

## IT Department handbook

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### About Homerton IT

At the beginning of their course, each student is issued with the following:

- Username or CRSID
- Raven password to log onto the secure University websites and Hermes Website

These passwords should be changed to become more memorable to individuals. You are advised to make this password secure and to set up password recovery incase the password is forgotten.

The Library and Lower Study room (next to the Finance Office) have laser printers which can produce copies in both mono and colour. Payment for laser printing from the networked PCs - 5p per sheet for mono, 25p per sheet for colour - is via electronically calculated print credits, payable in advance (minimum payment of £5).

The IT department also has further computing equipment such as scanners, digital cameras and microphones. Most PCs have DVD+RW/CD-RW drives, which can read/write both DVDs and CDs.

Equipment in the Lower Study room is protected with anti-theft alarms and CCTV cameras. No software may be copied for personal use unless clearly stated on the disc as being free to copy. A catalogue of software installed on the network may be viewed electronically.

The Lower Study room can become severely congested if students leave it to the last minute to write/print essays for a deadline. **Be warned** - the excuse of not being able to get onto a computer will not be accepted when pleading for any extension.

### Internet Access

#### Managed Cluster Service Workstations in College

The Managed Cluster Service Workstations are for the use of all Homerton students. These are University managed PCs, running a wide range of software, together with printers and scanners and a central file store. There is a charge for all printing; students are able to purchase print credit online. All PCs are also able to run under the Linux operating system as an alternative to the standard Windows.

They also allow access to a number of different specialist software packages, licenced by the University. The LCR and the Library, have Windows PCs and iMac's available 24/7 for student use.

### **Study Bedrooms Internet Access - Eduroam**

If you live in College and have a PC or laptop, you may benefit from the Internet that the College offers resident students. The Eduroam WiFi service allows access to email, WWW, and other Internet services from your study bedroom. It is a serviced network that is operated by Homerton College.

### **Excessive Use**

Students are reminded that they are responsible for all network traffic generated by their computers. Students who generate excessive network traffic will be required to demonstrate that they are abiding by the rules, otherwise they may be subject to disciplinary action and any associated charges as deemed appropriate.

### **Lower Study Room**

The computing facilities can be heavily used by all students at certain times of the year. Anyone wishing to use a Homerton College owned computer for writing essays, compiling assignments etc. has priority over anyone wishing to use the terminal for e-mail or web browsing. Any student must vacate the computer if using e-mail or browsing the internet for recreation, if all other computers are in use and someone wishes to use a computer for academic work.

## **Facilities**

### **Audio Visual Equipment**

The IT Department has a range of AV equipment such as Data Projectors, PA Systems, Digital Cameras and Screens. Senior HUS Representatives and Staff are the only authorised people able to book this equipment. They usually book equipment on behalf of students who are members of College societies.

### **Photocopying Facilities**

Students have access to a photocopier in the HUS Office. Please read the instructions carefully, particularly in relation to copyright.

### **Desktop Services**

The College provides MCS machines in the Library, LCR and Exam Room. These can be logged into with your raven details and have a choice of Windows 10 or Linux. The software installed includes the office suite, browsers and some adobe products. There are also printers with scanning capability in the Library.

We also have iMac's available in the Library and LCR. If you would like to request software to be added to them please contact our helpdesk.

### **The University Computing Service**

This is situated in the Rodger Needham Building, West Cambridge. After matriculation, anyone is entitled to use the many facilities and services that the University Computing Service offers. All new students will receive a registration number and e-mail address at the beginning of their course.

Facilities and services include:

- Being able to use Macs and PCs in the University Open Areas
- Being able to take IT Courses (run each term)
- Purchasing software at the University's negotiated price
- Receiving advice on hardware and software maintenance
- Contacting the Help desk over problems with University Services.

Problems with any computer personally owned by a student must be taken to the IT Helpdesk at Homerton.

## Network Services

The IT Department provides the following Network & Telephone services to students:

- [Wireless networking](#) – Wireless Internet access is provided via the **eduroam** service - wireless is available in most areas of the College.
- [Wired networking](#) (ResNet) – Where wireless is not available or unstable we recommend using the wired residential network which is available in all bedrooms.
- [Gaming](#) The IT Department is happy to support the connection of games consoles to the [College bedroom network](#). However, as games consoles don't typically support the connection method used on ResNet there are some additional steps required to connect them. Please email [it-support@homerton.cam.ac.uk](mailto:it-support@homerton.cam.ac.uk) the MAC address of your console – this is typically available in the Network Settings page of your system and looks something like '01:23:45:ab:cd:ef' so that we can permit it onto the network.

## Eduroam

The College provides wireless access via [eduroam](#) (**education roaming**) – eduroam is a global initiative to provide wireless Internet access to academic users at any participating educational institution. This means you can configure your device for eduroam access whilst in Cambridge, where it's provided all around the University, and also be able to access the Internet without making any configuration changes at another eduroam-enabled university. Automated configuration tools are provided for Microsoft Windows, whilst macOS and Linux require manual configuration. Mobile devices such as phones and tablets are also able to connect, however their connection procedure varies from device to device.

## Token

Before attempting to connect to eduroam, please visit the [UCS Tokens Service](#) and note down your *eduroam identifier* and *network access token*.

When you are prompted for a username whilst setting up your device, be sure to enter your eduroam identifier **exactly** as it appears on the Tokens Service website – e.g., '[abc123@cam.ac.uk](#)' **not** 'abc123'.

## Getting Connected

Automated configuration tools or profiles are provided for Microsoft Windows and OS X. Mobile devices such as phones and tablets are also able to connect, however their connection procedure varies from device to device.

You will find guides to set up eduroam on a range of devices [here](#).

The Residential Network (ResNet) is available via the wired connection in your bedroom.

There are no automated tools for configuring a wired connection, it's something you must do manually and it can require a small degree of technical knowledge – follow the relevant guide below to get connected. If you require any assistance please contact the IT Helpdesk.

## Windows

- [Windows 10](#)

## Mac OS X

- [Mac OS](#)

## Linux

- [Linux](#)

## Support

The IT Department can provide support for a variety of network, hardware and software issues that students may experience with their computers. The support is free to all Homerton students.

To report a fault or problem of an IT-related nature to the IT Helpdesk please complete [this form](#). Please provide as much information as possible.

## Advice

Whether you have a computer problem, require advice on a new computer/peripheral purchase or software, please feel free to contact us.

## Hardware support

Hardware support is dependent on other workloads that the department is experiencing and also dependent on the system in question. Please contact us with details and we'll see what we can do. If we can't fix it, we often know where you can get it fixed.

## Data recovery

We can help recover deleted/wiped data and data lost from system crashes but not from physical hard drive failures – this also includes USB sticks and external hard drives. This will require you to provide media to copy the recovered data to, and may require some of your time to select the data you wish recovered, but apart from that it is free. If you have lost data and wish for it to be recovered, you should stop using the disc that the data was lost from as soon as possible.

## Virus infection

We can help in system recovery and virus/malware removal. Typically this can take up to 2 days to complete, depending on the virus/malware present. If the operating system is beyond repair, we can help with data recovery and reinstallation of the operating system, we advise a full reinstall to completely remove the virus. Please see our advise for Anti-Virus [here](#).

## Anti-Virus

There is no need to pay for anti-virus software, there are many free alternatives available which work perfectly well and do not require an annual subscription fee. Note that if you purchased anti-virus software with your computer it will likely expire after 1 year, and will not remain updated unless you pay a fee. Be careful not to install more than one anti-virus program on your computer as it will slow it down *considerably*. Please contact the IT Helpdesk if you require any assistance.

Some good, free, anti-virus products are listed below.  
For Windows

- [avast! Free Antivirus](#)
- [AVG Free](#)
- [Avira Free Antivirus](#)
- [Malwarebytes Anti-Malware](#)

For Mac

- [avast! Free Antivirus](#)
- [Sophos Antivirus for Mac](#)
- [ClamXav](#)

## **Rules, Guidelines & Procedures**

The use of IT facilities within the University of Cambridge – and the College itself – are subject to a number of rules and guidelines that are defined by the [University Information Services' Information Service Committee](#) (ISC). We therefore require all users of IT facilities within the College to abide by these rules at all times.

The Rules and Guidelines are published on the ISC website's [Rules, Guidelines & Procedures page](#). The College would like to draw your attention to the following documents in particular:

- [Rules Made by the Information Services Committee](#)
- [Use and Misuse of Computing Facilities](#)
- [Authorization for Use of the CUDN](#)

The following additional documents should also be taken under advisement:

- [Cyber Security](#)