

A photograph of a student's hands typing on a laptop keyboard. The student is wearing a blue denim jacket over a black and white striped shirt. On the desk, there is a red mug, a pair of scissors, and some papers. The background is slightly blurred, showing a desk with various items.

Student  
guide to **IT**  
**services**  
at **UCL**

**ISD**

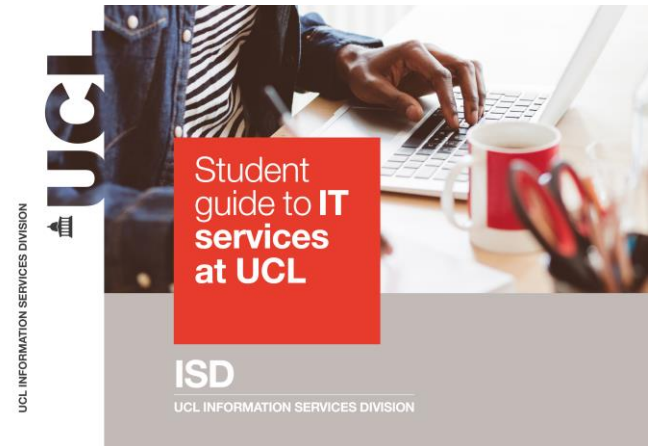
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**Win prizes!**

[www.ucl.ac.uk/isd](http://www.ucl.ac.uk/isd)

# 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...

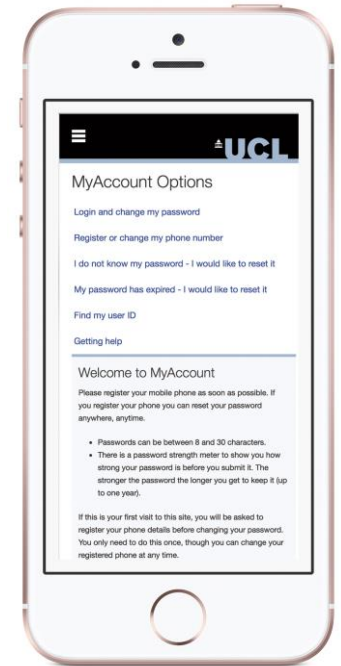
Here are some other essentials for you

1 2 3 4 5...

# 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](http://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](http://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](http://www.ucl.ac.uk/isd/print)



# Never give out your password

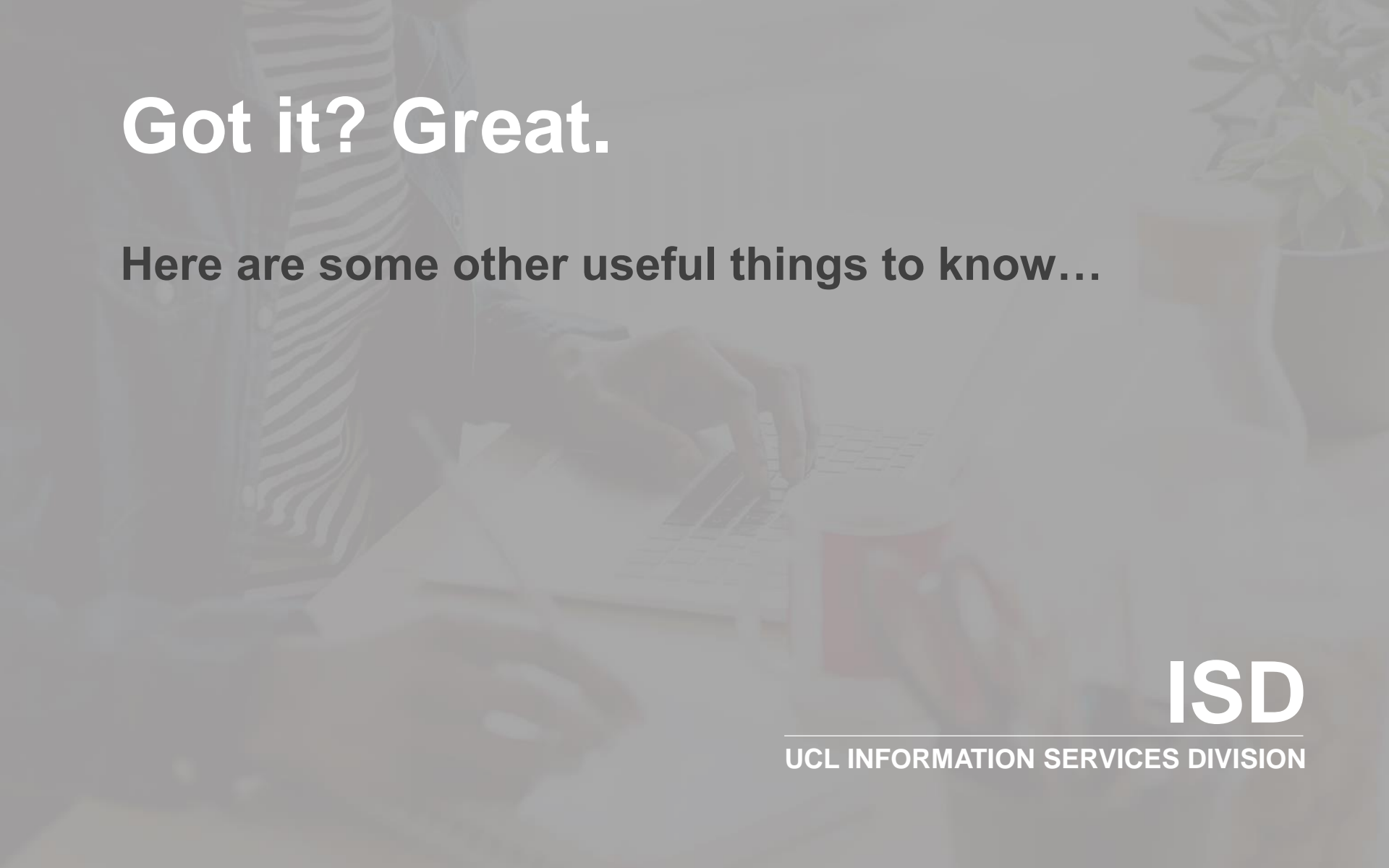
Stating the obvious right?

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](http://www.ucl.ac.uk/isd/stay-secure)



**Got it? Great.**

**Here are some other useful things to know...**

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# 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](http://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](http://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](http://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](http://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

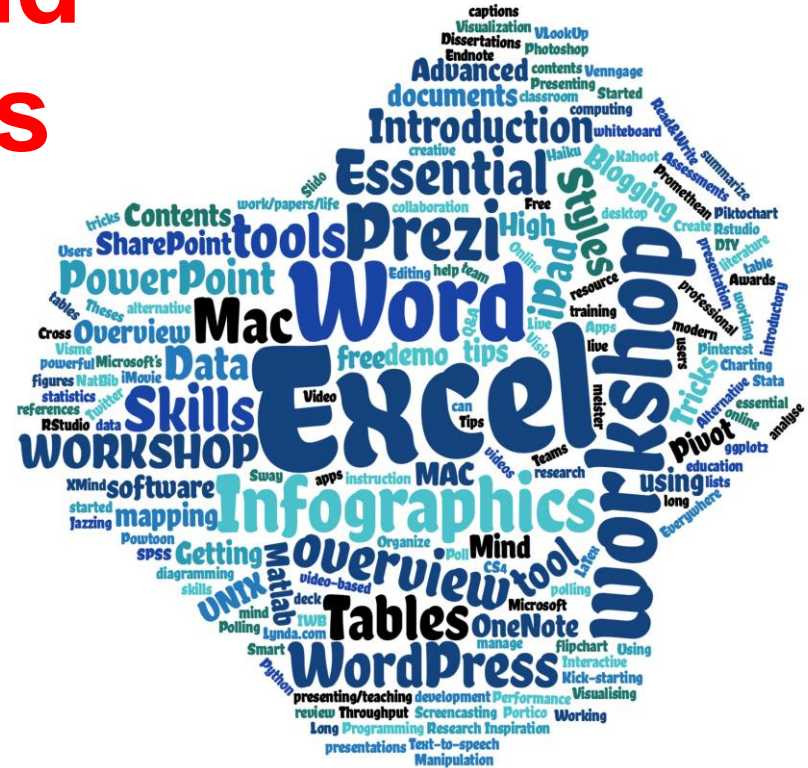
£20 – 30 a month if you paid for it yourself

[www.ucl.ac.uk/isd/lynda](http://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](http://www.ucl.ac.uk/isd/training)

# Getting help

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# ISD website

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

UCL Home Prospective students Current students Staff Give

Search UCL websites, degrees, short courses, people and... Go

INFORMATION SERVICES DIVISION

UCL

Home Our Services How to Guides About ISD Help & Support News

UCL Home / Information Services Division

Migration of Socrates timesharing service - 20 September 2018

Information Services Division

Central IT services for all UCL students and staff.

Most popular

Change your password Log in to email (Outlook Web Access)

Connect your device to WIFI Remote access to Desktop@UCL

Log in to Moodle

Improved support for macOS

Did you know that we now provide support when you're using our core IT services on macOS? Find out more on our support page.

Our Services

- User IDs & Passwords
- Computers
- Printing, Copying & Scanning
- File Storage & Sharing
- Communicate & Collaborate
- Email & Calendar
- Get Connected
- Learning & Teaching IT
- Software & Hardware
- Research IT
- Telephony
- Stay Secure
- Websites, Apps & Databases
- Accessibility & Disability IT
- Digital Media Services

Help & self-service resources

[www.ucl.ac.uk/isd](http://www.ucl.ac.uk/isd)  
[www.ucl.ac.uk/isd/how-to](http://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 to 1:00pm and 2:00pm to 4:00pm

Limited support at other times

[www.ucl.ac.uk/isd/help](http://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

25<sup>th</sup>, 26<sup>th</sup>, 28<sup>th</sup> September  
Every Wednesday in October  
Once a month thereafter

**Opposite Neo Pizza!!!**

**UCL Main Campus**

**Foster Court,**

Floor 2, Room 229

**UCL English Department**

**Student Common Room**

Further information:

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



# IT Induction Sessions

**BOOK HERE** ↓

<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](http://tinyurl.com/ISDhunt2018)**