



Information Management
and Technology

STAFF IT GUIDE

2015-16

GETTING HELP

WALK IN CENTRE

For help with LSE and personally-owned IT equipment.

Location: Library 1st Floor

E: it.servicedesk@lse.ac.uk | **T:** 020 7107 5000

Open: Monday-Friday: 09.30 – 17.30

APPLE TIME

For specialist, in-depth help with Apple device problems.

Location: Library 1st Floor

Tues: 14.00 – 15.00 | **Thurs:** 11.00 – 12.00

IMT CUSTOMER PORTAL

Log, track and update your IT support calls.

- imtcustomerportal.lse.ac.uk

SUPPORT AND TRAINING FOR STAFF WITH DISABILITIES

Support and training is available for staff in the use of assistive technologies.

- lse.ac.uk/imt/accessibility



YOUR IT ACCOUNT

Using your IT account confirms your acceptance of the LSE IT Conditions of Use policy and allows you access to various LSE services including email, electronic resources and your PC.

- lse.ac.uk/imt/conditions-of-use

If you have not already been given your username and password, contact the IT Service Desk (x5000). Please change your password and set your security questions the first time you log into your account. For tips on creating a strong password visit:

- lse.ac.uk/password

Protect your data and identity by locking your computer whenever you leave it by pressing the Windows key and L.



CONNECTING TO LSE

REMOTE ACCESS

You can access files and folders on the LSE network, on or off campus using the web browser based Remote Access service.

Visit remote.lse.ac.uk and enter your LSE username and password for secure access.



WEBMAIL

Access your LSE email from anywhere in the world using a web browser.

- mail.lse.ac.uk

ANTI-VIRUS

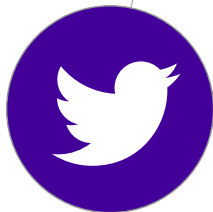
Free anti-virus is available to staff for their personally-owned computers.

- lse.ac.uk/imt/antivirus



For more information about IT facilities, IT training and other IMT services available to you, visit:

- lse.ac.uk/imt/newstaff

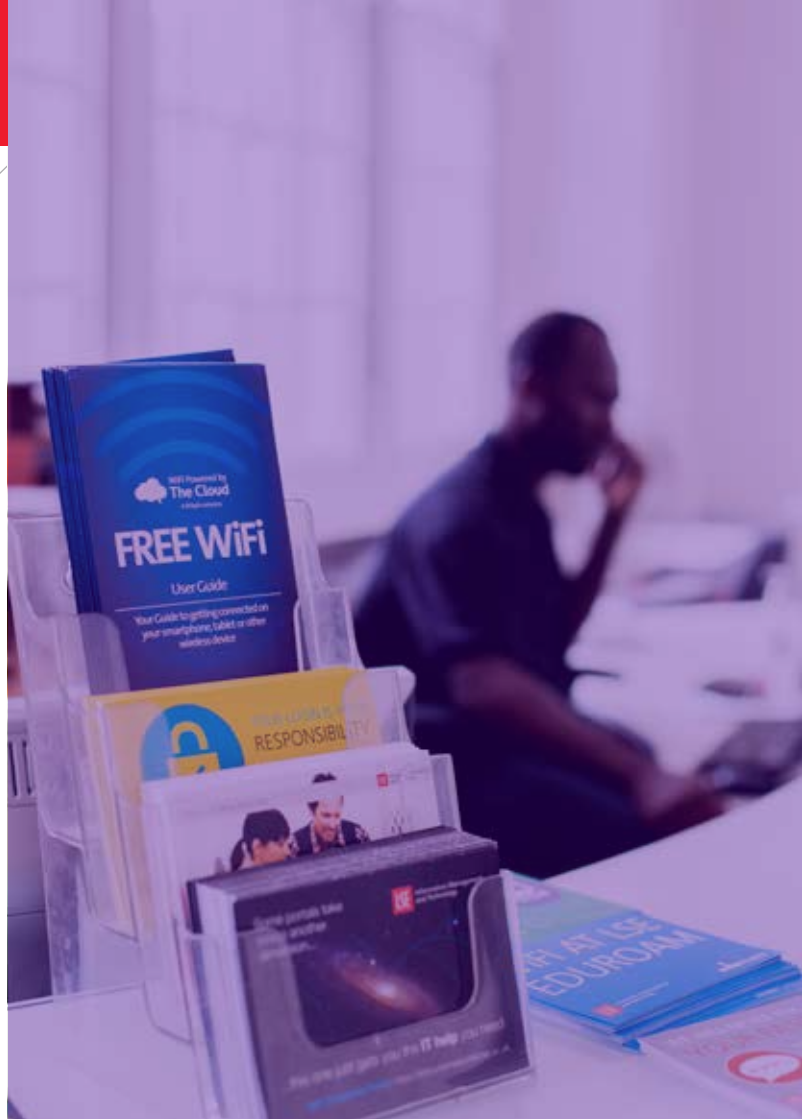


For service updates, scheduled maintenance info, IT tips and general news visit blogs.lse.ac.uk/lseitnews or follow us on twitter: [@lseitnews](https://twitter.com/lseitnews)

NEED WIFI?

Connect to eduroam using your LSE email address and password.

- lse.ac.uk/imt/eduroam



The London School of Economics
and Political Science,
Houghton Street,
London, WC2A 2AE

lse.ac.uk/imt

[@lseitnews](https://twitter.com/lseitnews)