

EST@LSE



Your IT Account	1
Internet in residences	3
PCs, laptops and WiFi	4
Printing and scanning	5
Email, file space and software	6
LSE applications	7
Training	8
Working off-campus	9
Getting help	11
Locations of IT facilities	13
Key contacts	15

August 2012
Student Edition

YOUR IT ACCOUNT

Your IT Account enables you to access various LSE services, including email, electronic resources and campus PCs.

How do I obtain an IT User Account?

To obtain your IT account, pick up a copy of the *Getting Your IT Account* leaflet from the IT Help Desk or visit lse.ac.uk/itservices/activate-account

What do I need to know about using my IT User Account?

Your use of IT facilities at LSE must comply with the *Conditions of Use*, a copy can be found at www.lse.ac.uk/itservices/conditions-of-use. Using your IT User Account (for example, logging into an LSE computer or accessing the wireless network) confirms your acceptance of these conditions.

Remember:

- You are responsible for all use of your IT User Account. **You must not share your password with anyone.**
- You must not use the IT facilities in any way that could expose you or the School to any criminal or civil liability.

You must not use the IT facilities in any way that breaches the Conditions of IT Use at LSE.

IT Services will never send you an email asking for your username and password, if you receive one, it is probably a phishing attempt. Advice can be found at www.lse.ac.uk/itservices/infosec

If you believe that your account has been compromised, then **you must contact us immediately and change your password**. If IT Services believe your account has been misused, it may be suspended, pending further investigation.

How do I choose and change my password?

Your password must:

- be at least 8 characters long
- contain at least one uppercase letter and at least one lower case letter
- contain at least one number or punctuation character
- include only characters supported on LSE PCs (avoid international characters)
- not be a dictionary word
- be less than 12 months old
- not be an old password.

Example of a strong password:

Roygbiv72\$ – from the mnemonic “Richard of York gave battle in vain” with a capital first letter, a year of birth, and a dollar symbol at the end.

More examples and further advice on choosing a strong password can be found here: www.lse.ac.uk/itservices/guides/accounts/passwords/choose-strong-password.aspx

To **change your password**, you can:

- Press **Ctrl + Alt + Del** from any LSE PC
- Or visit LSE for You (www.lse.ac.uk/lseforyou) and choose **Change Password** from the **Account Management** menu on the left.

What if I forget my password?

Set your security questions to easily reset your password yourself. You should **do this straight away** by visiting www.lse.ac.uk/lseforyou and choosing **Update Security Questions** from the **Account Management** menu.

In LSE for You click on the link that says **Forgot username or password** under the LOGIN button and follow the prompts.

Staying safe online

When posting messages, photos, video clips and other content to Facebook, Twitter, or to other places online, it is wise to think about the consequences.

Don't say anything that could land you in trouble:

- do not defame
- do not harass or bully
- do not post anything illegal
- consider reputational risk (to you, your friends and/or family, and to the School).

Think about your personal safety. Don't reveal data about you that:

- could be used to impersonate you/steal your identity (date and place of birth, for example)

- might reveal your actual whereabouts or when you're not somewhere (at home, for example) – so, think about who you share your location with
- might cost you money (look out for scams and freebies: anything that looks too good to be true, usually is!)

History haunts – especially on Facebook.

Data cannot easily be deleted, especially when shared. Only ever post things that you would be happy to be made public. Be wary of potential employers looking you up online and what they might find.

What might seem anonymous usually isn't.

Your use can be tracked, even if you think you have an anonymous user account.

INTERNET IN RESIDENCES

When you arrive at your residence, you will be provided with a network cable and a guide to getting connected to the internet and other IT resources. To access the internet from your study bedroom, you must first activate your IT account (see page 1).

Activate your internet connection in residences at www.lse.ac.uk/itservices/activateResidencesInternet

Wireless internet is available in the social and recreational areas of your residence.

During weekdays 8am to 6pm, bandwidth control measures are applied for internet traffic to LSE to prioritise academic use over activities such as file sharing, file downloading, gaming and social networking. Restrictions may be experienced to sites such as YouTube, Facebook and iTunes. These restrictions are reduced 6pm to 2am on weekdays and at weekends, and are removed 2am to 8am.

More than one computer?

If you would like to connect an additional computer to the internet see www.lse.ac.uk/itservices/activateResidencesInternet

Using the phone in your study bedroom

There is a phone in your study bedroom which you can use to make calls to LSE numbers free of charge. More information about making calls from your study bedroom can be found on the Telecoms webpages at www.lse.ac.uk/itservices/telecoms



Need help?

Laptop Surgery

The Laptop Surgery offers free hands-on assistance with problems connecting to the internet and LSE resources.

Laptop Surgery location and opening hours:

Location: St Clements Building, STC. S198

Term time: Monday – Friday 10am – 4pm*

Vacation: Monday – Friday 11am – 1pm

* After the first part of each term, the Laptop Surgery closes at 2pm

Email: ITS.Remote.Support@lse.ac.uk

Residence IT Advisor

You can also contact your Residence IT Advisor for assistance with connecting your laptop to internet. See www.lse.ac.uk/itservices/remote/laptopSurgery/residences for contact details.

PCs, LAPTOPS AND WIFI

LSE computers

There are over 1,000 PCs for students to use on campus and in residences, some of which are available 24 hours. For PC availability look out for the plasma screens in building foyers, visit www.lse.ac.uk/itservices/findapc or use LSE Mobile (see page 7). See the facilities map on page 13 for locations.

Additional PCs and printing facilities for students with disabilities are available in the Library and PC areas on campus. See www.lse.ac.uk/itservices/accessibility for more details.

i-roam laptop loans

Laptops are available for students to borrow and use in the library during term time. They are located in the blue charging cabinets in the Course Collection. See www.lse.ac.uk/iroam

Laptop study spaces

There are around 300 laptop points available on the 1st, 2nd and 3rd floors of the Library. With power and a data socket you can get high speed network access using the network cables provided.

WiFi – lsesecurewifi

Our wireless network, **lsesecurewifi** covers most of the campus including teaching rooms, open spaces and recreational areas. It offers a secure connection with automatic login, meaning you do not have to logon every time you connect.

Instructions on how to connect to wireless with your laptop or mobile device can be found at www.lse.ac.uk/itservices/wireless

Eduroam – WiFi access at other universities

Eduroam allows LSE students to use WiFi at other universities without requiring special guest accounts. To find out how to connect to Eduroam and which institutions provide the service see www.lse.ac.uk/itservices/eduroam



PRINTING AND SCANNING

Printing

There are printers in all the student computer rooms and areas. All printing is double-sided by default. Follow these steps to print to an LSE printer. Further information can be found at www.lse.ac.uk/itservices/guides/facilities/printersAndScanners

1 Credit your printing account at a value loader, at the Library Copy Shop or online using the LSE Wallet. (You need 4p credit to print a single black and white page and 30p for a colour page.)

2 Send your documents to the print queue (if printing in colour, choose one of the colour printers from the list)

3 Log on to the print station and choose your documents to print.



Print from your laptop

You can print to LSE printers from your own computer. See lse.ac.uk/itservices/remote

Problems with your printing?

Go to the IT Help Desk in the Library and keep any faulty printouts to help our staff diagnose the problem.

Scanning

There are three scanners for students use (Library lower ground, STC.S502 and CMK. C120). A guide to using the scanners can be found at www.lse.ac.uk/itservices/guides/facilities/printersAndScanners

EMAIL, FILE SPACE AND SOFTWARE

Email

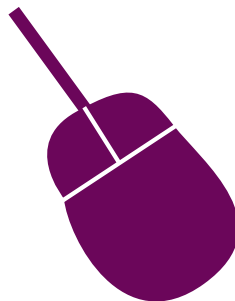
The campus email program is Microsoft Outlook. If you are off-campus you can still connect to your LSE email using your own computer or mobile device. We also have a webmail service that can be accessed from anywhere in the world at www.exchange.lse.ac.uk. Guides on working with and managing email are available at www.lse.ac.uk/itservices/guides/email

Personal file space (H: space)

Every student is allocated a quota of personal file space on the network, called H: space. You can access your H: space on and off campus. Files on H: Spaces are regularly backed up and are retrievable for up to one month. If you need to restore a file that has been deleted from your H: space, contact the IT Help Desk (see page 11).

Software sales

The IT Help Desk sells copies of some software for students. Please refer to our purchasing pages for information on up-to-date versions, pricing and student discounts for Microsoft products. See www.lse.ac.uk/itservices/purchases



LSE APPLICATIONS

LSE for You

LSE for You is a personalised web portal which gives you access to a range of services. For example, you can:

- view or change your personal details
- reset your Library and network passwords
- monitor and pay your tuition fees online
- check your exam results.

You can also access online tutorials on how to navigate and personalise LSE for You via its log in page. Use your LSE network username and password to log in at www.lse.ac.uk/lseforyou

Moodle

Moodle is a course management system we use at the LSE to provide web-based support for courses and programmes. In a Moodle course, teachers can bring together a range of activities, tools and resources for their students.

It can be used to:

- deliver reading lists and course information (including multimedia content and lecture recordings)
- support online communication and collaboration
- give access to online exercises and to collect assignments.

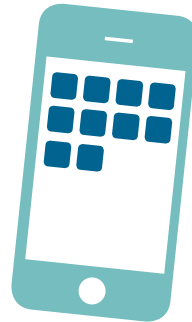
You can access Moodle anytime, anywhere, via the internet. Log in with your LSE network username and password at <https://moodle.lse.ac.uk>

LSE Mobile

LSE Mobile is our campus app for mobile phones. Use it for:

- campus maps
- PC availability
- news and events
- podcasts and videos
- your course and exam timetables
- your Library account (books on loan, books requested and fines owed)
- Library catalogue.

www.lse.ac.uk/itservices/lsemobile



TRAINING



All IT training for undergraduate and postgraduate students is free and delivered in a number of ways, allowing students to enhance and prove their IT skills.

Guided self-study courses

Our range of guided self-study courses allow you to:

- book a session at a time and date the works with your schedule. At least 25 sessions are available each week during term time
- work at your own pace
- focus on the topics or issues that are most relevant to you
- get assistance from a trained Student Training advisor when questions arise.

LSE IT Training certificates are also available for students who attend courses.

Software surgeries

Software surgeries provide the opportunity to get training on a range of software and web applications, on a drop-in basis.

Bring your queries about:

- **Statistical software:** SPSS, Stata
- **Qualitative analysis software:** Nvivo, Atlas/ti and Alceste
- **Microsoft Office:** Word, Excel, PowerPoint, Outlook, Access
- **Learning technologies:** Moodle, multimedia, PRS etc
- **Library technology:** Endnote, e-journals and data sources.

Teach yourself

We offer a range of ways you can teach yourself new IT skills. We provide free access to touch-typing tutorials and over 1,000 online video tutorials covering topics such as programming and web design.

A series of online guides and FAQ's are also available, offering advice and quick solutions to the most frequently asked IT-related questions are available at www.lse.ac.uk/itservices/guides

To find out more about IT training go to www.lse.ac.uk/itservices/training or to see all training opportunities available at LSE go to www.lse.ac.uk/training

WORKING OFF-CAMPUS

When away from the main LSE campus you can still connect to LSE resources.

Working away from LSE	
You need...	...we recommend
Email	<ul style="list-style-type: none">• Webmail (on your internet browser) https://exchange.lse.ac.uk/exchange/• Remote desktop lse.ac.uk/itservices/remoteDesktop• VPN www.lse.ac.uk/itservices/vpn• Outlook (on your computer) www.lse.ac.uk/itservices/remote/email
Email on your mobile device	<ul style="list-style-type: none">• Mobile phones guides www.lse.ac.uk/itservices/mobilePhones
Personal file space (H: space)	<ul style="list-style-type: none">• H: space utility lse.ac.uk/itservices/guides/fileStorage• Remote desktop lse.ac.uk/itservices/remoteDesktop• VPN www.lse.ac.uk/itservices/vpn
Office 2010 and other specialist software	<ul style="list-style-type: none">• Remote desktop lse.ac.uk/itservices/remoteDesktop

Instructions on how to connect to remote access services can be found at www.lse.ac.uk/itservices/remote



Remote desktop

The LSE remote desktop offers access to email, H: space and other network drives, allowing you to work in a window that resembles the School desktop. It provides access to Office 2010 applications and has a Windows 7 look and feel. As well as Office 2010, a range of teaching and administrative are available. Log on to the LSE Remote Desktop from anywhere in the world with an Internet connection.

Find out how to connect at
lse.ac.uk/itservices/remoteDesktop

Working from your LSE residence

You need access to...	...we recommend
Email	<ul style="list-style-type: none"> • Webmail (on your internet browser) https://exchange.lse.ac.uk/exchange/ • Remote desktop lse.ac.uk/itservices/remotedesktop • Outlook (on your computer) www.lse.ac.uk/itservices/remote/email • Residence computer room.
Personal file space (H: space)	<ul style="list-style-type: none"> • H:space utility lse.ac.uk/itservices/guides/fileStorage • Remote desktop lse.ac.uk/itservices/remotedesktop • Residence computer room.
Microsoft Office 2010 applications and some teaching application	<ul style="list-style-type: none"> • Remote desktop lse.ac.uk/itservices/remotedesktop • Residence computer room.
LSE printing	<ul style="list-style-type: none"> • Residence computer room • Print from your own computer, www.lse.ac.uk/itservices/remote
LSE student computers	<ul style="list-style-type: none"> • Residence computer room.
Internet	<ul style="list-style-type: none"> • Residence computer room • Residence social and recreational area (wireless connection) • Your study bedroom (wired connection).



Free anti-virus for students

If your computer is not properly protected it can become infected without your knowledge within a few minutes of connecting it to the network. We provide free anti-virus software for students. An installation guide can be found at www.lse.ac.uk/itservices/antivirus

GETTING HELP

Student IT Help Desk

Contact the IT Help Desk for support regarding School-owned hardware and software on the LSE network, network and email account issues and general IT queries.

Location: First floor, Library

Term time: Monday – Friday 9.30am – 8pm
Saturday and Sunday 11am – 6pm

Vacation: Monday – Friday 9.30am – 5pm
(closing at 8pm during Easter vacation)

Email: it.helpdesk@lse.ac.uk

Phone: 020 7955 6728

For out-of-hours support, phone the IT Help Desk and your call will be automatically diverted to our helpline services.

Laptop Surgery

Contact the Laptop Surgery for free advice and hands-on assistance with problems connecting to LSE resources from personally-owned laptops and mobile devices. Students can drop in during opening hours.

Location: St Clements Building, STC.S198

Term time: Monday – Friday 10am – 4pm*

Vacation: Monday – Friday 11am – 1pm

Email: ITS.Remote.Support@lse.ac.uk

* After the first part of each term, the Laptop Surgery closes at 2pm



VITA (Virtual IT Assistance)

Double click on the 'Virtual IT Assistance' icon on the desktop of a campus PC, to get real-time assistance from a Help Desk Advisor during opening hours.

See www.lse.ac.uk/vita for more information.

Self-service portal

The IT Services self-service portal is simple, easy to use, and allows you to log, track and update your IT support calls yourself.

www.supportworks.lse.ac.uk/selfservice

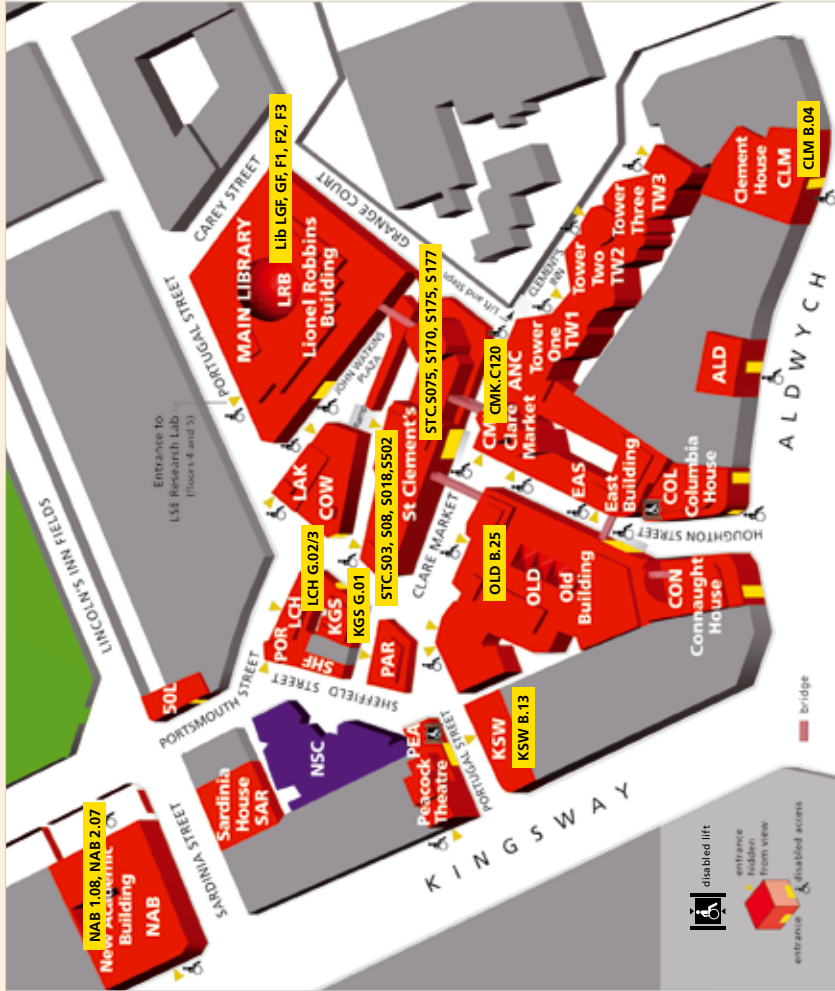


Support for students with disabilities

IT Services is committed to the provision of facilities and support for disabled students and staff, to assure equality of services. Additional PCs and printing facilities for disabled students are provided in the public computer areas in the Library. Other facilities are available in dedicated PC rooms on campus.

We also provide one-to-one support for disabled students who wish to become familiar with adaptive technologies and software. To book an appointment, please contact the IT Help Desk in the Library (see page 11) or find further information at www.lse.ac.uk/itservices/accessibility





Facilities in IT locations

	Library	Clare Market: CMK.C120	St Clements Building: STC.S03, S08, S018, S075, S170, S175, S177, S502	Clement House: CLM B.04	Old Building OLD B.25	20 Kingsway: KSW B.13	New Academic Building: NAB 1.08 & 2.07	Kings Chambers: KGS G.01	Lincolns Chambers: LOH G.02/3
PCs*	481	105	149	17	39	26	28	12	21
Printers	21 (1 colour)	5 (1 colour)	7	1	2	1	2	1	1
Value loader (print credit)	3	1	1 (STC.S08)	-	1	-	-	-	-
Scanners	1	1	1 (STC.S502)	-	-	-	-	-	-
Laptop study space	307	-	-	-	-	-	-	-	-

*Check plasma screens across campus, LSE Mobile or www.lse.ac.uk/itservices/findapc for live PC availability.

KEY CONTACTS

If you are in doubt about who to contact, speak to the IT Help Desk who can advise.

Support for...	Contact
Your IT account	IT Help Desk Email: IT.Helpdesk@lse.ac.uk • Phone: 020 7955 6728 • Location: First floor, Library
LSE IT facilities (computers, printers, scanners)	IT Help Desk Email: IT.Helpdesk@lse.ac.uk • Phone: 020 7955 6728 • Location: First floor, Library
Residence IT facilities (computer room and study bedroom internet connection)	Laptop Surgery Web: www.lse.ac.uk/itservices/remote • Email: ITS.Remote.Support@lse.ac.uk Location: STC.S198, St Clements Building (alternatively you can contact your Residence IT Advisor, see page 3)
Software sales	IT Help Desk Email: IT.Helpdesk@lse.ac.uk • Phone: 020 7955 6728 • Location: First floor, Library
LSE email	IT Help Desk Email: IT.Helpdesk@lse.ac.uk • Phone: 020 7955 6728 • Location: First floor, Library
LSE for You	IT Help Desk Email: IT.Helpdesk@lse.ac.uk • Phone: 020 7955 6728 • Location: First floor, Library
Moodle	Centre for Learning Technology Web: https://moodle.lse.ac.uk • Email: CLT-Support@lse.ac.uk
LSE Mobile	IT Help Desk Email: IT.Helpdesk@lse.ac.uk • Phone: 020 7955 6728 • Location: First floor, Library
Accessing LSE resources off-campus (email, H: space, software)	Laptop Surgery Web: www.lse.ac.uk/itservices/remote • Email: ITS.Remote.Support@lse.ac.uk • Location: STC.S198, St Clements Building
IT training	IT Training team Web: www.lse.ac.uk/itservices/training • Email: IT.Training@lse.ac.uk
Your laptop or mobile device	Laptop Surgery Web: www.lse.ac.uk/itservices/remote • Email: ITS.Remote.Support@lse.ac.uk • Location: STC.S198, St Clements Building
Students with disabilities	IT Help Desk Web: www.lse.ac.uk/itservices/accessibility • Email: IT.Helpdesk@lse.ac.uk • Phone: 020 7955 6728 • Location: First floor, Library

