Imperial College London

How ICT can help you

as you work or study at Imperial

Welcome to Imperial College London

ICT are here to support you as you study or work at Imperial. This guide will help you understand the services we offer, about working securely, and how to get connected.

We also expect all staff and students will use our systems securely and safely. To help, we offer guidance and training about online security; just search 'Be Secure' on our website.

Let's start with the basics...

Your CID
When you are registered at Imperial you will be given a CID number. This number is unique to you and is used to identify you in the College's main administrative systems.

Your account
You can activate your College account either on campus or remotely.
- **On campus:** Log in to a College computer using the following details:
  Username: activate **Password:** Activate!
- **Remotely:** Search 'activate account' on the Imperial website and follow the instructions.

Your email
We provide all students and staff with an Office 365 account. You can access your account at **office.imperial.ac.uk** To log in you will need to use your College username followed by **@ic.ac.uk** and your College password. Remember to create a secure password!

Wifi
Staff and students can use **Imperial-WPA WiFi**. To log in use your College login details as usual.

Search: WiFi on the Imperial website for further instructions.

Connect to the internet in halls

Most halls have WiFi in communal spaces, but when working in your room we recommend connecting to the internet using a network cable. Once plugged in, open a browser and follow the registration steps as directed.

It is important that you do not connect a personal wireless router in your room, as this will impact the WiFi performance for everyone in halls.

Saving my files
Students and staff get access to personal cloud-based storage on OneDrive for Business. This means you can access your files from anywhere and anytime on any device.

Accessing services remotely
Staff and students can access College services and systems such as email, Blackboard, Panopto, O365 and Library journals at any time, from anywhere.

Some services require you to be connected to a College network in order to access them. Search 'remote access' on the Imperial website for detailed instructions on accessing these services when working remotely.

Working remotely is easy with O365. Microsoft Teams allows you to join meetings remotely. All O365 apps are also able to be accessed from any device once set up.

Timetabling
To access your academic timetable online search "timetabling" on the College website, or download the Imperial Mobile app.

The app includes other great features like; email, Library account info, Campus maps and much more.

Free software
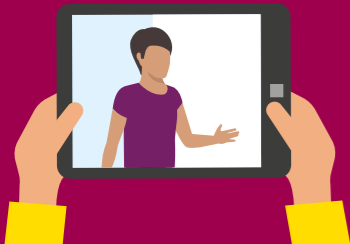We offer staff and students a wide range of free and paid for software to support you with your work.

You can also stream software from the Imperial Software Hub, for more information on how to do this visit our Software Hub webpages.

Panopto

Blackboard

For studying

Recording lectures
We use a system called Panopto for recording lectures and presentations. Panopto simultaneously records audio, video and presentations (e.g. Microsoft PowerPoint). The recording can be shared in a variety of ways during or after the presentation.

Blackboard is Imperial College London's **virtual learning environment** and is used to teach courses and store materials online.

Blackboard enables you to:
- deliver course materials (including text, images, videos and audio files)
- set and take quizzes and surveys
- set and receive assignments
- communicate through online discussion
- track progress and manage grades
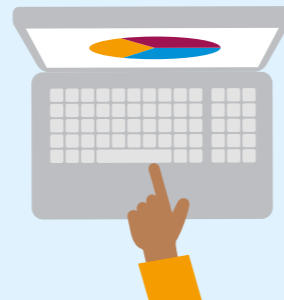- provide and receive feedback.

For access and guides to use both Panopto and Blackboard, search 'new student ICT' on our web pages for all the info and help you need.

Printing
To print, scan or photocopy documents use your College ID card on any of our printers in College libraries and departments.

When you print a document it is sent to a common print queue. You can collect it from any touch card printer your College ID card gives you access to.

Alternatively, rather than printing documents you can send to 'print' to OneNote, which means they don't print out but are saved to your personal OneNote notes. Just select 'OneNote' when sending something to print.

Are you a researcher?
The Research Computing Service (RCS) provides access to powerful computing resources, expert consultancy and training for all researchers.

If you need high throughput, AI or high-end computing to support your research, or any assistance with resource computing this team can help. Search for RCS on the College website.

Research Computing and data science training courses are available to graduate students – search research computing graduate school on our website

The Cloud and GDPR
All data and information at Imperial must be stored securely.

When using O365 all your data is stored in the Cloud. This offers a huge amount of free storage – up to five terabytes – equivalent to 200 days of video, or 85,000 hours of music. Other non-GDPR compliant storage options are not allowed. Please contact ASK for advice if you are unsure where to store your work.

Your responsibility to Be Secure
Your College account gives you access to our information systems and services. It is your responsibility to keep your password safe and secure. In the wrong hands, your account could be used to access personal data or other sensitive information.

To prevent this, we recommend that you:
- Do not share your password with anyone
- Make your password more than eight characters
- Use a phrase – e.g. "Thanks4thememories" – it's long but still easy to remember
- Don't reuse passwords across multiple systems/websites
- Don't use weak passwords such as 'Imperial123'

You can find tips on keeping safe online on the Be Secure web pages.

All new staff must complete the ICT Security Awareness course on Blackboard.

Any questions?
More information and help on ICT services is available through the ICT web pages at **imperial.ac.uk/ict**

Ask is your go to website for logging queries and seeking support from key administrative departments across college. To ask a question go to **servicemgt.imperial.ac.uk/ask**.

Apple Tech Bar
If you have an Apple device you can get free technical support from our Apple Tech Bar located in the Central Library.

Twitter
Follow us @TheServiceDesk for IT news and top tips!

For staff

ICIS
Imperial College Information Systems (ICIS) gives access to the College's main finance, HR, grants and student administration systems. All full-time members of staff are automatically given access to ICIS and the following self-service options:
- My Payslips allows you to view your monthly payslip online.
- My Details enables you to amend your personal details online.
- My Training lets you browse and register for training courses.
- My Expenses lets you raise expense claims.

We use Office 365 at Imperial
Office 365 (O365) gives you the full suite of Microsoft programmes which cover all your office and study needs. In addition to the usual Microsoft Office apps, such as Word, Excel, PowerPoint and OneNote, Office also has collaboration tools like Teams and Yammer. You can use O365 across all your personal devices so you can work from whichever device you wish.

We use O365 at Imperial because it is secure and offers the best tools for working collaboratively across teams.

O365 is free to all Imperial staff and students. To install it or learn more search 'O365' on our web pages.

Working together
Teams is a secure, shared workspace for conversations, file storage, and real time collaboration on shared documents. You can share documents and files with others, be they internal to Imperial or external. Teams allows you and others to edit together in real time, or separately, with no hassle over version control.

Yammer is a communications and social platform. Stay in touch with others, start conversations, share and collaborate within groups organised by structure, topic, or project. Set up public and private groups securely.

Sharepoint helps you share and collaborate with colleagues internally and externally. Much like an intranet, you can set them up for entire departments or small groups, and easily store and share documents on our Sharepoint site.

Phones
We use Teams for meetings, calls and chat. Staff can order a landline phone or mobile from ICT. Search 'telephones' on the Imperial website.

For more information
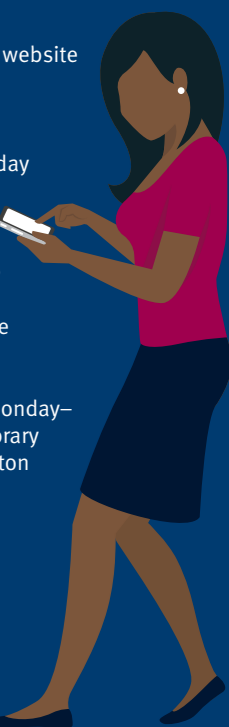Search 'ICT' on the Imperial website

Or contact ICT
Opening hours:
08:30–18:00 Monday to Friday

By phone:
0207 594 9000
or **49000** from a College phone

In Person:
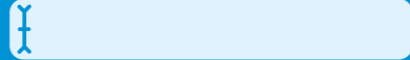08:30–18:00 Monday–Friday in the Library (South Kensignton campus).

Logging in to Office 365

Getting into O365 is easy, you already are! However most people just stick to using email and miss out on all the other programmes. Here is how to log on to the full suite of programmes; Word, Teams, Yammer and Sharepoint, plus many many more.

You will be used to the 'hamburger' menu when using a website to help you navigate around.

The Office 365 version is called the 'waffle' and you can use that to take you back to your most frequently used apps at any time. If you want to simultaneously open another app then just right click and choose to open it in a new tab.

1 Open a web browser
(Internet Explorer, Edge, Chrome, Firefox or Safari)

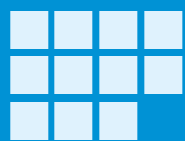**2** Go to office.imperial.ac.uk

3 Enter your username@ic.ac.uk
(note, not @imperial.ac.uk)

4 It'll then ask for your College password, so enter that.

5 And you're in! Now you'll see a screen with all the main applications laid out.

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6 If you can't see what you are looking for then check the "Explore all your apps" option.

7 Download to your desktop the applications you'll use most, like Office and Teams. For College built PCs – ICT will upload these automatically as an opt-in.

Software Hub

Access to software couldn't be easier with ICT's Software Hub, a free online software streaming service for Imperial students and staff. The Software Hub provides a wide range of subject specific software which can be accessed at any time and from anywhere as it is streamed from College.

For more information and access visit:
imperial.ac.uk/ict/software-hub

Free software to help you study

There are tools to help you with everything from referencing and reading to planning and procrastination. Login to the Software Hub and look for 'Inclusive technology' under Categories.

Tech Store – for staff

Staff can purchase hardware and software from ICT's Tech Store. The team can advise you on what computer best suits you and ensure that your machine is set up with the College build. For more information contact the ICT Service Desk.

Some of the software available is:
- **Adobe Creative Suite**
- **Matlab**
- **Solidworks**
- **ArcGIS**
- **SPSS**
- **LabVIEW**

Be Secure

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Regular reboots are good

Computer security software is only as good as its last update. And contrary to popular belief, Macs are just as susceptible to viruses and malware. So, regardless of the make of your computer reboot them regularly to keep viruses out.

Scam emails (phishing)

Phishing emails are an attempt to con you in to revealing personal or sensitive information. They also spread malware via emails; if you open them they can infect your computer. A simple rule is: do not click on any links that you're not sure about. If you do receive such an email, please report it to the ICT Security Team.

Encrypt sensitive data

Encrypting data makes the information unreadable, so it can only be read using a secret key to unlock it, called decryption. Data encryption can be applied to both stored data (on computer drives or removable media) and data shared via networks. Guidance to do this is on the website.