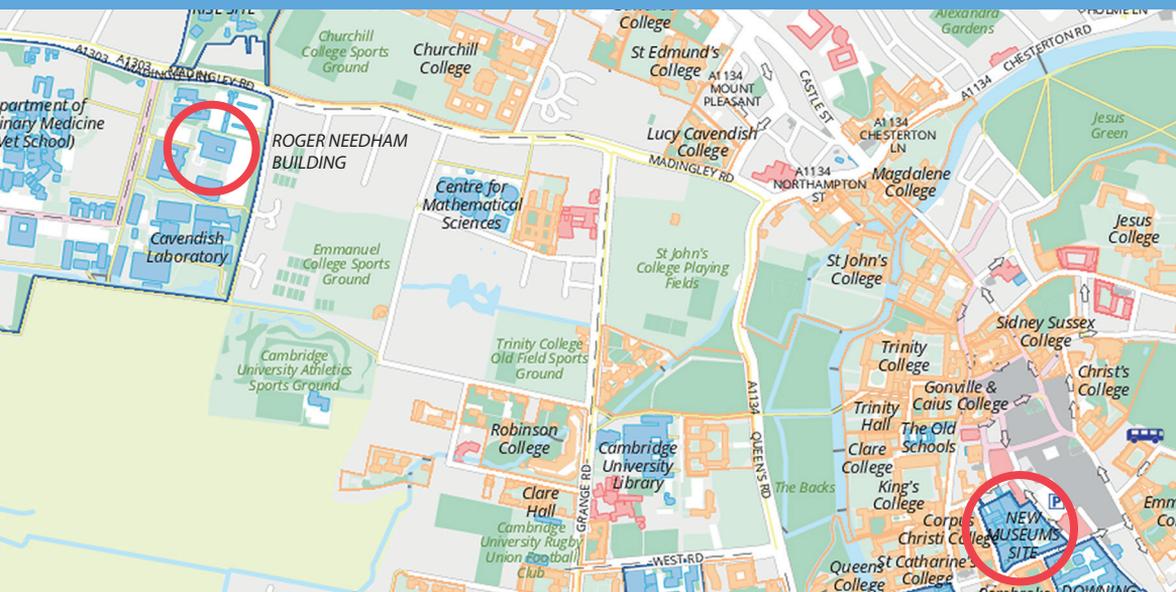


# IT Matters @ Cambridge

Student Edition  
Michaelmas 2013



web: <http://www.ucs.cam.ac.uk/>  
email: [service-desk@ucs.cam.ac.uk](mailto:service-desk@ucs.cam.ac.uk)  
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University Computing Service  
New Museums Site &  
Roger Needham Building,  
West Cambridge Site

## Computing Accounts for New Students

Welcome to computing in Cambridge. This leaflet tells you about the computing facilities that are provided by the University Computing Service (UCS) and what you need to know before you arrive. All new students are provided with computing facilities needed for their academic work. This includes:

- a Common Registration Scheme id or **CRSid**: this is your username for the majority of University systems; it also forms the first part of your University email address.
- access to computers in your College and Department.
- Internet access from almost all College student rooms and the University's extensive WiFi network.
- a **Hermes** account: this is the University's email system. Your College and Department will contact you through this email account. If you prefer to use an existing email address you can arrange for messages sent to your Hermes account to be delivered to another account. However, if you do this you must ensure that the system that you redirect mail to is reliable, and provides you with sufficient privacy and adequate space to store your email.
- a **Desktop Services** account: this gives you access to many clusters of PCs and Macs linked to file servers and printers in many institutions across the University. Your Desktop Services account filespace is remotely accessible, and can be used to store your files and to publish a personal web page. Many students use their Desktop Services account for their academic work and a wide variety of software applications are available on the open access terminals. Many of the PCs are dual-boot Windows and Linux.
- a **Raven** account: this is a web authentication system used to validate your identity when connecting to a variety of University systems through your browser. These include:
  - **CamSIS**: the Student Information System.
  - **Lookup**: the University directory of staff and students.
  - **CamTools**: learning and collaboration resources for some courses.
  - any web pages that are restricted to staff and students of the University.

## Before you Arrive

You can find a wealth of information about computing in Cambridge at:

<http://www.ucs.cam.ac.uk/linkpages/newcomers>

We encourage you to browse these pages and those of your College for further details. Shortly before you arrive you will be able to find out what your University email address will be.

## Network and WiFi access

Most students are able to connect their own computers from their College room to their College network. The College networks are, in turn, linked to the Cambridge

University Data Network (CUDN) and thence to the Internet. Many Colleges include details of their IT facilities on their web site and this is where you should look first for information about connecting to the network.

Additionally you can connect laptops and other mobile devices to the University's extensive **Lapwing** WiFi network. For details of how to do this see:

<http://www.ucs.cam.ac.uk/wireless/>

## Security, Viruses and other Malware

Computers that are attached to the CUDN are potentially subject to continuous attack from viruses, worms and probes to find security weaknesses. Therefore, all computers on the CUDN

- **must** be protected by strong passwords.
- **must** be kept up to date with security patches and virus protection.

We recommend that all computers on the CUDN are protected by a firewall.

Your UCS accounts give you access to many valuable resources which are essential for your studies. Be aware that social engineering techniques, such as phishing, are often used by those who wish to gain illicit access to your accounts and through them the University's resources. You can learn more about how to protect yourself and your UCS accounts here:

<http://www.ucs.cam.ac.uk/security/>

Your accounts are personal. You should **never share your passwords** with anyone, no matter how trusted. If you suspect that any of your computing accounts have been compromised, or are concerned that there may be malware on your computer contact the UCS Service Desk at [service-desk@ucs.cam.ac.uk](mailto:service-desk@ucs.cam.ac.uk) for help and advice.

Further advice on this, and a security disk containing antivirus software for Windows 7 and Windows 8, is freely available from the UCS Service Desk and from Institutional Computing Officers. Further information about anti-virus software is available from:

<http://www.ucs.cam.ac.uk/docs/faq/security/a4>

## Access to your Computing Accounts

The timetable for enabling computing accounts for students starting courses is:

<i>Term of Entry</i>	<i>See what your email address is</i>	<i>Email account open</i>
Michaelmas (postgraduates)	July*	July*
Michaelmas (undergraduates)	September	September
Lent (postgraduates) and short term undergraduates	December*	December*
Easter (postgraduates)	March*	March*

\*The time shown is the earliest that the account will be ready. Postgraduate data is continuously updated with information about confirmed offers.

Visit <http://jackdaw.cam.ac.uk/> to find out what your email address will be.

When you arrive in Cambridge you will be able to collect the passwords to your computing accounts via a web page. Further details about how to do this will be given to you by your College or Department.

## Training and Support

The University Computing Service provides a comprehensive programme of IT related training courses each term. Nearly all are free of charge and you are welcome to attend. You can register for courses via the UCS website at:

<http://training.cam.ac.uk/ucs/>

Advice and support is available from many sources. These include web pages, printed documentation, the local computer support team in your College and the UCS Service Desk.

Information about our Assistive Technology provision for users with specific IT requirements can be found at:

<http://www.ucs.cam.ac.uk/support/assistive-technology/>

## Software

There are a wide variety of licensed software packages available on the Desktop Services clusters across the University that you can use free of charge. Additionally the Computing Service has negotiated special educational discounts for a variety of software packages that you can purchase from Software Sales. You can find out more about this, and other services provided by the UCS by visiting:

<http://www.ucs.cam.ac.uk/compsoft/>

## Copyright

You should ensure that any software installed on your own hardware is licensed for your use. Be aware that the use of unlicensed copyright material is illegal and will always be treated as a disciplinary offence.

## Rules on Computer Use

Your use of the CUDN is governed at all times by the rules and guidelines published by the Information Strategy and Services Syndicate. These are designed to ensure a collegial working environment for staff and students alike. You should familiarise yourself with the details of these by visiting <http://www.ucs.cam.ac.uk/iss/rules/iss> and associated pages.

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The information in this document may be available in other forms. Please telephone the Information Group coordinator on 01223 334598 or email [documentation@ucs.cam.ac.uk](mailto:documentation@ucs.cam.ac.uk) to discuss what is available, any special requirements for presentation you may have and how we could meet them.