Welcome from CUED IT Helpdesk

Launching you

smoothly into

Departmental

IT facilities

Wireless networks

A number of wifi options are shown:

eduroam is the preferred option for almost all users. (run by UIS)

UniOfCam we suggest you use this to setup eduroam. (run by UIS)

CUED is available to staff and postgraduate students only, it is for a specific use and has to be applied for separately.

Note: a number of services* (like printing to the Departmental printing system are available from eduroam).

See UIS "IT Matters@Cambridge" for setting up eduroam at:

https://help.uis.cam.ac.uk/new-starters/academic-staff

*Only available from other UIS eduroam run sites. For list see:
https://www.wireless.cam.ac.uk/

Email

You will either be given a Hermes or ExchangeOnline email account, to check which one go to:

https://www.lookup.cam.ac.uk/self

From the "Person" tab
Check "@cam delivery address:"
If it finishes **"@hermes.cam.acuk**" you have been assigned Hermes email
If it finishes **"@universityofcambridgecloud.onmicrosoft.com**" you have been assigned ExchangeOnline email.

Given issues to do with syncing of email the Engineering Department IT support team doesn't recommend use of Outlook for Hermes users. Users are encouraged to use Thunderbird or the webmail facility instead.

Information about setting up and accessing email can be obtained from:

https://help.uis.cam.ac.uk/new-starters/academic-staff

Access Cambridge colleagues' email addresses

The University Lookup directory is a simple database containing information about every person known to the University Information Service. This database is already built into ExchangeOnline email and the Hermes webmail facility. However if you are using Hermes and another client (eg Thunderbird) you will need to configure your client to use the lookup service. This service will provide you with a University-wide email addressbook with over 30,000 entries. For further information see:

https://help.uis.cam.ac.uk/service/email/hermes/ldap-settings/ldapsettings-introduction

File storage and sharing

Some facilities are run by the UIS, and some by the Department. See:

https://help.eng.cam.ac.uk/file-storage-and-sharing/

Valuable data should be store in more than one location

UIS Desktop services

All new staff and visitors are given access to the UIS Desktop Services, so those facilities are available to you. However when it comes to Desktop Services we use by default our own bespoke systems and not those at the UIS.

Departmental directory

For listings of names, offices, phone numbers and email addresses see:

http://www3.eng.cam.ac.uk/intranet/people/phonelist.html

To amend your entry contact your administrator or the office who handled your contract:

research-office@eng.cam.ac.uk   For all short term contract research staff and academic visitors

hr-office-t@eng.cam.ac.uk   For all technicians

hr-office@eng.cam.ac.uk   For all academic/academic related and assistant staff (excluding technicians).

Printing/copying/scanning in the Department

The main departmental network printing/copying/scanning system is called PaperCut. PaperCut deals with the accounting of printing, scanning and photocopying. To print to a PaperCut printer from your own laptop, you need to be within a UIS run eduroam site (see above). Setup is per the instructions:

https://help.eng.cam.ac.uk/printing/installing-papercut/

A more general view of printing within the Dept. (including prices), is given via:

https://help.eng.cam.ac.uk/printing/

Note: printing in the Department is separate from any college or other University systems (so money put on your college or UIS printing account cannot be used in the Department).

Departmental EPOS (Electronic Point of Sale)

Credit can be loaded onto the EPOS interface at **epos.eng.cam.ac.uk**. Goods can be purchased using your university card to authenticate. These facilities are only for members of the Department, and covers the following:

• Engineering Department Canteen
• Engineering PaperCut system (for printing and photocopying)
• Facilities in the Dyson Centre

Note, funds may need to be transferred from one facility to another, and are not always reversible.

Need more help?

Please use the Departmental help system at:
https://help.eng.cam.ac.uk/

Or contact the helpdesk at:
helpdesk@eng.cam.ac.uk
+44 (0) 1223 (3) 32686

Or drop into the helpdesk office at IE1-32 (next to the DPO)

Divisional Computing Support

Division A (main site)	div-a-support@eng.cam.ac.uk
Division A (Whittle Laboratory)	whittle-support@eng.cam.ac.uk
Division B	ee-support@eng.cam.ac.uk
Division C	div-c-support@eng.cam.ac.uk
Division D	div-d-support@eng.cam.ac.uk
Division E	ifm-support@eng.cam.ac.uk
Division F	div-f-support@eng.cam.ac.uk

How could we improve this leaflet? Write to helpdesk@eng.cam.ac.uk