

# 1 Welcome

Welcome to the Faculty of Mathematics.

## 2 Handouts

Contact the maths Helpdesk if you are missing any of these documents.

If you are a staff member or visitor you should receive an envelope with your crsid registration code. If you did not and you do not have a working @cam.ac.uk address ask your group or pavilion secretary if you are in DAMTP, or Julia Blackwell if you are in DPMMS to arrange for your crsid and UIS accounts.

You should also have a handout that contains the crsid and initial password associated with your maths account.

## 3 Password collection (there are three subsections)

### 3.1 UIS password

This covers email and web login (Raven) across the University. To collect it you will need your registration code which should be on a handout in an envelope in your pack.

There are a few ways to collect this password.

- Log into a computer (or ask someone if you can use their webbrowser) and go to:

**Web site:** <https://jackdaw.cam.ac.uk/signup/>

Follow the instructions on screen.

- Login with the username: **signup** (no password needed) on a computer in the Part3 room or the CATAM room in CMS.
- Visit the password kiosk on the first floor of pavilion D.
- Ask the Maths Helpdesk for assistance - office B0.29 (bring photo id).

If you are not at the University yet, collect your maths password first (below). Then set up a VPN connection to collect the above password.

Maths VPN instructions:

<https://things.maths.cam.ac.uk/computing/remoteaccess/vpn/index.html>

### 3.2 Your Maths Password

This covers desktop computers in maths (except those in the Moore Library, teaching room and Part3 Room which use the UIS password).

You should have received a handout with your crsid and initial maths password. If there is a problem and a password reset is needed, please follow one of these:

- Visit the maths Helpdesk with photo ID. The maths helpdesk is located in B0.25. If you don't have photo ID ask your supervisor/host/PI or secretary to accompany you.
- If you are not on site ask your PI/supervisor/host to give your address to the maths helpdesk and they'll send you a letter.

- Or if you are not on site ask arrange a convenient time for a skype call between you, your PI/supervisor/host and a computer officer. Your supervisor/PI/host will identify you and then leave. The computer officer will then give you your password.

### 3.3 Your eduroam password

This covers Wifi access for laptops, tablets and phones. You collect this online after you have your UIS password.

Unlike the other services which mainly use your crsid as their login, your eduroam username is your crsid@cam.ac.uk.

Collect your token (password) for eduroam here:

Web site: <https://tokens.csx.cam.ac.uk/>

Instructions for setting up eduroam can be found at the following link:

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

## 4 Email

We have some internal email lists. See which you should be on at:

[https://www.maths.cam.ac.uk/internal/email\\_lists](https://www.maths.cam.ac.uk/internal/email_lists)

See which you are actually on at:

<https://lists.cam.ac.uk/mailman/>

To join the lists you should be on but are not subscribe via your @cam.ac.uk address or contact your group/pavilion secretary if you are in DAMTP or Julia Blackwell (hodsec@dpmms.cam.ac.uk) if you are in DPMMS.

## 5 Returning

Did you have a login on the maths computers before? If so please check...

- Your maths email redirection. By default this redirects to your @cam address, however you may have forwarded it off site after you left. To check or reset it visit your maths email address page:

<https://cat.maths.cam.ac.uk/email/roles/personal/>

It is your decision where your maths email address is redirected to. But please do not redirect it into itself or a mail loop will result.

- Your computer access list.

If there is a computer you need access to, contact the maths helpdesk.

## 6 Maths Helpdesk

The maths Helpdesk is run by Deryck and Kyle.

Computing Help webpages are at: <https://www.maths.cam.ac.uk/computing/computing-and-it/>

If you need assistance contact the maths helpdesk by

- Email: [help@maths.cam.ac.uk](mailto:help@maths.cam.ac.uk) (preferred)
- Phone: 66100
- In person: Office B0.25

When you contact the maths Helpdesk your request is made into a ticket. The tickets are queued. They are answered depending on their priority and importance. If an issue is preventing you getting any work done we rely on you to tell us.

There is more information about the maths helpdesk at:

**<https://www.maths.cam.ac.uk/computing/troubleshooting/help>**

Some links given above cannot be normally accessed outside of maths. To do so please set up a VPN connection. This takes a bit of time the first time you set it up, but after that is simpler to connect.

Maths VPN instructions:

**<https://things.maths.cam.ac.uk/computing/remoteaccess/vpn/index.html>**