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.
We have a treasure hunt for new students. Find all the answers on our website and win Amazon vouchers. More details later in the presentation.
At enrolment you will be given a booklet with our top 5 things to get you up and running and much more.
In addition to the top 5 items in your guide...

Here are some other essentials for you.

12345...
If you have registered your mobile number with MyAccount, and you then need to reset your password for some reason, you will be able to do this online from wherever you are, rather than having to go along in person to the service desk.

www.ucl.ac.uk/myaccount
You will need your seven-character UCL user ID to log into various systems. For some systems, like email and wi-fi you will need to put @ucl.ac.uk on the end of the user ID, whereas to log into a computer in a workroom you just use the user ID on its own.
UCL Go! is a handy mobile app with information about UCL such as campus maps. It also allows you to view your library records and timetable and to check where there are available study spaces or PCs available on campus.

www.ucl.ac.uk/isd/ucl-go
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. Don’t overdo it because we can’t provide refunds.

It costs 5p per copy for black and white printing and 25p for colour A4 printing. Printing double sided costs the same as printing single sided.

www.ucl.ac.uk/isd/print-copy-scan
Never give out your password

Stating the obvious right?

Perhaps not. UCL members sometimes give out their password when a phishing email lands in their inbox.

The Service Desk will never ask for your password.

Don’t take the bait!

www.ucl.ac.uk/isd/stay-secure
Got it? Great. Here are some other useful things to know.
The desktop@UCL service in computer workrooms gives a consistent desktop no matter where you log in. A wide range of software is provided including Microsoft Office 2016. 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
Laptops are available on loan from a number of key locations. 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
There is free software available from the UCL software database including Office 365 and anti-virus. Other software is available at a discount. Desktop@UCL Anywhere is available remotely from a Mac or PC, with similar software to that available on workroom PCs. You can also access the files on your N: drive and send jobs to UCL printers. There is support for using our core services on your computer.  

www.ucl.ac.uk/isd/computers
Study support and digital skills development
Moodle is UCL’s online learning environment and your lecturers will use it to support your modules. Within Moodle, the **MyFeedback** report allows you and your personal tutor to view your feedback and grades across modules.

Moodle also contains some courses which are open to all. We recommend the **Learning with Technology** course aimed at new students.

[www.ucl.ac.uk/moodle](http://www.ucl.ac.uk/moodle)
Lynda.com is a library of high-quality video tutorials written by professionals who are experts in their field. There are over 6000 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/isd/lynda
There is a wide range of digital skills training available for free at UCL, including face-to-face courses in Microsoft Office 2016, Photoshop, statistical analysis, programming and much more. We also provide Wednesday afternoon drop in sessions to help you with your specific digital skills needs. www.ucl.ac.uk/isd/training
Getting help
Central IT services are provided by the Information Services Division and the ISD website should be your first port of call for any information and advice about our services.

www.ucl.ac.uk/isd/
www.ucl.ac.uk/isd/how-to
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 the IOE Library or contacted by email or phone.
There is some limited additional support available outside these times.
www.ucl.ac.uk/isd/help
We have Amazon vouchers up for grabs to 6 new students who successfully complete our ISD treasure hunt. It only takes 10 minutes to complete and you’ll find all the answers on the ISD website. Amazon vouchers for first 6 names to be drawn!

Competition closes 19 October 2018

tinyurl.com/ISDhunt2018