

IT matters @ Cambridge

A guide to computing services for students



MICHAELMAS TERM 2015 | STUDENT EDITION

University Information Services (UIS)



UNIVERSITY OF
CAMBRIDGE

Welcome to your UIS computing accounts

The University of Cambridge provides comprehensive IT facilities to help get the most out of your time at Cambridge, supporting both your studies and daily living.

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 it delivers 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 at several locations around the University (Desktop Services).

This leaflet explains how to collect your UIS computing accounts, if you have not already done so. Once you have connected to the University's private data network – either through your College's network, or

using one of the University's many wireless access points throughout the city centre – you will have full access to the systems and resources allocated to you by your College and Department, including the University Library's online resources, our virtual learning environment, and student administration systems.

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 – find out more by following the links in this leaflet.

If you have any queries about your UIS computing accounts that cannot be resolved by a visit to our website or your College's IT staff, please don't hesitate to contact us by phone or email, or to call in to one of our two UIS Service Desks. We're here to help.

Martin Bellamy

Director

University of Cambridge Information Services



*Information Services is located in the
Roger Needham Building on the West Cambridge Site*

About the University's IT services

This leaflet introduces the three different UIS computing accounts that new students are provided with and outlines the main services and systems that you are likely to use during your time in Cambridge.

Students often bring their own computers or mobile devices with them, but clusters of centrally managed desktop computers and printers are available for students to use at several locations around the University (see *The Managed Cluster Service (MCS)* below).

Most of the University's Colleges and Departments have dedicated staff who manage IT resources on an Institutional level, and who will be your first recourse for any day-to-day IT support issues.

Further information for new students may be available on your College's website. A wealth of information about the computing services and facilities provided by UIS is available at:

www.uis.cam.ac.uk/staffandstudents

Your University Information Services computing accounts

Your Raven account

Raven is the web authentication system used by many of the University's online resources to verify your identity. These include:

- **CamSIS**: the Student Information System that holds your academic records
www.camsis.cam.ac.uk
- **Lookup**: the University's private directory of everyone's Cambridge contact information
www.lookup.cam.ac.uk
- **Moodle**: the University's Virtual Learning Environment (VLE)
www.vle.cam.ac.uk
- **CamTools**: learning and collaboration resources used for some courses
camtools.cam.ac.uk
- **University Library**: online resources
www.lib.cam.ac.uk/eresources

Your Hermes email account

Hermes is the University's email system, used by your College and Department to contact you. Access your inbox using the webmail interface, or by configuring an email client on your device. Your email address will be your CRSid (i.e. your Cambridge username) followed by the @cam domain, e.g. fjc55@cam.ac.uk

www.uis.cam.ac.uk/email

Your Desktop Services account

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

- **The Managed Cluster Service (MCS)**: open-access machines at several public locations around the University, running a wide variety of software on Windows®, Mac OS® and Linux® platforms.

Log in to your personalised desktop on the MCS machines using your CRSid and *UIS Password*, once you have created it.
- **DS-Filestore**: your fully backed-up central filestore, accessible from anywhere in the world, providing 3Gb storage space.
- **DS-Files**: web-based remote access to DS-Filestore from your computer, tablet or mobile device.
- **DS-Web**: hosted web space for both personal and group websites, accessible from anywhere in the world.
- **DS-Print**: print to managed printers, with online payment and detailed accounting.

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. CRSids take 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.

Collecting your UIS accounts

If you have not yet collected your computing accounts, you can do so using your own computer, or a computer or kiosk dedicated for this purpose in your College.

1. Complete Student Registration

During the summer, you were sent an email from the Student Registry (student.registration@admin.cam.ac.uk) containing detailed instructions and a link to the **CamSIS Student Registration** website. The timing of this will vary: for undergraduates, this was late August; for postgraduates, it was after your place had been confirmed.

2. Collect your username and password

On completing CamSIS Student Registration, you will be given a personal link to *Jackdaw*, our user administration database, to collect your CRSid and an **initial password** for your Raven account.

Make a note of your initial password, but do not show it to anyone.

If you are using a device connected to the *Cambridge University Data Network (CUDN)*, you can access the Jackdaw sign-up page here: jackdaw.cam.ac.uk/signup

3. Create your preferred UIS Password

Finally, follow the link to the *UIS Password Management Application* (see *Changing passwords* below) to create your own *UIS Password*. You can then access your Hermes email account using your new password.

Until you arrive in Cambridge, your access privileges are restricted to:

- your Hermes email account
- any course materials from your Department
- some of the University Library's online resources.

Password management

Changing passwords

The **UIS Password Management Application** creates a single *UIS Password*, and synchronises it across your Raven, Hermes and Desktop Services accounts. We advise changing your *UIS Password* regularly at: password.csx.cam.ac.uk

Forgotten UIS Passwords

Once in Cambridge, visit your local IT support staff or either of the two UIS Service Desks in person, and ask for a **Password Reset Token**. You will be asked for photographic ID. We regret that, for security reasons, it is not possible to issue *Password Reset Tokens* to students by email or phone.

Network & internet access

Most students can connect their computers to their College's own data network. This is linked to the **Cambridge University Data Network (CUDN)** which, in turn, provides the University's external link to the internet.

Wireless connectivity

The **University Wireless Network** gives you mobile connectivity in many public areas throughout the city centre. Connect via the '**eduroam m'** and '**UniOfCam**' access points, using your Raven account login details. See: www.uis.cam.ac.uk/wireless

eduroam (roaming access)

eduroam is an international initiative providing roaming internet access for the users of its member academic institutions. It gives you network and internet access via the '**eduroam**' wireless access points both in Cambridge, and at other member institutions around the world, using a secure token based on your credentials from Cambridge. For further information, see:

www.uis.cam.ac.uk/eduroam

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).

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 devices 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 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

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 and is always treated as a disciplinary offence.

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 to students, under a licence held by the University. Details and downloads are available from the UIS website:

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

Help, support and training

The UIS Service Desk

We operate two drop-in support centres: on the New Museums Site (during Full Term only) and on the West Cambridge Site (open all year). Opening times and location maps are available 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 Desks. Further information about our assistive technology provision can be found at:

www.uis.cam.ac.uk/assistive-technology

Free IT training

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 and you are welcome to attend. Browse and register for courses using the online **University Training Booking System (UTBS)** at:

www.training.cam.ac.uk/ucs

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.*

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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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University Information Services
7 JJ Thomson Avenue, Cambridge CB3 0RB

Help and support:

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

Service Desk: +44 (0)1223 762999

Website: www.uis.cam.ac.uk