Welcome to UCL! In this presentation we’re going to cover all the essential information about IT services and facilities that you need to get started.
Central IT services are provided by the Information Services Division. The ISD website should be your first port of call for any information and advice about our services.

www.ucl.ac.uk/isd
At enrolment you will be given a starter information pack containing a pocket guide. The guide contains a summary of the points made in this presentation and the web addresses mentioned.
Here are our top five suggestions for sorting out your IT at UCL.
Firstly, get your user ID and password. To use many central IT services you will need a user ID and password. If you haven’t already got these please go to the ISD Service Desk located in the Science Library. You will need to show your UCL ID card so you need to enrol first.

www.ucl.ac.uk/new-students
Secondly, connect to WiFi. Our campus wifi service is called eduroam. Details of how to connect are available on the ISD website and if you have problems there are regular surgeries at the Service Desk at the start of term. Eduroam is available throughout UCL, in all UCL-provided student accommodation and in many other universities, museums and libraries.

www.ucl.ac.uk/isd/wireless
Our third tip is to register your mobile number with MyAccount. You will then be able to change your password without having to go in person to the service desk. You can set your password to anything from 8 – 30 characters. The longer the password, the longer you can keep it for, up to a year at a time.
Number 4 is to check email regularly. Email is available via the Outlook Web App (also known as ‘OWA’).
When you log in remember to add ‘@ucl.ac.uk’ after your user ID.

Your email address will be something like firsturname.lastname.year@ucl.ac.uk, so for example john.smith.16@ucl.ac.uk – but there are exceptions, for example where two new students have the same first and last name.
You will receive an email with all the details.

You must check your UCL email regularly as Information Services, the Library, Registry and academic staff will use this rather than any other address.
Some UCL services will not be able to help you if you don’t email them from a UCL email address.

www.ucl.ac.uk/isd/email-calendar
Our last tip is to download UCL Go!  UCL Go! is a mobile app which contains lots of useful information about UCL including a directory, location finder, access to your timetable and library records. You can even find out where there are available PCs on campus for you to use.

www.ucl.ac.uk/isd/ucl-go
Got it? Great, here are some other things you need to know
Your account is primarily for academic use, but we do accept that students need it for personal purposes as well. Any misuse of your account will be your responsibility so please don’t let anyone else use it or allow anyone else to know your password. Make sure that you log out whenever you leave your computer unattended. Legitimate UCL members will never ask you for your password. If you are unsure, ask, do not respond to suspect emails or click on any links. Don’t carry out illegal downloading or file sharing on the UCL network.

www.ucl.ac.uk/stay-secure
Computers on campus
The **desktop@UCL** service is available in all student computer workrooms. It gives a consistent desktop no matter where you log in.

A wide range of software is provided including Microsoft Office 2013. You have your own personal drive, the **N: Drive**, on which you can store your work. The service also provides virus protection and a nightly back up which is archived for two years.

Use the UCL Go! mobile app to find an available PC on campus.

[www.ucl.ac.uk/isd/workrooms](http://www.ucl.ac.uk/isd/workrooms)
Laptops are available on loan from a number of key locations including the Cruciform Hub, Main Library, Bartlett Library in Central House and a few others. You can access the files and folders on your N: drive from a loan laptop.

Use your ID card to borrow a laptop for free but be careful with it because you will be liable for any loss or damage incurred.

www.ucl.ac.uk/library/laptop-loans
Our print@UCL service includes the ability to scan to email and to print wirelessly from mobile devices.
You will receive £12 free credit each year to get you started but after that you will need to top up your credit. 
**Unfortunately we can’t provide refunds on unused credit.**
It costs 5p per copy for black and white printing and 25p for colour printing of A4 sheets.
You can release your print jobs at any printer on campus.
Printing double sided costs the same as printing single sided – green and frugal!

www.ucl.ac.uk/isd/print-copy-scan
Using your own computer
There is free anti-virus and other software available from the UCL software database. As a UCL student you can also obtain free Office 365 software including all the Office 365 applications. You can install it on up to 5 compatible PCs, Macs and tablets. Other software is also available either free or discounted for students.

www.ucl.ac.uk/isd/student-software
Desktop@UCL Anywhere is available remotely from a Mac or PC. All you need is a web browser and an internet connection. There is similar software to that available on campus PCs. You can also access the files and folders on your N: drive and send jobs to printers on campus.
Study support
Moodle is the main online learning environment and your lecturers will use it to support your modules. Within Moodle, the MyFeedback report allows you, and your personal tutors, to view all of your feedback and grades across modules.

Moodle also contains some general courses which are open to all. We recommend the Learning with Technology at UCL course aimed at new students. There is also an Information Security Awareness course.

www.ucl.ac.uk/moodle
Box of Broadcasts is an online off-air TV and radio recording service. Through BoB you have access to over 60 channels and over a million programmes that have already been recorded. You can use it to catch up on programmes you have missed and set up your own recordings for future programmes. You can then share these recording in their entirety or as clips. There are even searchable transcripts to help you find what you are looking for.

bobnational.net
Developing your digital skills
lynda.com is a library of high-quality video tutorials written by professionals who are experts in their field. There are over 4000 courses available covering software, creative and business skills. You can even download the content to your phone or tablet for offline viewing.

www.ucl.ac.uk/lynda
There is a wide range of digital skills training available for free at UCL. We offer face to face training courses for students covering Microsoft Office 2013, Photoshop, statistical analysis, website design, programming and much more.

www.ucl.ac.uk/isd/training
We provide regular drop in sessions to help you with your specific digital skills needs. They take place every Wednesday afternoon during term time. No booking is necessary. Visit our web pages for further details.

www.ucl.ac.uk/isd/training
Getting help and support
The SENIT suite provides improved access for students with disabilities and long-term medical conditions.
If you require assistive software or technology you can contact the Disability IT Support Analyst for help and advice.
For more information or to arrange an induction, contact Disability IT Support or the Disability Office.

www.ucl.ac.uk/isd/disability-it
If you can’t find what you need on the ISD website, the Service Desk is your first point of contact for IT information or technical advice. They’re open regular office hours and can be visited in the Science Library in the DMS Watson building or contacted by email or phone. There is some limited additional support available outside these times.

www.ucl.ac.uk/isd/help
And finally, a reminder of our top five IT suggestions: get your user ID and password, connect to Wi-Fi, register for MyAccount, check your email regularly and download the UCL Go! App.
It’s all in your handy pocket guide.