UCL INFORMATION SERVICES DIVISION

UCL

Student guide to **IT Services at UCL**

ISD

UCL INFORMATION SERVICES DIVISION

Welcome to

UCL

Global University

Welcome to UCL

This is your student guide to central IT services, provided by the Information Services Division (ISD).

We'll take you through the essentials first. Then you'll learn about the different ways of getting access to IT services. You'll find out how to download software and where you should save your work. There is also a section on using IT to support your studies.

Look out for QR codes to scan along the way. These will take you to videos and guides for that subject.

And finally, we're here if you need us.

Find out how to get help on pages 28 and 29 of this booklet.

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Note: due to current circumstances content is subject to change.
Please be sure to check the IT Essentials for New Students online pages
for the very latest information and advice: **www.ucl.ac.uk/isd/new-students**

Contents

The essentials

Your UCL user ID

Your user ID is your key to accessing your computer account (such as your email) and other UCL systems and resources. Your user ID is made up of seven characters. For example: ucaaxxx.

Scan the QR code (right) to view our video guide on getting started with your user ID and password.
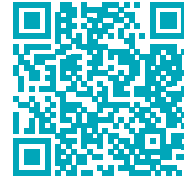
Can I change my user ID?

Your user ID is unique to you and cannot be changed.

I can't remember my user ID

If you're not sure what your user ID is, go to **MyAccount** (make sure you have your ID card to hand). Enter the required information on the MyAccount page, and your user ID will be displayed.
https://myaccount.ucl.ac.uk/find-my-userid

Find out more
www.ucl.ac.uk/isd/user-ids-passwords

Your UCL user ID

Your UCL Password

Along with your user ID (**see page 5**), you will also need your UCL password to access UCL systems. The service you use to manage your user ID and password is called **MyAccount.**

How to change your password

You should have set a password yourself as part of your pre-enrolment. If you can't remember your password, or need to change it, go to **MyAccount**. Ensure that you have your mobile phone to hand, and go to the following link: **https://myaccount.ucl.ac.uk/resetpw**

How to manage your password using MyAccount

Create a strong password. The stronger it is, the longer you can keep it before having to change it. **Scan the QR code (right) to view our video guide on creating a strong password.**
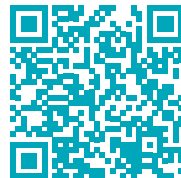
Find out more
www.ucl.ac.uk/isd/myaccount

Connect to UCL Wi-Fi

UCL's Wi-Fi service is called **eduroam**.

To connect to eduroam:

1. **Scan the QR code (on the right) to download the Configuration Assistant Tool (CAT).**

   OR download the tool at:
   https://cat.eduroam.org/?idp=130

2. Download the eduroam installer for your device.

3. Use the CAT and follow the on screen instructions to get your device ready for eduroam.

Find out more
www.ucl.ac.uk/isd/wireless

Connect to Wi-Fi

Check your email using Outlook Web Access

The easiest and quickest way to check your email and calendar is via Outlook Web Access (OWA). **www.outlook.com/ucl.ac.uk**

How to log in

You log in with your UCL user ID and password.
Your user ID needs to be entered in the following format: **userID@ucl.ac.uk**
You must add: **@ucl.ac.uk** after your user ID.
E.g. ucaaxxx**@ucl.ac.uk**

What's my email address?

You have a friendly email alias, usually in a format such as:
firstname.surname.20@ucl.ac.uk. An email from postmaster@ucl.ac.uk will be sent to your UCL email with details of your alias. You should use your friendly email alias for sending and receiving email. But don't worry if someone does send an email to your 'userID@ucl.ac.uk' address – it will end up in your Inbox too!

Find out more
www.ucl.ac.uk/isd/email-calendar

Print, copy and scan

UCL's print, copy and scan service is called **Print@UCL**.

You receive free credit

You receive £6 free credit to get you started. After that you will need to top up online.
Note: we cannot issue refunds, so don't buy too much credit!

How to use the printers

To print from one of the following computer services,
simply select the **print-ucl** queue.

- **Desktop@UCL (see page 17)**
- **Desktop@UCL Anywhere (see page 12)**

If you are using your own computer, you will need to add the print
queue to your machine. You can find instructions for this online.
**Scan the QR code (right) to view our video guide on
getting started with Print@UCL.**

Find out more
www.ucl.ac.uk/isd/print

Take care of your password

Never give your password to anyone else. Guard it as you would your bank PIN. UCL will never ask you for your password.

Beware of phishing emails

Do not respond to emails asking you to enter your user ID and password. This is a form of internet fraud known as phishing. Please ignore any such requests and report them to the IT Services Desk **(see page 28)**

Information Security Awareness course

Do you know your ransomware from your spyware?
Your firewall from your phishing?
Learn more about how to stay secure online.
**Scan the QR code (right) to view our
Information Security Awareness course.**

Find out more
www.ucl.ac.uk/isd/stay-secure

Using
your own
computer

Connect to UCL software and resources using your own computer

Do you need access to software and resources that you are using on your course? Use **Desktop@UCL Anywhere**. This service gives you free access to software that you would usually use in the student computer workrooms and in your lessons.

You can use Desktop@UCL Anywhere - anywhere! Whether you're in a cafe, on campus, at home or in your Halls. Also, there's no need to download the software you want to use on your own computer, saving you space.

How to access Desktop@UCL Anywhere

For full features, you will need to install a piece of software called Citrix Workspace on your computer before you can access Desktop@UCL Anywhere.

A 'light' version is accessible via a browser, but for the best experience, we recommend that you download Citrix Workspace. **Scan the QR code (right) to view our video guide on connecting to Desktop@UCL Anywhere.**

Find out more
www.ucl.ac.uk/isd/desktop-anywhere

Save your work on Filestore@UCL

Filestore@UCL is the best place for you to save your work. You have your own personal and secure storage space called your **N: drive**, and it comes with 100GB of space.

Why should I use the N: drive?

The N: drive is backed up hourly and daily. We recommend you use your
N: drive for general work and study files that do not need to be shared.

How to connect your N: drive on your own computer

To add your N: drive on your own computer takes two steps
(depending if you're on or off campus):

1. You need to connect to UCL's Virtual Private Network (VPN).
   **Scan the QR code (right) to view our video guide on
   connecting to the VPN.**

2. Add (or map) your N: drive to your computer.

Find out more
www.ucl.ac.uk/isd/filestore

Where to save your work

What if I need to share files?

You also have access to Microsoft's **OneDrive** (part of Office 365).

OneDrive is useful if you want to collaborate on documents or to share files too large to send by email. **See page 21** for details on how to access Office 365 and OneDrive.

Don't need to access files or software?

For everything else such as surfing the internet, checking your email, or using Office 365 (including Teams), these activities can be done using your standard internet connection. **You don't need to connect to Desktop@UCL Anywhere or VPN.**

Find out more
www.ucl.ac.uk/isd/filestore

Download teaching and learning software

From UCL's Software Database, you can download, free of charge, software such as SPSS, Matlab and ArcGIS, on to your own computer.

Download free anti-virus software

It is very important that you keep your device secure and up to date. To help with this, UCL also provides free anti-virus software from the Software Database.

How to access the Software Database

Software that is available for home use can be downloaded from UCL's Software Database and installed on your personal devices. **Scan the QR code (right) to view our video guide on using the Software Database.**

Office 365

You can also download Office 365 at no cost. Office includes the latest version of Word, Excel, PowerPoint, OneNote, and more **(see page 21).**

Find out more
www.ucl.ac.uk/isd/software-for-students

Download software

Computers on campus

Using computers in the workrooms

The computers in the workrooms are called **Desktop@UCL**.

Desktop@UCL gives you access to a vast range of teaching, learning and research software. You also have access to your N: drive on Filestore@UCL **(see page 13).**

At the moment, the computer workrooms are closed. We are working on a technical solution that will enable you to access computer workroom facilities remotely. Your course tutor will signpost you to the virtual teaching computer workroom (sometimes called clusters) via Moodle.
See online for up-to-date details.

How do I log in to the computers?

You log in with your UCL **user ID only.**
Do **not** add @ucl.ac.uk after your user ID.

Find out more
www.ucl.ac.uk/isd/campus-computers

Borrow a laptop

Laptop loans is a service that provides you with a short term loan of a laptop, free of charge.

Where to borrow a laptop

Laptops can be borrowed from a number of Library sites on a short term basis.

Saving your work on a loaned laptop

The laptops reset themselves when the lid is closed or shut down.
It's important that you save your work on the N: drive or other external storage.
Unfortunately, once the laptop has been turned off, it is not possible to retrieve anything from the previous session.

Find out more
www.ucl.ac.uk/isd/student-laptop-loans

Access
software

Download the UCL Go! mobile app

UCL Go! is a mobile app for students. Get useful information on the move, such as:

- Campus maps
- Your timetable
- Available study space locations
- Staff contact details
- Library loans
- Laptop loans
- News and much more.

How to access the UCL Go! app

Download via your mobile app store.

Find out more
www.ucl.ac.uk/isd/ucl-go

Access Office 365

Office 365 has a suite of apps that you can use for free. The apps are accessible from your email account (Outlook Web Access). These include:

- Word, Excel, PowerPoint etc.
- OneDrive
- Teams **(see page 22)**
- OneNote (and more).

You can also download these apps on to your own computer and up to five devices. **Scan the QR code (right) to view our video guide on accessing Office 365 apps.**

How do I log in to Office 365?
Use the same credentials as you would to access your UCL email.
You log in with your UCL user ID and password.
Don't forget to add **@ucl.ac.uk** after your user ID.

Find out more
www.ucl.ac.uk/isd/365

Office 365

Access Microsoft Teams

Microsoft Teams is a platform that allows you to have ongoing chat based conversations, video meetings and voice calls. You can also share files, edit documents, manage projects and much more.

Why might I need to use Teams?

Staff may schedule meetings and calls with you via Teams.
You might also use Teams to work collaboratively with others, on a group project for example. In addition, you'll find virtual common rooms and other social spaces, where you can meet up and interact with other students outside of your course or programme of study.

How do I access Teams?

Teams is available through Office 365 **(see page 21)**.
You will need to log in using your UCL user ID and password.

Find out more
www.ucl.ac.uk/isd/teams

Study
support

Moodle

Moodle provides access to online resources and activities for all your UCL modules. **Scan the QR code (right) to view the Connected Learning at UCL Moodle course.**

Lecturecast

Lecturecast is used to record and distribute lecture videos. The recordings are available through Moodle.

Blackboard Collaborate

Blackboard Collaborate is UCL's web conferencing or online classroom platform. Staff and students can communicate using video and participate in polls and other activities.

Zoom

This year, we have also introduced Zoom alongside our existing digital teaching platforms. Some teaching events will make use of this platform, while others may use Blackboard Collaborate.

Find out more
www.ucl.ac.uk/isd/learning-teaching-services

Moodle assignments and feedback

You will often be asked to submit assignments on Moodle.
Feedback will be returned to you via Moodle also.

MyFeedback

MyFeedback enables you to view grades and feedback from all your
modules in the one place. It is accessible through Moodle.

Turnitin

Turnitin scans your assignment and compares it against other student
assignments and a database of academic papers and websites. It helps
you check you have referenced correctly and is used by staff to check for
plagiarism.

Find out more
www.ucl.ac.uk/isd/learning-teaching-services

Online assessment

IT training

Visit our training pages to view our range of courses and learning materials. We also run a drop-in service for individual help with IT skills.

DigiLearn Online

A library of online videos covering UCL IT essentials.
Topics including remote connectivity, data storage essentials, Microsoft Office 365 applications, and much more.

LinkedIn Learning

A vast library of over 8,000 video tutorials. Courses cover a wide range of topics and can help you with study skills, learning new software, personal development and much more. **Scan the QR code (right) to view a video guide on Gaining Skills with LinkedIn Learning.**

Find out more
www.ucl.ac.uk/isd/training

Get
help

Get help from the IT Services Desk

Due to current circumstances, face-to-face support from the IT Services Desk is not possible. But, we're still here to help.

Start a live chat. Go to:
www.ucl.ac.uk/isd/help

Phone support. Open 24 hours a day.
020 7679 500 (internal 25000)

Self-service portal. Log in and submit a request for help, anytime.
www.ucl.ac.uk/isd/help

Email
itservices@ucl.ac.uk

Full details on our help page: **www.ucl.ac.uk/isd/help**

How-to guides

Try our how-to guides. On the ISD website, select from the help categories or use the search bar to find what you are looking for.

www.ucl.ac.uk/isd/how-to

Get help from the Digital Accessibility Hub

The Digital Accessibility Hub is equipped with an up-to-date range of software and technology, designed for students with disabilities. Face-to-face support will be dependant on government guidance and staff availability. See online for more information:

www.ucl.ac.uk/isd/disability-it

Keep up to date!

Keep up to date with news and information about our services on our website:

www.ucl.ac.uk/isd/news

Follow us on Twitter: **@uclisd**

Find out more
www.ucl.ac.uk/isd
www.ucl.ac.uk/isd/new-students

Get help

How to log in to our systems – quick reference

Make sure you substitute ucaaxxx used on this page with your own user ID!

Service	Enter your user ID as:
Wi-Fi (eduroam) See page 7	ucaaxxx@ucl.ac.uk
Computers (Desktop@UCL) See page 17	ucaaxxx
Email (Outlook Web Access) & Office 365 See page 8	ucaaxxx@ucl.ac.uk
Moodle See page 24	ucaaxxx
MyAccount See page 5	ucaaxxx