Departmental Computing Induction

- **Introduction to IT Staff**
- **Local IT Lab Facilities**
- **Remote Learning**
- **Other departmental computing information**

Departmental IT Staff

Lee Heagney
IT and Systems Manager

Ricky Adams
Senior Systems Administrator

Mohammed Bulbulia
Senior Systems Administrator

Contact us: **support@ee.ucl.ac.uk**
Web: **https://intranet.ee.ucl.ac.uk/it**
Location: **Room 604, 6th Floor, Roberts Building**

Computing in the department

Centralised computing services in UCL are provided by the Information Services Division (ISD). This includes things such as Portico, Moodle, MyAccount, etc.

The EEE IT team are a separate unit, not affiliated to ISD. The local EEE IT team provide and run most of the IT services used in the department.

Your departmental computing account is a **different** account to your ISD account, but both accounts use the same userid and password. When you change your ISD password with the MyAccount service this will also change the password for your departmental account.

Departmental IT systems have specialist software that you will not find on central ISD Services.

If you need any IT assistance, please contact support@ee.ucl.ac.uk.

Departmental Computing Lab Facilities – as is

Our computing lab services are going through a period of change

Teaching Lab – Room 610
- 65 Windows 10 PC's
- Used for lab based practical classes – connected to lots of Electronics hardware
- Can only be used when lab technicians are on hand to supervise

Computing Lab – Room 704
- 45 Linux PC's (Currently converted to Windows 10 – used as overspill for teaching lab)
- Occasionally used for teaching, but otherwise available for use Mon-Fri 8:30am – 6:30 pm
- Currently this room is only available as bookable lab sessions

Project Lab – Currently closed
- 24 Windows 10 PC's
- Used for student projects (smaller version of the Teaching Lab)

Computing Lab Facilities – Changes for 2021

- A new modern Teaching Lab is currently being built
- Due to open in January 2021
- 120 new Windows 10 PC's
- Will include an additional Project Lab space with 36 Windows 10 PC's

There will be a reconfiguration and refurbishment of the existing Teaching Lab (610) and Computing Lab (704) space once the new lab is fully operational. We are hoping to have additional computing lab space available as part of that configuration, but the final decisions on that space have not been made yet.

Remote Learning

Your remote learning will include the use of several software tools and technologies

- Do I need to use the UCL VPN?
- Do I need to use a VPN from China?
- Email
- Zoom
- Microsoft Teams
- Moodle

Do I need to use the UCL VPN?

For most people - **NO.** All UCL's student services (Portico, MyAccount, Moodle, etc) are public facing, and you do not need to connect to the UCL VPN to use them. Our SGD service is also public facing and does not require the use of the UCL VPN.

If you are a taught student (Undergraduate, MSc/MRes) then you do not need to use the UCL VPN for your learning. The UCL VPN will only be required to:

- Remotely access departmental desktop PC's (Staff and PhD students only)
- Access restricted internal UCL web applications (Staff only)

You can also contact the local IT team: support@ee.ucl.ac.uk

Do I need to use a VPN from China?

This is a difficult question to answer, as this may vary for different people. We found that some people based in China have struggled with internet speed/reliability issues, but some have been OK.

UCL ran a pilot project in the summer, with the aim of improving network connectivity to UCL IT resources for students based in China. This project consisted of a local Chinese VPN service, that routed UCL network traffic over the Alibaba cloud network infrastructure. Over 100 existing UCL students were involved in the project and the overwhelming feedback was that the service provided much better network speed and reliability.

This service is in the process of moving from a pilot service to a production UCL service. All support for this service will be carried out by the local Chinese telecoms/VPN provider.

I will share the details of how to access this service as soon as they are made available.

For any queries about this you can contact the local IT team: support@ee.ucl.ac.uk

Email

Most communications from the department will be sent to your UCL email account, so please check your account regularly.

You can login at: https://office365.com/ and run the Outlook Web Application (OWA).

Login with your UCL userid@ucl.ac.uk and your UCL password.

You can also find information on how to configure your laptop/desktop/mobile client to access your UCL email at: https://www.ucl.ac.uk/isd/services/email-calendar

For any IT support/queries, contact the local IT support team: support@ee.ucl.ac.uk

Zoom - Video Conferencing

All students can visit the UCL Zoom Portal (https://ucl.zoom.us/) to register for an account.

Some online sessions will require a UCL Zoom account, so please sign in at https://ucl.zoom.us/ to register one (once you login the account is created). In the Zoom client software you will need to sign in by clicking on the "Sign in with SSO" button, and entering the domain "UCL". You will be redirected to the UCL single sign on page. Login with your UCL userid/password and this will return you to the client, and you should now be signed in.

- Download the client for your operating system at: https://ucl.zoom.us/download
- Basic guide to Zoom: https://intranet.ee.ucl.ac.uk/it/remote-access/how-to-use-zoom
- UCL ISD Zoom Support website: https://liveuclac.sharepoint.com/sites/Zoom
- UCL ISD Zoom support: zoomsupport@ucl.ac.uk

You can also contact the local IT team: support@ee.ucl.ac.uk

Microsoft Teams - Video Conferencing

UCL has a site licence for Microsoft Teams. All students can download and install Microsoft Teams

Download Teams: https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app

Login with your UCL userid@ucl.ac.uk and your usual UCL password.

Once you login, there is a "Support" icon on the left-hand side. This will take you to the UCL Teams support pages.

- Basic guide for Teams: https://intranet.ee.ucl.ac.uk/it/remote-access/ms-teams
- Microsoft Teams Help Pages: https://support.microsoft.com/en-us/teams

You can also contact the local IT team: support@ee.ucl.ac.uk

Moodle – Virtual Learning Environment

Moodle is the hub for all teaching at UCL: https://moodle.ucl.ac.uk/

All your interaction on Moodle will be via Teaching or Administrative staff.

If you have any queries about accessing moodle, or the course materials on moodle, in the first instance you should contact your course admin team.

- UCL Moodle FAQs: https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+FAQs
- UCL Moodle Support: https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle

If you have any problems not addressed by the Moodle FAQs/Wiki, you will need to contact the ISD Service Desk: servicedesk@ucl.ac.uk

You can contact the local IT team, but we can only give limited support for moodle: support@ee.ucl.ac.uk

SGD – Secure Global Desktop

If you need to access applications remotely, they will be made available to you using our Secure Global Desktop server: https://sgd.ee.ucl.ac.uk/

Before accessing SGD we recommend that you first download and install the appropriate SGD client for your operating system: https://sgd.ee.ucl.ac.uk/installic_en.html

SGD allows you to run applications on departmental servers, and have those applications display on your local laptop/desktop. Alternatively you can use SGD to login to a Windows/Linux Server desktop environment.

If you need to use SGD for a course/project, your course lecturer/supervisor will let you know.

More information is available at: https://intranet.ee.ucl.ac.uk/it/web-services/secure-global-desktop

Please contact the local IT team for any SGD support: support@ee.ucl.ac.uk

Remote Access

UCL VPN
Puts your PC inside the UCL firewall – not necessary for UG/MSc students
https://www.ucl.ac.uk/is/services/get-connected/remote-working-services/ucl-virtual-private-network-vpn

SSH
ssh.ee.ucl.ac.uk – gateway machine visible from outside. You can then access any internal linux machine from here

WinSCP – (SFTP)
Download WinSCP from: https://winscp.net
Login to ssh.ee.ucl.ac.uk with your usual userid/password to transfer files to/from departmental account.

Printing

This information is only relevant for those using printing services located onsite

https://intranet.ee.ucl.ac.uk/it/printing/printing-services

- The first time you wish to print you need to install the printer in your account
- How do I collect my print jobs?
- What does it cost?
- Checking your print quota

https://intranet.ee.ucl.ac.uk/it/printing/mobile-print

- How to print from your own personal device

Please contact the local IT team for any printing support: support@ee.ucl.ac.uk

Software

There are a number of software applications that are available for you to install on your own personal devices. These include **Matlab, Mathematica, Labview, MultiSim, FSecure (anti-virus), Office 365, etc.**

You can find these at: https://www.ucl.ac.uk/isd/services/software-hardware

I would recommend that you download and install **Matlab**, **MultiSim** and **Office365** as a minimum. If you do not have a current Anti-Virus subscription, I would also strongly recommend that you install **FSecure**.

UCL also has a Microsoft Azure Devtools for Education subscription. This will allow you to download and install things like **Windows 10, Windows Server, Visio, Visual Studio, etc.**

You can access the DevTools at: https://aka.ms/devtoolsforteaching

Hardware

If you are thinking of buying a laptop/desktop – **buy a Windows device**.

Several engineering applications (i.e **MultiSim**) are Windows only, and interfacing with development boards and various bits of hardware will be much simpler on a Windows PC.

If you do have an Apple laptop/desktop, you will need to be able to run Windows software. There are a variety of ways that you can do that, which one you choose will depend on your hardware and how comfortable you are with the processes involved. You can find more information on these options at:

https://intranet.ee.ucl.ac.uk/it/faq/installing-windows-on-an-apple-laptop

You can contact the local IT team for any additional help/queries: support@ee.ucl.ac.uk

Computing Security

Hopefully, you have already registered your mobile phones on UCL's MyAccount service. Registering your mobile phone means that you can change/reset your password yourself: https://myaccount.ucl.ac.uk/

Your UCL email account will receive a lot of Phishing emails:

- https://www.ucl.ac.uk/information-security/phishing
- https://www.itgovernance.co.uk/blog/5-ways-to-detect-a-phishing-email

I would recommend that you also make the time to take the UCL Information Security Awareness Course: https://www.ucl.ac.uk/information-security/information-security-awareness-course

UCL provides free Anti-Virus Software (Fsecure): http://swdb.ucl.ac.uk/package/view/id/166

If you have any queries about IT security, or you are not sure about the authenticity of an email you have received, please contact the local IT Team: support@ee.ucl.ac.uk

Your departmental account info

You can find information about your departmental IT account at: https://intranet.ee.ucl.ac.uk/it/account-info

This will show you how much disk space you have available, when your password needs to be changed and what mailing lists you have been added to.

This application will also allow you to **upload a photo**. The uploaded photo will only be available to staff and students that login to the departmental intranet: https://intranet.ee.ucl.ac.uk/people

Please upload a photo as soon as possible. It will greatly help staff to get to know you better and it will be great for you all to be able to see your classmates.

For any IT support/queries, contact the local IT support team: support@ee.ucl.ac.uk

Password Management

You can change/reset your UCL password at: https://myaccount.ucl.ac.uk/

Please be aware that UCL has several password services and any password change/reset will need to be synchronized between all services. This process takes a maximum of 2 hours.

This means that when you change your password you may need to wait 2 hours before you can access some central/departmental IT services.

The MyAccount service is owned and managed by the Information Services Division (ISD). You can contact them for assistance at: servicedesk@ucl.ac.uk

For any IT support/queries, contact the local IT support team: support@ee.ucl.ac.uk

Getting Help

The IT support office is located in Room 604 of the Roberts Building. At the moment we are not working on site full time, so the primary method of contact is via email: support@ee.ucl.ac.uk

If the problem is with a central IT service we do not support, then you can still get in touch and we will direct you to the right help.

IT staff will reply via email and attempt to answer your query or sort out your problem. As part of that process we may request a Teams video call and a screen sharing session in order to assist you further. If will help us if you include any error messages you are seeing (screenshots are useful) and you let us know in as much detail as possible how the problem occurred.

You can also find departmental IT help at: https://intranet.ee.ucl.ac.uk/it

For any IT support and/or queries, contact the local IT support team: support@ee.ucl.ac.uk