



UNIVERSITY OF
CAMBRIDGE

UCS

Staff and Academic Visitor edition
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IT Matters @ Cambridge

web: <http://www.cam.ac.uk/cs/>
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University Computing Service
Pembroke Street
Cambridge CB2 3QH

Staff pre-arrival registration

Welcome to computing in Cambridge. This leaflet tells you about the core computing facilities provided by the University Computing Service (UCS) for all staff and official academic visitors. This includes details about how to collect and change your passwords.

**Additional computing facilities may be provided by your institution.
Please consult your local IT staff for further information.**

Accounts provided by the University Computing Service

Your institution has provided your details to the UCS so that passwords for the three accounts described below can be collected from a web page when you arrive in Cambridge.

Hermes is the University email system. You can choose whether or not to have your University email address in the world-readable list of University email addresses and in the local-only University lookup directory.

A **Desktop Services** account. This includes open-access clusters of PCs and Macs in many institutions and Colleges, linked to file servers and printers. Many of the PCs are dual boot Windows and Linux machines. Your Desktop Services filespace is remotely accessible and can be used to back up your files.

Raven is a web authentication service, used to protect certain University web pages, for example:

- to access and update the internal **Lookup** directory of staff and students.
- to access web pages only meant for those in a particular institution.
- to gain access, when you are away from Cambridge, to web resources that are normally visible only to computers connected to the University network.
- to access **CamSIS**, the Student Information System.
- to access **CamCORS**, the Colleges' Online Reporting System for Supervisions.
- to access **CamTools**, a collaborative learning space.
- to access the University's HR system (staff only).

For further information about these and other services offered by the Computing Service go to:

<http://www.cam.ac.uk/cs/newusers/newstaff.html>

Collecting your UCS Account Passwords

The registration web page can be reached in a variety of ways:

- use a web browser on a computer on the Cambridge University Data Network (CUDN) to go to the webpage <https://jackdaw.cam.ac.uk/signup/>.
- use one of the PCs in UCS Service Desk area designated for collecting passwords
- login to any Desktop Services network PC using the user name **signup** (no password needed).

When you visit the registration page you will need to identify yourself and quote the registration code that you have been given by staff in your institution. You will be required to agree to the rules of the Information Strategy and Services Syndicate.

You will also be asked whether you wish to be included in the world-readable list of University email addresses.

At the end of this procedure, you will be given your CRSid (login name) and the passwords to your Hermes, Raven and Desktop Services accounts. As automatically generated passwords are not easily memorable, you will need to write these down. You should then log into each account at the earliest opportunity and change each of these passwords to one that is secure, known only to you, and different from those you use on other systems.

Changing your passwords

Passwords are case sensitive. For example, 'fred' is not the same as 'Fred'. You should always choose unique passwords for your accounts. Information about choosing a secure password and how to change your passwords can be found at:

<http://www.cam.ac.uk/cs/docs/infosheets/is6/>

You can change your Raven password online by visiting:

<http://raven.cam.ac.uk/auth/account/>

Forgotten Passwords

If you forget your Desktop Services, Raven or Hermes passwords once you have changed them you should call in to the UCS Service Desk on the New Museums Site to collect a new one. You will need to bring proof of identity with you.

IT Training and Support

The University Computing Service provides a comprehensive programme of IT-related training courses each term. Many are free of charge and you are welcome to attend. Further information and registration for courses can be found at:

<http://www.cam.ac.uk/cs/training/>

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

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

<http://www.cam.ac.uk/cs/at/>

Network & WiFi Access

Most offices and College rooms have network points. Your local Computer Officer can provide details about how to connect your computer to your institutional network. This in turn is connected to the Cambridge University Data Network (CUDN) which provides the University's network connectivity and internet access for your computers and other electronic devices. Additionally you can connect laptops and other mobile devices to the University's **Lapwing** WiFi network. For further details see:

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

Security of Computers on the Cambridge University Data Network

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.

Further advice on this, and a security DVD containing the latest critical patches for Windows 7/Vista/XP, as well as antivirus and spyware/adware detection software, is freely available from the UCS Service Desk and from Institutional Computing Officers. Further information about anti-virus software is available from:

<http://www.cam.ac.uk/cs/docs/faq/a4.html>

Hermes accounts and other email services

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. If you fall into one of these categories, to prevent email being 'lost' in an unread mailbox we suggest that you ensure that email sent to your <CRSid>@cam.ac.uk address reaches you by redirecting this address to an email inbox that you do read. To do this go to:

<https://jackdaw.cam.ac.uk/cammail/>

This shows where email sent to your <CRSid>@cam.ac.uk is currently delivered. You can change the delivery address by clicking the **Change delivery arrangements** button and following the on-screen instructions.

You can also forward all mail from your Hermes account to your primary email address by selecting **Manage > Mail Processing > Redirect** in the Hermes webmail interface, entering your primary email address in the **Redirect address** field and selecting the **Enable Redirection** check box. Finally you can request that your Hermes account be cancelled by contacting user-admin@ucs.cam.ac.uk

Please note that you will receive an email to your <CRSid>@cam.ac.uk address asking for confirmation of this request.

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.cam.ac.uk/cs/iss/rules/iss.html> and associated pages.

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

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