Student guide to IT services at UCL

ISD

UCL INFORMATION SERVICES DIVISION

Win prizes!

IT essentials guide –
got one of these yet?

Your new student booklet contains our **top 5 things**
to get you up and running
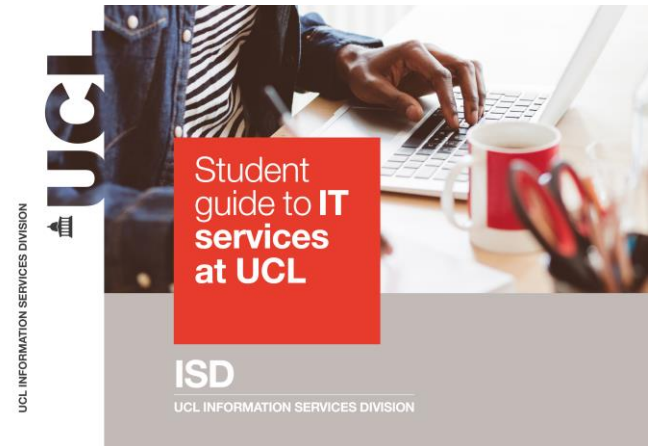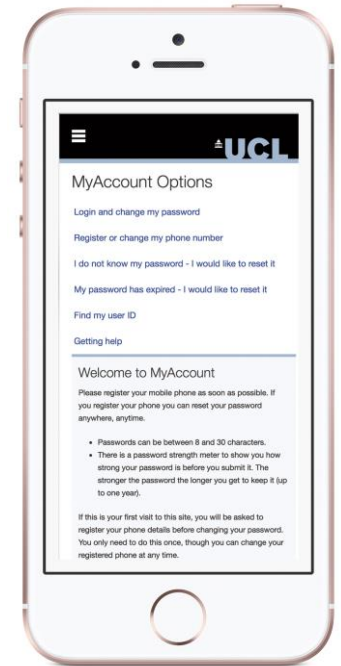
In addition to the top 5 items in your guide…

Here are some other essentials for you

12345…

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

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**

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

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
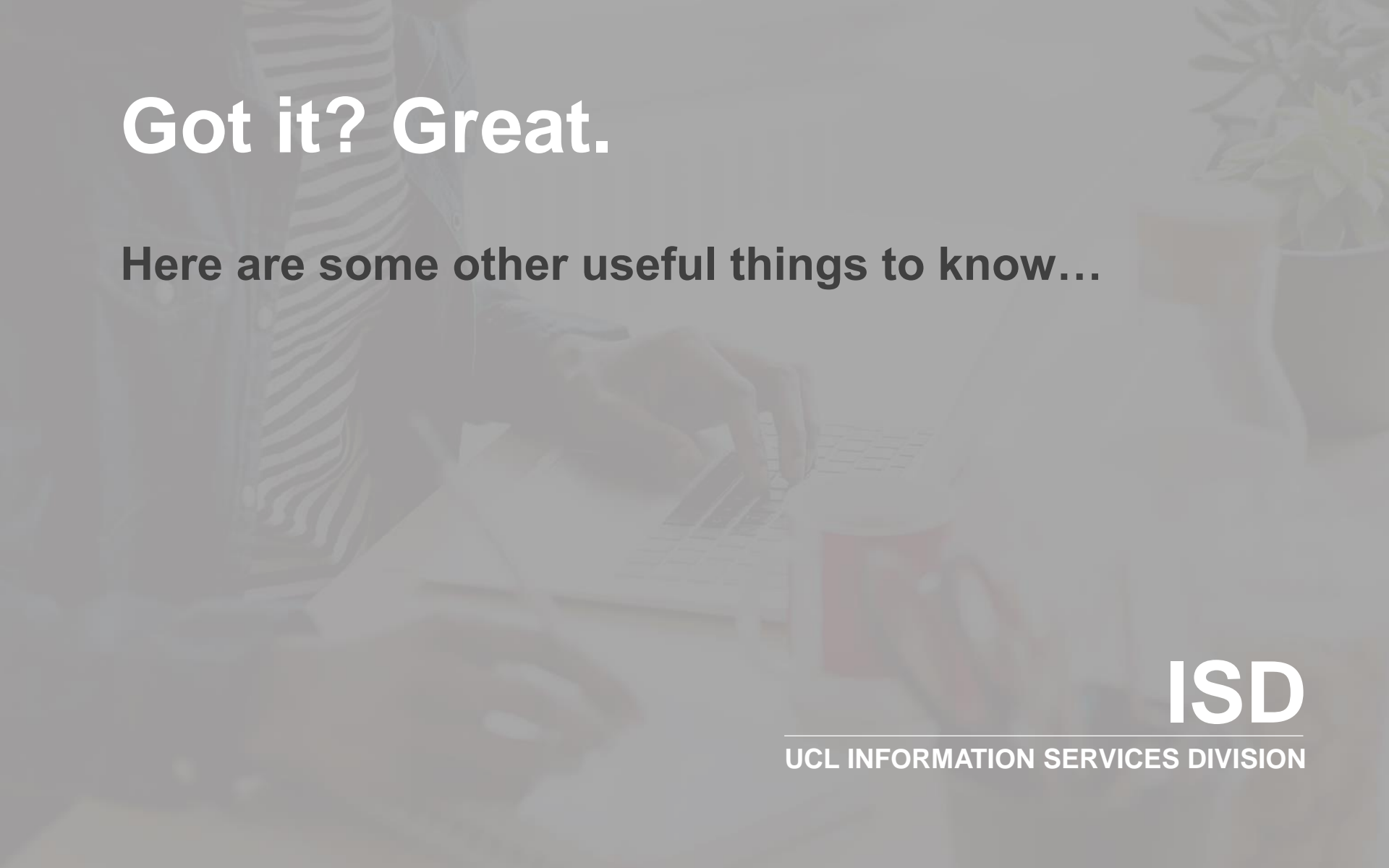
Never give out your password

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 you 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…

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

Laptop loans

Free short-term loans
Available from key locations around campus
Access your files and folders

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

Study skills and digital skills development

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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

Lynda.com

High quality video tutorials

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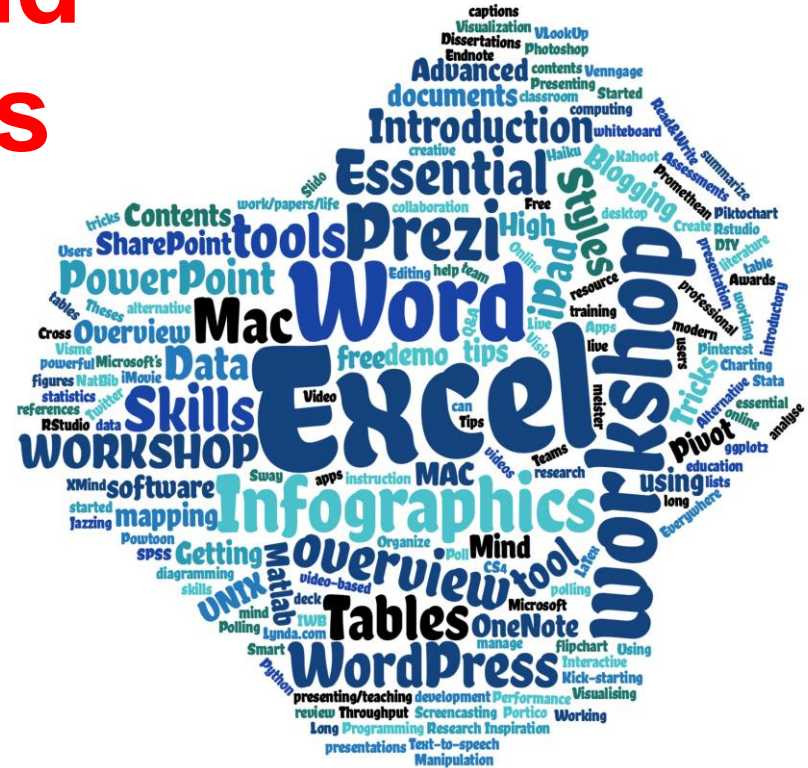Download to your device for offline viewing
£20 – 30 a month if you paid for it yourself

www.ucl.ac.uk/isd/lynda

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

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

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

IT Drop In Sessions - Location

Need face to face IT Support?

Student Drop In clinics – 14:00 – 16:00

25th, 26th, 28th September
Every Wednesday in October
Once a month thereafter

Further information:
https://www.ucl.ac.uk/isd/slash

Opposite Neo Pizza!!!

UCL Main Campus
Foster Court,
Floor 2, Room 229

UCL English Department
Student Common Room

IT Induction Sessions

https://www.ucl.ac.uk/isd/slash

Want to know a little bit more ?

Demonstrations, presentations and an opportunity to have your questions answered

IT Induction Session (45 mins)

- What software is available to students for FREE and where to find them
- UCL Go app demo
- Desktop@UCL Anywhere how to access remotely
- Laptop loans instructions
- Where to find student spaces
- Plus loads more

Digital Education Session (30-45 mins)

- Moodle
- Turnitin
- Lecturecast - how to watch lectures online
- MyPortfolio
- Lynda - Online training videos
- Digital learning tools

Research IT Session (30 mins)

- Options for data storage
- Access and training for high performance computing
- Software development best practices
- Drop-in sessions for advice and trouble shooting

This half-hour session will showcase some of the projects the Research IT group has been involved in.

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