

Departmental Computing Induction

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Departmental IT Staff



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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

Teaching Lab – MPEB (Malet Place Engineering Building) 6th Floor

- 120 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

Project Lab – MPEB 6th Floor

- 36 Windows 10 PCs
- Used for student project work

Computing Lab – Room 704

- 45 Windows 10 PC's
- Usually this is open from 9am to 7pm Monday – Friday, but due to COVID restrictions this is currently used as a bookable teaching space

Using Departmental PCs

- You login with your UCL userid and password
- Please make sure that you ALWAYS save your data to the **M: drive**. This is your network file store, and it will be available on all departmental Windows (it is also automatically available on Linux hosts in /home/userid). The data saved on your **M: drive** is backed up to disk six times a day and is backed up to tape nightly. I would STRONGLY recommend that you do not save data to the desktop, or to the local documents folder on any departmental PC.
- Please make sure you logout before leaving Labs
- There is no food/drink allowed in any of the computing/project/teaching labs
- Please report any problems to support@ee.ucl.ac.uk.

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 for any queries regarding the VPN: support@ee.ucl.ac.uk

Do I need to use a VPN from China?

Some student based in China have some issues remotely connecting to UCL services. To help with this issues, you can use the “UCL China Connect” VPN:

<https://www.ucl.ac.uk/isd/how-to/connect-to-ucl-china-connect-service>

This service is provided by UCL’s central IT department, the Information Services Division (ISD). For support with installing/using this service, please contact the ISD Service Desk:

servicedesk@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](mailto:user@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](mailto:user@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.

- Undergraduate Moodle Admin: eee-ug-admin@ucl.ac.uk
- Masters Moodle Admin: eee-msc-admin@ucl.ac.uk
- 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 host visible from outside. Once you login to this host you can then access any internal linux host from here

WinSCP – (SFTP for Windows)

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.

Cyberduck – (SFTP for the Mac)

Download Cyberduck from: <https://cyberduck.io/download/>

Login to **ssh.ee.ucl.ac.uk** with your usual userid/password to transfer files to/from departmental account.

Printing

The departmental printing services are separate from the ISD printing service. The departmental service will rest your printing budget to **£25** each quarter. Full details of the printing service are available at:

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

- You print to the printer “**Canon_Secure**”. You can collect this print job on any dept printer.
- You touch your ID card on the printer to login. The first time you do this you will need to login with your UCL userid/password.
- Select “Secure Print” on the printer to see your print jobs, and choose “Print And Delete” to print them.

You can also print from your own devices, by using our mobile-print service. Details are available at:

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

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>

Please download MultiSim and related NI software from: <https://intranet.ee.ucl.ac.uk/downloads/>

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 Dev Tools 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 – an essential component of undergraduate courses**) are Windows only. Interfacing with development boards and various bits of hardware will be much simpler on a Windows PC (**MultiSim will not run on a mac with an M1 processor**)

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 Phishing emails, so please be vigilant and security aware:

- <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/myinfo>

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. In the current circumstances, where we are restricted in what face to face sessions are available, it is very important that you all upload your photos and allow us to build a sense of community through the department and different year groups, etc.

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

Using your own personal devices

Eduroam Wifi

We do not manage the Eduroam WiFi service (this is run by ISD), but we can help with getting devices connected and basic troubleshooting of connectivity issues. The full details for how to connect to this service are available at:

<https://www.ucl.ac.uk/isd/services/get-connected/wi-fi/eduroam-wi-fi-ucl>

Dept Mobile Print

You can print to the departmental printing service from your own personal devices by emailing Microsoft Office or PDF documents. Full details on how to use this service are available at:

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

Getting Help

The IT support office is located in Room 604 of the Roberts Building. We are in the office Monday-Friday 9:30am to 5:30pm, but this provision is subject to change due to COVID. You can always contact us 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.

As part of the support process, we may request a Teams video call and a screen sharing session in order to assist you further. It 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