# Quick IT Information for Students
# 2015

## First Points of Contact

Trinity Hall IT Support website **http://itsupport.trinhall.cam.ac.uk**
To log a service request go to **http://service.trinhall.cam.ac.uk**
Information on the University Information Service (UIS) **http://www.ucs.cam.ac.uk**

## The College IT Department



**Chris Jarvis**
*IT Support Engineer*

**Eric Marcus**
*IT Manager*

**David Shaw**
*IT Systems Engineer*

**Location**

**Central Site
North Court
Room S-5**

**Normal weekday hours of operation**

**10:00 AM - 12:00 PM**

**2:00 PM - 4:00 PM**

*(We will do our best to have the office open during these hours but this may not always be possible)*

## Getting Started

You should have already collected your Username and UIS Password; if not then please read the pamphlets "IT Matters @ Cambridge" **http://www.uis.cam.ac.uk/itmatters** and "Getting started with IT @ Cambridge" **http://www.uis.cam.ac.uk/gettingstarted** which you should have already received. If you connect to the "UniOfCam" wireless network and open a web browser you should get the sign-in page which also has an option to collect your UIS password.

After you collect your University Card from the Porters Lodge you can use the Desktop Services computers in the MCR (Grads only), on the top floor of the Jerwood Library or in the Coffee Room on A-Stairs to get your details; use the username "**signup**" with no password. You can't print out the details so take pen and paper to write them down. If you forget your password then come see us

and we can reset it for you. You will receive a single password for the Hermes webmail system, the Desktop Services public computers and the Raven web authentication system.

## Older Windows and Mac versions Prohibited

The use of older Windows versions on the wired network is prohibited because Microsoft has stopped providing security updates for these versions.  This includes all editions of Windows 3.X, 95, 98, ME (Millennium), Windows NT, Windows 2000 and Windows XP. Windows Vista, Windows 7 and Windows 8 continue to be supported.

Apple Mac OSX 10.6 (Snow Leopard) and earlier are now out of support and are prohibited.

If you wish to purchase a new computer, the College has access to preferential pricing from various vendors.  In addition, the College may have laptop computers for rent @ £30.00/term.  Please email itsupport@trinhall.cam.ac.uk for further details.

## Backing Up
**IT IS YOUR RESPONSIBILITY TO MAINTAIN THE SECURITY AND INTEGRITY OF YOUR COMPUTER AND DATA. KNOW HOW TO BACKUP YOUR DATA AND DO SO ON A REGULAR BASIS not pictures, music, movies, etc. but your ACADEMIC DATA!  All of the MCS workstations in the College have CD/DVD rewriters and USB memory sticks are cheap to buy.  Don't rely on just one method!**

However, the College IT Department will help as we are able and may be able to kill viruses and recover data from dead computers.
**Please note** - If you have a problem that requires the reinstallation of software then you must supply the media (disks as well as all necessary licence keys) as the College cannot "loan" out any software.

## Staying Secure

All networked computers **MUST** have **CURRENT anti-virus software**.   If you purchased anti-virus software please make sure it is updating correctly and that you have paid for any subscription required for updates.  The McAfee application from the University is **FREE** and can be easily **downloaded** from the University Computing Service, see **http://www.ucs.cam.ac.uk/docs/faq/security/a4**.  It is also available for Apple and Linux computers.

Any computer connected to the network **MUST** have **all CURRENT software security updates**.  **These must be updated on a regular basis;** we recommend your computer be configured to update automatically whenever you're connected to the network.

Any computer connected to the network **MUST** have passwords set on **ALL** user accounts. Your account and computer details are **for your personal use only** – do not share them with anyone else.

**2 Step Authentication**
- Importance of Two step verification:**http://en.wikipedia.org/wiki/Two-step_verification**
- Facebook (login approvals): **https://www.facebook.com/help/413023562082171**
- Dropbox (two-step verification): **https://www.dropbox.com/en/help/363**
- Google (2-Step Verification): **https://www.google.com/landing/2step/**
- Apple (two-step verification): **http://support.apple.com/kb/ht5570**
- Also Amazon, EBay, Twitter, Evernote, Yahoo! Mail, Box, LinkedIn, PayPal…


# Trinity Hall Data Network

Student use of the network is governed by the Trinity Hall Network Policy, the latest version is here: **http://itsupport.trinhall.cam.ac.uk/computing-facilities/usage-policy**

The College network is connected to the Internet through the University network (CUDN) and we are committed to providing a network connection from each student room.  The College network can accommodate both wired and wireless connections (the wireless network may not be available in all locations) and is intended primarily for Academic use.

**DO NOT CONNECT ANYTHING besides a computer to the network** without the permission of the IT Manager.  **This includes, but is not limited to, a wireless access point, Apple Time Capsule, router, switch or hub**.  These devices can interfere with the normal operation of the network.  If you connect any equipment to the network which presents a security risk (e.g. a PC infected with a virus) or interferes with the normal operation of the College network, your network connection may **be suspended without warning** (we will send you an email).  If you find your connection is not working, please contact the IT Dept. via the Service Request System per above (you can use the Desktop Services public computers for this).

Students are charged £20.00 per term for network access; this fee is included in your room rent.  Your quota is 32 gigabytes (GB) of data traffic per term on the wired network (this applies only to data traffic outside the University network); this should be enough to cover all academic usage.  You will be charged for data traffic beyond your quota at the cost to the College (currently 10p per GB).  These charges are reviewed over the course of the year in relation to our charges from the University.  In order to keep your network charges to a minimum we recommend not using peer to peer file sharing software such as Bit Torrent, Kazaa, LimeWire, etc.  Also, applications such as Skype, Channel 4 On Demand video services and BBC iPlayer can use quite a lot of data traffic.

Except as noted, to connect to the **wired network** you will need your Raven password, an Ethernet network adapter and standard RJ-45 Ethernet cable.  Most computers will have an Ethernet adapter installed and we can supply a network cable if necessary.

**Residents in College** can connect to the College **wired network**.  Use an Ethernet cable to plug your computer into the data socket on your wall; residents of "New" Wychfield connect to the data socket with an Orange sticker.  Start a web browser and you should see a web page entitled "Welcome to Trinity Hall".  Follow the instructions.  If any part of the process

doesn't work please let us know; if you have to bring your laptop to us please be sure to bring your power adapter as well.  If we require more information we will email you or, if needed, leave a note in your mailbox.

**Residents of Bateman Street** connect to a **wired network** on a Virgin Media broadband connection for internet access; these computers do not need to register for the College network.  There is no Eduroam/UniOfCam wireless in Bateman Street.

**If you require a VPN connection** you can apply for a VPN account from the UIS at **http://www.ucs.cam.ac.uk/vpn**

## Wireless

There are two wireless networks available - the **UniOfCam** University system (this used to be called Lapwing) and the **Eduroam** system.  All public areas should be covered by these networks as well as a significant portion of student accommodation.  We have an on-going long-term project to extend wireless coverage for the whole of the College.

Your Raven password (see above) is required for each session to use the UniOfCam system, see **http://www.ucs.cam.ac.uk/wireless/browser/howto**.

The Eduroam system requires configuration and registration with the University Information Service, please see the following websites for further details
- **http://www.ucs.cam.ac.uk/wireless**
- **http://www.ucs.cam.ac.uk/wireless/eduroam/localusers**
- **https://tokens.csx.cam.ac.uk/**

**NB - Data traffic over the UniOfCam and Eduroam wireless system is currently free.**

## University email system (Hermes)

Hermes is a pretty good email system and can be accessed online at **https://webmail.hermes.cam.ac.uk**. If you wish to use your own email software (Outlook, Thunderbird, Apple Mail, etc.) then please see **http://www.ucs.cam.ac.uk/email/muasettings/** for further instructions.

## MCS Workstations

There is a University-managed system for Public Workstations called, variously, the Managed Cluster Service (MCS), Public Workstation Facility (PWF) or Desktop Services (DS). This is available in most Colleges and Departments.  See **http://www.ucs.cam.ac.uk/desktop-services** for more information.

There are two large public computer rooms in College; one at the top of the Jerwood Library and one at the top of A-stairs in Wychfield.  Each has both Windows and Mac computers, black/white & colour printers and a scanner.  In addition, there is a small room with two computers and a printer in Lancelot Fleming house in Wychfield and two computers in the Coffee Room off of North Court in College.

**Data Storage within the University Network** – As part of your MCS account you have at least 1 gb of storage capacity. This can be accessed through any MCS computer or from your own computer. See **http://www.ucs.cam.ac.uk/desktop-services/ds-filestore** for more information. In addition, you have 2 GB of storage on the Hermes email system. Both systems are backed up by the University Computing Service.

# Printing

There are colour and black/white duplex-capable laser printers installed as part of the University Managed Cluster Services (MCS) in various locations in the College. These include:

- The cost of printing is <mark>5p</mark> per sheet for black/white and <mark>15p</mark> per sheet for colour printing.

- You will need to set up a Common Balance top-up account to pay for printing, see **http://www.ucs.cam.ac.uk/desktop-services/ds-print/paying-for-ds-print/payment.html**. All Freshers (undergrad and grad) will get a £1.00 credit for use in College printers only. Your Common Balance account can be used to pay for printing in the Departments and other MCS areas.

- There are black/white printers in the Library and Wychfield computer rooms, both Porters Lodges, Lancelot Fleming House (Wychfield) and in Bishop Bateman Court.

- There are cColour printers in the Library and Wychfield Computer rooms. In addition, there is a colour copier/printer on the ground floor of the Library which also has a scan to email function. You can print to these from either the MCS computers or your own computer, see **http://www.ucs.cam.ac.uk/desktop-services/ds-print/individual** for more details.

# Things we can Sell or Loan
- USB sticks in various sizes (currently in stock: 4GB for £4.00)
- Blank cd's and DVD's
- Network cables
- USB cables
- Spare desktop screen, keyboard or mouse
- Power leads
- We can source upgrades or spare parts as required.

**Please note** we don't accept cash, we just add the cost to your College bill