-based file storage options...

**DS-Filestore**
3GB personal file store, integrated with your University Desktop Services account

https://help.uis.cam.ac.uk/ds-filestore

**OneDrive for Business**
A free 1TB cloud-based file store, integrated with the Office 365 apps

https://help.uis.cam.ac.uk/onedrive

**Google Drive**
A free unlimited file store that is part of the G Suite@Cambridge apps

https://help.uis.cam.ac.uk/google-drive

**Dropbox Business** (£ subscription)
Unlimited storage at a preferential rate (rebate available if you already have a personal subscription)

https://help.uis.cam.ac.uk/dropbox
Desktop Services (DS)

https://help.uis.cam.ac.uk/desktop-services

Your DS account gives you access to several computing services: shared computers and licensed software, printing and scanning, file storage and personal web page hosting.

Computer rooms
The ‘Managed Cluster Service’ (MCS) provides shared Windows, Mac and Linux computers in various locations around the university:

UIS’ MCS rooms: https://help.uis.cam.ac.uk/uis-mcs-rooms
Institutions’ MCS rooms: https://help.uis.cam.ac.uk/mcs-locations

Your own virtual desktop
Log in to your personal desktop environment on any MCS workstation with your CRSid and UIS Password: https://help.uis.cam.ac.uk/mcs

Site-licensed software
Many popular software titles are available on the MCS for Windows, Mac and Linux (see page 20).

https://help.uis.cam.ac.uk/mcs-software

DS-Filestore
Your personal 3GB filestore:
https://help.uis.cam.ac.uk/ds-filestore

DS-Web
Your personal web space:
https://help.uis.cam.ac.uk/ds-web

DS-Print
The Managed Print Service (DS-Print) enables staff and visitors in participating institutions to access networked printers from their own machines when connected to the University network.

The service is available whether or not the institution has its own Managed Cluster of desktop machines.

Speak to your local IT support staff to find out how to set up your devices for printing.

https://help.uis.cam.ac.uk/printing
Telecoms

https://www.phone.cam.ac.uk

The Telecoms Office provides a variety of hardware. It also provides software that can enable telecoms services on other devices.

Services include:
• desk phones
• mobile phones and pagers
• video calling
• audio/video conferencing
• intelligent call handling.

How to order services
Contact your local Telephone Liaison Officer (TLO):
https://www.phone.cam.ac.uk/support/contacts/tlos

My.phone
Track your calls and voicemails
https://my.phone.cam.ac.uk/myphone/

Online help
https://www.phone.cam.ac.uk/your-phone

Telecoms helpdesk
helpdesk@phone.cam.ac.uk
01223 (3)37070

Training

There’s a lot of (mostly) free training available to help develop your skills.

IT training
UIS offers online, self-taught and instructor-led IT courses on a variety of themes including:
• data analysis/management
• design and digital media
• document referencing
• programming
• web publishing.

https://help.uis.cam.ac.uk/training

University Training Booking System (UTBS)
Every term, both the University’s Personal and Professional Development (PPD) and UIS training teams publish new training calendars.

You can use the UTBS to browse for courses and events by theme or date, and to book online (log in with Raven).

You can also view a record of your training history.

For those that teach these courses, the UTBS allows you to send reminders to your course attendees, and gather feedback afterwards.

https://training.cam.ac.uk
Useful online resources for staff

General interest

**Employee Self-Service (ESS)**
Access to your HR records. You can update personal information, and download payslips and P60 forms
https://chris.cam.ac.uk/hr_live_ess/ess

**Mailing lists (Mailman)**
Manage your subscriptions to the University’s 10,000 lists
https://help.uis.cam.ac.uk/mailing-lists-start

**Talks.cam**
The University’s talks listings
http://talks.cam.ac.uk

**Booker**
A centralised room booking system (you’ll need to request an account to use it)
https://help.uis.cam.ac.uk/booker

Research

**Research support services**
https://www.itservices.cam.ac.uk/services/research-support-data-and-computing/research-support

**Digital Humanities**
Support for computer use in the Arts and Humanities, and information about reference management packages
https://help.uis.cam.ac.uk/humanities-computing

**High Performance Computing**
Research data storage and compute services
https://www.hpc.cam.ac.uk

Teaching/Learning

**UL e-journals**
Online access to journals via the University Library
https://libguides.cam.ac.uk

**Moodle**
Virtual Learning Environment
https://www.vle.cam.ac.uk

**Turnitin**
Online anti-plagiarism text-matching service
https://www.plagiarism.admin.cam.ac.uk/information-staff

Administration

**CamSIS**
Student records system
https://www.camsis.cam.ac.uk

**CHRIS**
HR and payroll system
https://www.hrsystems.admin.cam.ac.uk

**UFS**
University finance system
http://ufs.admin.cam.ac.uk
Supporting the IT community

UIS provides a range of supporting services for the university’s Computer Officers.

Service status alerts

IT Service Status System (ITSS)
Opt in to receive email or text alerts when the status of UIS’ major services changes:
https://status.uis.cam.ac.uk
Status Line: 01223 (4)63085

@UniCamIT Twitter feed
System status alerts and news
https://twitter.com/UniCamIT

IT-specific mailing lists

There are various IT-specific mailing lists you can opt in to via Mailman (see page 26), including:
- uis-announce@lists.cam.ac.uk
  Project and service announcements from UIS.
- ucam-security@lists.cam.ac.uk
  Discussion of security-related issues, and threat alerts.
- ucam-itsupport@lists.cam.ac.uk
  General notices and discussion forum for the IT community – a source of mutual help, opinion and hardware giveaways.
- ucam-dept-itsupport@lists.cam.ac.uk
  Discussion forum for departmental Computer Officers.
- ucam-college-itsupport@lists.cam.ac.uk
  Discussion forum for college Computer Officers.

Cybersecurity

CamCERT
The University’s security team can provide advice on tackling cybersecurity threats.
Hours: 09:00–17:00, Mon–Fri
Email: cert@cam.ac.uk

Security Podcast
A monthly podcast on IT security matters:
https://feeds.feedburner.com/UisSecurityPodcast

TechLink scheme

The TechLink scheme is open to all staff with IT responsibilities. It aims to bring the University’s IT community together to collaborate, network and to engage with UIS and each other. We run induction sessions for new IT staff and a regular programme of talks and events.
https://help.uis.cam.ac.uk/techlink

IT skills development

See also: IT Training on page 25.

LinkedIn Learning
UIS is running a pilot exclusively for IT staff, ending 19 June 2019.
Free access to comprehensive online training resources, with many IT courses – please try it out during the pilot phase:
https://help.uis.cam.ac.uk/linkedin

Websites

UIS departmental website
News and contacts.
https://www.uis.cam.ac.uk

IT Help & Support website
User-facing documentation.
https://help.uis.cam.ac.uk

IT Service Catalogue
Database of IT services from various university providers.
https://itservices.cam.ac.uk
University Map
https://map.cam.ac.uk

Find your way around the university with our indispensable bespoke map.

Find College and University buildings and rooms, your nearest Universal (U) Bus stop (with live timetable information), cycle paths, the nearest AED defibrillator and even where to find an emergency bicycle pump and toolkit at our Bike Repair Stations. You can also make custom views to send by email, high resolution images for printing, and generate links to embed in web pages.

Acceptable use of our IT facilities

Any person believed to be in breach of one or more of these rules shall be reported by the Authorized Officer to the Information Services Committee who may at their discretion impose a penalty or penalties and may also recommend to the appropriate University or College Authority that proceedings be initiated under either or both of the University or College disciplinary procedures and any appropriate legislation:

https://www.uis.cam.ac.uk/isc-disciplinary-procedure

- Use IT facilities only for the purpose and authorization given to you.
- Don’t share your passwords, any access keys or PIN numbers with anyone else.
- Report weaknesses and incidents to your local Computer Officer or the UIS Service Desk, and any data infringement to the Head of Institution or Data Protection Officer.
- Don’t engage in any activity that could affect another user’s access.
- Keep your anti-virus software up-to-date and take care, especially when opening emails, not to introduce malware.

- Don’t copy any copyrighted material without the required authorization.
- Don’t run anything, or probe, to find compromises in the IT facilities.
- Don’t create, view or transmit offensive or obscene images, material or data.
- Delete work from public areas of shared devices, and log out before you leave.
- Always lock your account when away from your desk to stop others gaining access.
Getting help

Main UIS Service Desk
08:30–17:00, Monday–Friday
service-desk@uis.cam.ac.uk
01223 (7)62999
https://www.uis.cam.ac.uk/service-desk
You’re welcome to call in to the Roger Needham Building on the West Cambridge Site: https://map.cam.ac.uk/uis

Specialised Service Desks

All UIS support contacts: https://www.uis.cam.ac.uk/contact-us

UAS Service Desk
08:30–17:00, Monday–Friday
servicedesk@uis.cam.ac.uk
01223 (3)32999

CamSIS Service Desk
08:30–17:00, Monday–Friday
camsishelp@uis.cam.ac.uk
01223 (7)64999

CHRIS Help Desk
09:00–17:00, Monday–Friday
chrishelpdesk@admin.cam.ac.uk
01223 (7)60999

UFS Help Desk
09:00–17:00, Monday–Friday
UFS_enquiries@uis.cam.ac.uk
01223 (7)65999

Moodle support (by email only)
09:00–17:00, Monday–Friday
moodlehelp@uis.cam.ac.uk

Research Computing Services
09:00–17:00, Monday–Friday
support@hpc.cam.ac.uk
01223 (7)63517