

Getting started with IT @ Cambridge

How to collect your UIS computing accounts



SUMMER 2015

University Information Services (UIS)



UNIVERSITY OF
CAMBRIDGE

Information Services at the University of Cambridge

The University of Cambridge provides comprehensive IT facilities to enable your studies while you are here. Your day-to-day IT needs will be met by your College'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 we deliver a range of managed IT services to individuals, Colleges and Departments. As a new student, you have been given three UIS computing accounts: web authentication ('Raven'), email ('Hermes') and access to shared computing facilities and licensed software ('Desktop Services').

To help you prepare for your arrival, you can collect your UIS computing accounts now, if you wish, or you can wait and use a computer in your College when you arrive. Before you arrive in Cambridge you will be able to use your accounts to access any preparatory course materials provided for you, use some of the University Library's online resources, and start using your Cambridge email account. Once you are in Cambridge and connected to our private data network you will have full access to the University's online resources.

UIS is here to help you make effective use of IT during your time spent studying at Cambridge. 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 – find out more by following the links in this leaflet.

Please don't hesitate to contact us by phone or email if you need our help, either in collecting access to your accounts before you arrive, or for any training needs once you are here.

Martin Bellamy
Director, University Information Services

About the University's IT services and facilities

Most of the University's Colleges and Departments have dedicated staff who manage IT resources on a local level, and who will be your first recourse for any IT queries.

These Institutional facilities are underpinned by the University-wide infrastructure, systems and services provided by University Information Services (UIS).

Students often bring their own computer with them, but clusters of managed desktop computers and printers are available for students to use at various locations around the University. Most students can connect to the internet from their college rooms, via their College's data network, and the many **UniOfCam** wireless access points located throughout the University and city centre.

UIS creates computing accounts for all students, allowing them to access their Cambridge email account and many of the University's private online resources.

Can I do anything before I arrive in Cambridge?

Yes, you can collect two of your three UIS computing accounts before you get here – Raven (web authentication) and Hermes (email). Although many of the University's online resources require users to be connected to the **Cambridge University Data Network (CUDN)**, you will be able to access:

- your Hermes email account
- any specific resources and course materials provided by your College and Department
- some of the University Library's online resources.

Your UIS computing accounts

Your CRSid (username)

Everyone at the University is given a *Common Registration Scheme identifier*, known as a **CRSid**. It will be your username at the University, and takes the form of your initials and a randomly assigned number, e.g. *fjc55*.

Your UIS Password

Your **UIS Password** is the common password you will use for many computing services including your Hermes email account, Raven web authentication and use of the shared computers and printing facilities.

Your Raven account

Raven is the web authentication system used by the majority of the University's online resources, systems and websites. You will often be asked to log in to Raven with your *UIS Password*.

Your Hermes email account

Hermes is the University's email system. Your email address will be your CRSid (i.e. your Cambridge username) followed by @cam.ac.uk, e.g. *fc55@cam.ac.uk*. Once you have created your *UIS Password*, you will be able to access your Hermes inbox using the webmail interface, or by configuring an email client on your computer or mobile device. See: www.uis.cam.ac.uk/email

Collecting your UIS accounts

1. Complete Student Registration

During the summer, you will be sent an email from the Student Registry (student.registration@admin.cam.ac.uk) containing detailed instructions and a link to the **CamSIS Student Registration** web pages. The timing will vary: for undergraduates, it will be late August; for postgraduates, it will be early August.

You can complete the registration process before you arrive in Cambridge, or by using a computer or kiosk dedicated for this purpose when you arrive at your College. See FAQs at: www.cambridgestudents.cam.ac.uk/new-students/student-registration

2. Collect your username and password

On completing Student Registration, you will be given a time-limited link to continue on to the 'Jackdaw' website to collect your CRSid and an **initial password**.

If you are already in Cambridge and connected to the CUDN, you can use this link instead:

jackdaw.cam.ac.uk/signup

3. Create your preferred UIS Password

Finally, sign in to the **UIS Password Management Application** with your CRSid and *initial password* to create a strong, but memorable, *UIS Password*:

password.csx.cam.ac.uk

Forgotten passwords

If you forget your initial password, or your *UIS Password*, take your photo ID to your College's IT staff (or one of the two UIS Service Desks) when you arrive in Cambridge, and ask for a **Password Reset Token**. This will allow you to create a new *UIS Password* using the *UIS Password Management Application*.

For security reasons, we regret that it is not possible to reset forgotten passwords by telephone or email.

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). 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 all software installed on your own devices is licensed for your use.

A wide variety of licensed software packages is available on the the managed computer clusters across the University that you can use free of charge.

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

Security precautions

All computers 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.

General advice on many aspects of online security is available at:

www.uis.cam.ac.uk/security

Viruses and Malware

Computers that are attached 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 to students, under a licence held by the University. Further details and downloads are available from our website at:

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

Help and support

The UIS Service Desk

We operate two drop-in IT support centres – on the New Museums Site (during Full Term only) and on the West Cambridge Site (all year). Opening times and location maps are available from our website at:

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

Assistive technology

Advice and support for users with specific IT requirements is available from many sources. These include web pages, printed documentation, your College'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

Free IT training

UIS provides a comprehensive programme of IT-related training courses. Each term, we publish a new programme. Nearly all courses are free of charge and you are welcome to attend. Browse courses and register your attendance using the online **University Training Booking System (UTBS)** at:

www.training.cam.ac.uk/ucs

Further information

Find out more about the computing services at:

www.uis.cam.ac.uk/newcomers

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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.



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