
PEMBROKE IT GUIDE

Hello and welcome to Pembroke! I'm Jamie, and I'm no longer your JPC IT officer. Hopefully, this guide will let you get set up quickly and answer your most pressing IT questions. With many things online, IT is going to be very important this year. Unfortunately for you, I've graduated and won't be around to respond to any issues you might have. However, there are plenty of people who can:

- The UIS (University Information Services) <https://help.uis.cam.ac.uk/> have guides on almost everything as well as a help desk. They also manage most of the software and IT services around the University.
- The Pembroke IT help desk, email help@pem.cam.ac.uk, should be your go to for Wi-Fi problems, ethernet problems, and other hardware problems in Pembroke.
- Anyone else on the JPC can help with general queries or point you in the right direction.
- In the future, the JPC IT officer can be emailed at jp-it@pem.cam.ac.uk.

Email

Hopefully, you have already completed your student registration. If not, no problem, check your normal email for a welcome email from the student registry and follow the instructions.

You have been given a Microsoft Exchange Online account. Your email address will be in the form:

[Your CRSid]@cam.ac.uk

Your login credentials are your CRSid and your Raven password. You'll have set this at the end of the student registration process. The Raven authentication system allows you to access restricted online resources and is your login to most University IT services.

Full instructions are here: <https://help.uis.cam.ac.uk/new-starters/it-for-students/getting-started>

More information on: <https://help.uis.cam.ac.uk/service/email/email-introduction>

You can use the Outlook Web App to access your email: <http://portal.office365.com/>

Alternatively, you can also add it to any supported email apps on your devices. If you encounter any problems, check out the UIS website. They have guides for many common devices.

Wi-Fi

(Let's be honest, this is probably the most important thing you want to know about.)

There are two Wi-Fis available in Pembroke: PEM-Member and eduroam. PEM-Member is only for Pembroke, whereas eduroam is for around the University (and many academic institutions around the world).

Pem-Member

Password: **ad0615f1d0**

Remember this as: a dog is fido

Connect to this network and you'll be taken to a page to register your device. You will need to register each of your devices **individually**. The registration process is short but sometimes requires a bit of patience and then you should be good to go.

Eduroam

Eduroam is great. It works all over the University and it allows you to connect to the Wi-Fi of many academic institutions around the world from America to Australia. It can also be quicker than Pem-Member (or slower). It does take a bit more effort to set up but that is something you should do now. Follow the instructions at the link below.

<https://help.uis.cam.ac.uk/service/wi-fi>

Ethernet

Ethernet can be much faster than Wi-Fi. Free ethernet cables are available from the Porter's Lodge and you should have a socket in your room. If you don't have an Ethernet port on your laptop, you can buy a USB-Ethernet adaptor for around £10.

Free Stuff!

Your Cambridge email address is your key to lots of free stuff and student discounts. In many cases just using this email to sign up will get you free access or some sort of student discount. For example, you can get Microsoft Office 365 for free with 1TB of OneDrive cloud storage using your Cambridge login. Google's G Suite, MacAfee anti-virus software, and MATLAB are also available for free. The full list of software provided by the University can be found at the link below.

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

Computer Room

The college computer room is in the basement of Foundress, opposite the gym. You'll need your CamCard to get access, and it is open 24/7.

Printing

There are printers in the computer room, and a small one in the library. You can print from one of the college printers and use your CamCard (or log in with your CRSid) to print. It is also possible to print to these printers from your personal computers. You will need to set up DS-Print first <https://help.uis.cam.ac.uk/service/printing>. All printing charges will be paid in your college bill.

Mailing Lists

Got to the end of Freshers' week and signed up to way too many societies? You can manage which mailing lists you subscribe to at <https://lists.cam.ac.uk>. Also, if in the future you end up managing a mailing list this is the place to go.

Beware of Phishing Scams!

Every year some freshers fall victims to phishing campaigns – including emails from fake student loan companies or people posing as HMRC. Be careful when opening email hyperlinks and attachments – always make sure you **double-check the email is legitimate**.

That's all from me! I hope you enjoy your time at Pembroke - it's a really great place. Stay safe and have fun!