

# Welcome to Murray Edwards!

## Getting Started in 2022



**Clockwise from top-left:**  
Admiral Grace Hopper (1906-1992), programming pioneer, inventor of COBOL—A tidy desk in the IT Office—Cabling in one of our comms rooms quietly keeping everyone working—Demonstrating a hybrid working setup at the IT Outreach event in 2021—Some of the Microsoft apps which are available in your @cam Office 365 account.



## Get ahead with IT

### Welcome

Welcome to **Murray Edwards College**. This leaflet offers an introductory guide to the IT facilities and services available in the College. Should you have any questions, or need any help, please visit the **IT Service Desk**:

<https://servicedesk.murrayedwards.cam.ac.uk>

### Before Leaving Home

**Get to know the College IT services:**

An overview can be found here:

<https://www.murrayedwards.cam.ac.uk/college-life/it-services>

**Login to Raven:**

Change your password and set up password recovery; you know it makes sense! <https://password.raven.cam.ac.uk>



**Discover your Online Office:**

All students get Office 365 - a Cloud-based workspace provided by Microsoft. Login with your CRSid and Raven password at <https://www.office.com>

**Read the University I.T. Guide:**

There's information for what to do before term begins as well as a guide to the University's I.T. services.

<https://help.uis.cam.ac.uk/new-starters/it-for-students>

## IT Services in College

### About I.T. Services

I.T. throughout your time at Cambridge will be a mixture of University-wide services run by the University Information Service (UIS), and services provided by your institutions (College and department). Each institution runs slightly differently, but will generally have a first-line support system such as a support email or Service Desk.

The Murray Edwards I.T. Service Desk runs 9am-5pm Monday-Friday, and there's usually at least one person from the I.T. team working in the office during these hours.

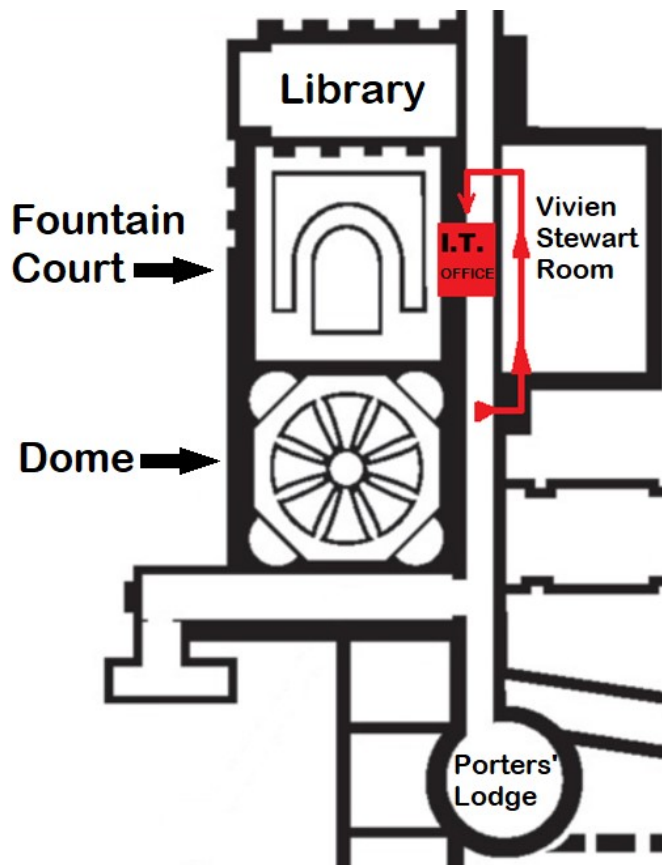
### How to get in touch:

<https://servicedesk.murrayedwards.cam.ac.uk> features support articles arranged in categories. You can also **Open a Ticket** to get in touch. We only ask that you select the closest description of your issue as a **Help Topic** and fill in the requested details. Being given these details in your original request helps us see things from your perspective straight away and cuts straight to the problem.

We will get back to you as soon as we can, we often have user support duties outside the I.T. office, so there might not always be someone there.

## Find Us!

### Locating the I.T. Service Desk



Find us at the front of the IT Office, downstairs under the walkway by the entrance to the Library.

If you need a full site map, you can scan or click this QR Code.



## Quick Start Guides

### Get Connected to Wi-Fi

You can use UniOfCam with your Raven login, but you'll have to sign in every time you connect. We recommend eduroam which can be set up from any network, i.e. your home Wi-Fi or on UniOfCam if you're in College.

A quick guide to both networks can be found inside the Service Desk website. Scan or click this QR code to begin with **UniOfCam** and then set up Eduroam under 'next steps'.



Further details can be found by following the links, including IoT and troubleshooting tips.

### Printing

The main printer for students is called **Mur\_FindMe** and can be accessed once a small configuration app is installed. Access setup instructions using [this link](#)<sup>1</sup>.



Printing and copying is charged at 5p per sheet for A4 monochrome, 25p per sheet for A4 colour, 10p per sheet for A3 monochrome and 50p per sheet for A3 colour. Charges are added to your College bill at the end of each term.

## Other Information

### Get Working!

All students are entitled to install Microsoft Office on their devices and use OneDrive for Business storage at no cost whilst they are members of the University.

<https://help.uis.cam.ac.uk/service/collaboration/of/fice365>

Microsoft Teams is now part of University life, get your [free download](#)<sup>2</sup> for mobile or desktop. Check out the [Microsoft Teams at Cambridge Hub](#)<sup>3</sup> to make the most of this app.

### Rules

Familiarise yourself with UIS usage policy - <https://help.uis.cam.ac.uk/policies/governance-and-policy-documents>

Do not use the network for illegal activities, which includes the unauthorised downloading of copyrighted material, such as films, TV programmes and music. In addition the network must not be used in a way that causes interference, distress or disruption to other users.

You must keep your devices protected against viruses and malware; the University provides [free antivirus software](#)<sup>4</sup>. Failure to do so can result in withdrawal of access to IT resources, including the network, and possible disciplinary action. Additionally, you should [keep your operating system up-to-date](#)<sup>5</sup>.

2 - <https://www.microsoft.com/en-gb/microsoft-teams/download-app>

3 - <https://universityofcambridgecloud.sharepoint.com/sites/MicrosoftTeamsHub>

4 - <https://help.uis.cam.ac.uk/service/security/antivirus>

5 - <https://servicedesk.murrayedwards.cam.ac.uk/kb/faq.php?id=61>