Introduction to the Maths Computer System

July 16, 2019

Introduction

Welcome to the CMS! This short booklet aims to get you online as quickly and smoothly as possible and to give you some pointers to further information about our IT system.

Along with this booklet you should have received a handout explaining how to collect your passwords. You may also have been given a "wireless ticket" to connect your laptop to our wifi.

An explanation of the most common jargon used in reference to Cambridge University IT:

- UIS = University Information Services, Cambridge's central IT service provider
- CRSid = Common Registration Scheme identifier, your login name on centrally managed University systems. It is derived from your initials plus a number *e.g.,* abc99
- Raven = the central authentication system for restricted web sites throughout the University

Your CRSid is also your login name on the Maths desktops. You have one password for all UIS systems to which you have access (your UIS password or Raven password) and another for the Maths desktops (your Maths password).

Getting online with your laptop/smartphone

We have two wifi networks, eduroam and UniOfCam.

eduroam is a worldwide roaming access service for research and education, and if your device is configured for eduroam, it will connect automatically at any eduroam-enabled institution.

UniOfCam is local to the University of Cambridge.

- eduroam is preferable to UniOfCam as it is more secure, however it requires some configuration before first use.
- Visitors need to set up eduroam while at their home institution.
- Cambridge staff/students need to log into UniOfCam before configuring their devices for eduroam.

To log into UniOfCam you will need one of the following:

- Your UIS password (see next page for details)
- A ticket for the University Wireless Service. Your host or pavilion secretary can issue one if required.

Connect to UniOfCam, open a web browser (it may open automatically) and attempt to access a web page beginning http (not https). You will be redirected to the login portal.

New staff/students: once you are online and have your UIS password, go here to set up eduroam.

```
https://help.uis.cam.ac.uk/service/
devices-networks-printing/network-services/
wi-fi
```

Collecting your UIS password

- If you have any difficulty collecting your UIS or Maths password please visit the Maths helpdesk in B0.29 with photo ID.
- If you have ever had a UIS/Raven password before, we have reactivated it. If you have forgotten it, see a Computer Officer for a password reset.
- Students will have been given their UIS password via their college.

Collect your initial UIS password from

```
https://jackdaw.cam.ac.uk/signup
```

You will have been given a registration code. If you do not have a laptop you can use the password collection kiosk on the first floor of Pavilion D or the MCS computer rooms in the basements of Pavilions B and G (log in as "signup", no password).

There is no time limit on collecting your password but you can only collect your initial password in this way, since once you have changed your password the UIS no longer know what it is.

Logging into your desktop

For security reasons it is only possible to collect your Maths password via the password collection kiosk (you will need your Raven password), or by visiting the helpdesk in B0.29 (you will need photo ID), not from a laptop or the MCS computer rooms.

Any member of the department who happens to have no desktop provided should contact us via help@maths.cam.ac.uk. If you cannot log into your desktop please check whether you have access by visiting the online list of computers and entering your CRSid.

`https://www.maths.cam.ac.uk/computing/comptable/`

Search for your computer's name. If it is not there, please email us with your research group, office number and the name of the desktop computer. If it *is* there, please double-check that you have typed your password correctly and that the computer is plugged into a network socket before emailing us.

We run a version of Linux called Ubuntu 16.04 (a few people have Windows computers instead).

`https://help.ubuntu.com/`

Printing and Scanning

Each pavilion has at least one public scanner and a number of public printers. In general you have access to all of these. The webpage below provides the locations and instructions for use of these.

`https://www.maths.cam.ac.uk/computing/printing/`

When a printer is flashing its orange maintenance light, the small LCD display should tell you why. It may be out of paper, it may have a paper jam (try to remove the jammed paper yourself, being careful not to tear it) or it may be out of toner. Please change the toner yourself if you feel confident to. Some pavilion secretaries keep a supply of toners close by, and DAMTP toners are kept in room BL.20 (basement of pavilion B). Old toners should be placed in any of the black toner recycling bins and unwanted output in the blue paper recycling bins.

If you are unable to resolve a printer issue yourself, please email *help@maths* giving the name and location of the printer. If a printer is out of toner and you cannot find a replacement cartridge please speak to a secretary.

There are two poster printers. Please carefully check any conference posters for errors before printing the final version on the poster printer.

`https://www.maths.cam.ac.uk/computing/printing/`
`poster.html`

How to get help

Our computing documentation is at

`https://www.maths.cam.ac.uk/computing/`

To contact the helpdesk

- Email: `help@maths.cam.ac.uk`
- Phone: Ext 66100
- In person: B0.29

If the problem is urgent, then email the it-emergency address and/or phone the extension 66100.

`it-emergency@maths.cam.ac.uk`

Guidelines on what counts as an IT emergency are at

`https://www.maths.cam.ac.uk/computing/`
`troubleshooting/emergency.html`

When emailing us please include your CRSid (university login name), computer name, office number and phone.

Email (Hermes) and Raven services are run by the University's central IT services with their own pages.

`https://help.uis.cam.ac.uk/new-starters`

Further information

The UIS offer a wide range of IT training and we strongly recommend their "Unix: Introduction to the Command Line Interface" course.

`https://training.csx.cam.ac.uk/ucs/theme`

See our online documentation for more about our local computing services, *e.g.*

Mathematical and other software:

`https://www.maths.cam.ac.uk/computing/software/`

Scientific and high performance computing:

`https://www.maths.cam.ac.uk/computing/hpc_sci/`

Videoconferencing:

`https://www.maths.cam.ac.uk/computing/`
`collaboration/videoconf/`