

# Welcome from CUED IT Helpdesk



pgrad version

August 2020

Launching you  
smoothly into  
Departmental  
IT facilities

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## *Wireless networks*

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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/it-for-students/student-it-services>

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

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## *University Lookup Directory*

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The University Lookup directory is a simple database containing information about every person known to the University Information Service. The database is primarily an online telephone and email directory for the University. This database is already built into ExchangeOnline email (to assist looking up email addresses). Information about accessing the lookup directory and editing your entry can be found at:

<https://help.uis.cam.ac.uk/service/collaboration/lookup>

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## *Departmental directory*

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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 the Department of Engineering Graduate Studies Office:

[graduate-studies@eng.cam.ac.uk](mailto:graduate-studies@eng.cam.ac.uk)

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## *File storage and sharing*

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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

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## *Remote working*

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In the first instance you should contact your divisional IT support.

Information about remote access is given at:

<https://help.eng.cam.ac.uk/network/remote-access/>

If you are accessing an MS windows machine within the Department, you will find generic instructions under “Office computer access”. You will need to communicate with your divisional support who will advise you on the system that has been assigned to you and how to access it.

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## *Printing/copying/scanning in the Department*

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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).

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## *Departmental EPOS (Electronic Point of Sale)*

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Credit can be loaded onto the EPOS interface at [epos.eng.cam.ac.uk](https://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.

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## *Need more help?*

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Please use the Departmental help system at:

<https://help.eng.cam.ac.uk/>

Or contact the helpdesk at:

[helpdesk@eng.cam.ac.uk](mailto:helpdesk@eng.cam.ac.uk)

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## *Divisional Computing Support*

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Division A (main site)	<a href="mailto:div-a-support@eng.cam.ac.uk">div-a-support@eng.cam.ac.uk</a>
Division A (Whittle Laboratory)	<a href="mailto:whittle-support@eng.cam.ac.uk">whittle-support@eng.cam.ac.uk</a>
Division B	<a href="mailto:ee-support@eng.cam.ac.uk">ee-support@eng.cam.ac.uk</a>
Division C	<a href="mailto:div-c-support@eng.cam.ac.uk">div-c-support@eng.cam.ac.uk</a>
Division D	<a href="mailto:div-d-support@eng.cam.ac.uk">div-d-support@eng.cam.ac.uk</a>
Division E	<a href="mailto:ifm-support@eng.cam.ac.uk">ifm-support@eng.cam.ac.uk</a>
Division F	<a href="mailto:div-f-support@eng.cam.ac.uk">div-f-support@eng.cam.ac.uk</a>

How could we improve this leaflet? Write to [helpdesk@eng.cam.ac.uk](mailto:helpdesk@eng.cam.ac.uk)