

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.

# Win prizes!

www.ucl.ac.uk/isd

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.

# IT essentials guide – got one of these yet?

Your new student booklet contains our **top 5 things** to get you up and running.



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...

In addition to the top 5 in your guide, here are some other essentials for you.

Register your mobile number – myaccount

Why? When you need to change your password, it will make life easier for you.

You can do it online without having to make a trip to the Service Desk.



www.ucl.ac.uk/myaccount

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

# Note the ways to log in to UCL system

You need your UCL user ID

Your UCL user ID is 7 characters long and looks like **ucaaxxx** 

You'll use it in different ways:

E-mail and Wi-Fi: ucaaxxx@ucl.ac.uk
Computers in workrooms: ucaaxxx



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.

### **Download UCLGo!**

**UCL** Mobile app

View campus maps View your library records & timetable Find an available PC or study space on campus

and more...



www.ucl.ac.uk/isd/ucl-go

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

# Don't top-up with too much print credit

You get £12 free credit

After that you will need to top-up – but not too much! **We can't refund** 

5p black and white, 25p colour A4, double-sided costs the same as single-sided

www.ucl.ac.uk/isd/print

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.

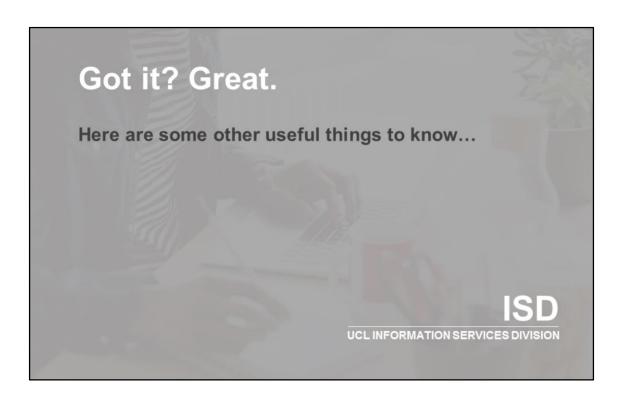
The Service Desk will never ask for your password.

Don't take the bait!

www.ucl.ac.uk/isd/stay-secure

Your account is for your use only so don't let anyone else use it or allow anyone else to know your password. 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. Make sure that you log out whenever you leave your computer unattended.

www.ucl.ac.uk/isd/stay-secure



Got it? Great. Here are some other useful things to know.

## **Computer Workrooms**

Consistent desktop (Desktop@UCL)
A range of software
Access your personal (N:drive) and backed up at night
Virus protection
UCLGo! can help you find an available PC

#### www.ucl.ac.uk/isd/workrooms

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

## **Laptop loans**

Free short-term loans

Available from key locations around campus

Access your files and folders

www.ucl.ac.uk/library/laptop-loans

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

### **Macs and PCs**

Free software including Office 365 and anti-virus Access to Desktop@UCL Anywhere Access your N:drive Send jobs to printers Support for using core services on your computer



www.ucl.ac.uk/isd/computers

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

UCL's online learning environment

MyFeedback: view all your feedback and grades in one place

Learning with Technology course



www.ucl.ac.uk/moodle

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

## Lynda.com

High quality video tutorials



Written by experts 6000+ courses available Software, creative and business skills Download to your device for offline viewing £20 – 30 a month if you paid for it yourself

www.ucl.ac.uk/isd/lynda

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

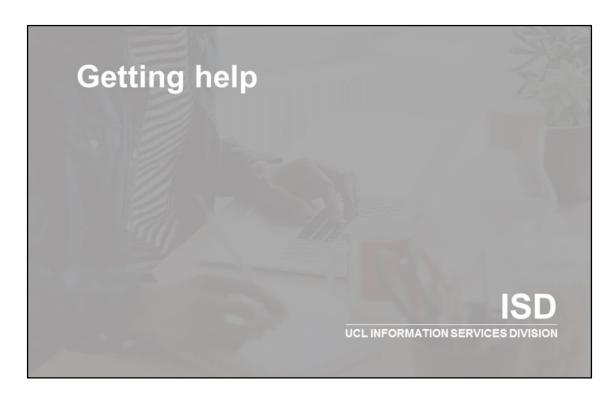
Free courses and drop-in sessions

Office 365 & 2016
Mac courses
Photoshop
Statistical analysis
Programming
Web-based tools
Blogging tools
and more...



www.ucl.ac.uk/isd/training

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

### **ISD** website

Search our how-to guides for help on setting up and using our systems and services.



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

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

### **ISD Service Desk**

First point of contact if the answer is not on the ISD website:

Science Library and Institute of Education Library Monday to Friday – 9:30am to 6:00pm

Institute of Education Library only

Saturday - 11:00am to1:00pm and 2:00pm to 4:00pm

Limited support at other times

www.ucl.ac.uk/isd/help

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

## Win prizes



Treasure hunt for new students only.

Takes 10 minutes to complete. You'll find all answers on the ISD website.

Amazon vouchers for first 6 names to be drawn!

Competition closes 19 October 2018

tinyurl.com/ISDhunt2018

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 web site or in Moodle. The competition closes on 19 October.

Just visit tinyurl.com/ISDhunt2018