Getting Started
Activate your computing account

This guide will help you to get started with the IT services you will use while you are a student at the University of Liverpool. There is no need to wait until you arrive on campus - you can begin straight away.

The first thing you need to do is to activate your University computing account online at www.liv.ac.uk/activate

You will need:

- Your Student ID number
- To set a memorable and secure password for your account (we offer some advice choosing a good password on our website: www.liv.ac.uk/csd/security/passwords)

Once you've activated your account you will receive:

- A username that you will use to access the majority of IT services and resources - including the University network
- A University email address
- Secure file space to save your work (known as your M: drive)

You will be sent an email with your username: don't delete this email as you may need to refer to it later.

Note
Activate your account before you arrive

www.liv.ac.uk/activate
You will be able to view and update your personal details, access your student record and interact with the Postgraduate Research (PGR) Toolbox via the student portal – Liverpool Life. The student portal also provides you with access to a wide range of other useful information. Log in to Liverpool Life online at liverpool-life.liv.ac.uk

Whilst you will use your computing account username and password for the majority of University systems, you will use your Student ID number and a PIN to access Liverpool Life. You will receive an email telling you how to set your PIN.

If you forget your PIN you can reset it from the Liverpool Life login page or you can email studentslivlife@liverpool.ac.uk for support.

Changes to your PIN can take up to an hour to process.

The PGR Toolbox

You can view and record meetings with your supervisors, check your Portfolio of Activity and review your Record of Training in the PGR Toolbox

liverpool-life.liv.ac.uk
Email and Calendar
Stay in touch, get organised

Activating your computing account at www.liv.ac.uk/activate will provide you with a University email address.

Information from your supervisors and other official University channels will be sent to your University email address. You MUST check your University email account on a regular basis.

Your email address is in the form firstname.lastname@liverpool.ac.uk or initials.lastname@liverpool.ac.uk depending on what you choose when you activate your account.

Microsoft Outlook is provided on the Managed Windows Service (MWS) and you can use Webmail on any computer, mobile or tablet with an Internet connection if you are away from campus.

Outlook and Webmail also provide you with access to a calendar and contacts which you can use to stay organised.

For more information about the University’s email service visit our website at www.liv.ac.uk/csd/email

Note
Access your email anywhere, any time
Use Webmail from any browser
webmail.liv.ac.uk
Access email on your own PC, laptop, phone or tablet
www.liv.ac.uk/csd/mobile
You don't need to bring your own printer with you because there are plenty of printers available in libraries and PC Centres for you to use. Our printers can also be used to photocopy and scan documents.

To use the print service you need to make sure that you have enough credits to cover the costs.

The costs depend on the document size (e.g. A4/A3), the number of pages and whether you print or photocopy in colour or black and white. Scanning is free but you still need to be in credit.

Credits can be purchased online at webcredit.liv.ac.uk

Details of charges are available on our website at www.liv.ac.uk/csd/printing

If you are producing academic or research posters or plots, we provide a centralised service for colour printing of large format documents including A0, A1 and A2. Find out more at www.liv.ac.uk/csd/printing/specialised-printing

If you are working on your own computer, either on or off campus, you can also use the Print Anywhere service to send your work to a printer on campus - you don't need to be using a computer in one of the PC Centres or one of the
Getting Connected
PC Centres, Wi-Fi and in Halls

PC Centres

There are over 2,000 computers in PC Centres across campus which you can use unless they have been booked for teaching.

PCs run Microsoft Windows 7 on the Managed Windows Service (MWS). You can use our PC Finder tool to locate an available computer in one of these centres by visiting pcseats.liv.ac.uk

The MWS provides a wide range of pre-installed software along with a secure area where you can save your work (known as your M: drive). You have 10GB of space available on your M drive. Your department has an additional shared drive but if you wish to access this you will need to refer to your department’s policy.

Wi-Fi

You can connect your computer, mobile or tablet to the University’s free Wi-Fi service, eduroam, to access the Internet and our services and resources. Wi-Fi is available in many areas of the University including cafés and bars and communal areas within Halls of Residence. Get started by visiting wireless.liv.ac.uk

If you are visiting another institution during your research then you may be able to connect to the Internet through eduroam provided that the institution participates in the scheme.

Halls of Residence

If you are in Halls of Residence you can also connect your computer - or one of several supported games consoles - to the network using the wired network point in your room. You cannot connect hubs or broadband routers to the network. Get started by visiting resnet.liv.ac.uk
Stay Safe

Protect yourself and your data

Before you arrive...

If you wish to bring your own computer to the University, you can. We recommend that you bring a computer running Microsoft Windows but we will do our best to support your device regardless of what you use.

Make sure all of the devices you intend to bring have the latest updates and antivirus software installed - if you don’t already have antivirus software you can download the University’s antivirus software free of charge from antivirus.liv.ac.uk

...and when you’re connected

We do what we can to protect you from threats to the security and privacy of your data, whether you are connected through Wi-Fi or to a wired network point. There are also steps you can take to make sure you stay safe online. Find out more by visiting our website at www.liv.ac.uk/csd/security
Many of the IT services you will use whilst you are on campus are also available to access away from the University: all you need is a web browser, such as Internet Explorer, and an Internet connection.

You can:

- Check your email using Webmail – webmail.liv.ac.uk
- View and update your personal details, and access the PGR Toolbox, in Liverpool Life - liverpool-life.liv.ac.uk
- Collaborate using shared workspace in Virtual Online Collaboration at Liverpool (VOCAL) - vocal.liv.ac.uk
- Run software and access your files on your M: drive using Apps Anywhere - apps.liv.ac.uk
- Access files on your M: drive, and sync files between devices including mobiles, tablets and computers, using DatAnywhere - datanywhere.liv.ac.uk
- Download and install a wide range of free software including the latest version of Microsoft Office - www.liv.ac.uk/csd/software

Most of these tools can be found via the Digital University which you can visit online at student.liv.ac.uk

Download apps for your mobile or tablet

Visit the University’s app store:

appstore.liv.ac.uk
Information Security
Protecting yourself and your data

As a research student you are likely to have access to sensitive information - anything which relates to individuals, research findings and intellectual property. Wherever possible, this information should only ever be stored on a secure network drive such as your M drive.

You are responsible for the information you handle - not your supervisor and not the University of Liverpool.

Storing sensitive data on laptops, USB sticks, or mobile devices such as smartphones or tablets, presents a high risk of unauthorised access. You should determine if the information you have really needs to be there and, if it does, then you should ensure you take all precautions to keep it safe and secure.

We provide comprehensive guidance on our website about information security to help you to keep yourself and your data secure: www.liv.ac.uk/csd/security

Note

IT Regulations

The University’s Information Security Policy, and other important regulations affecting your use of IT, are available to read at:

www.liv.ac.uk/csd/regulations
Our facilities

If your research involves processing extremely large datasets, you may find some of our research computing facilities can help you with your work.

We support High Performance Computing (HPC), High Throughput Computing (HTC), and access to grid computing facilities. Find our more by visiting www.liv.ac.uk/csd/advanced-research-computing

Specialist subject software

A wide range of specialist subject software is available for you to download and install - depending on licence conditions - on and off campus. Find out what’s on offer by visiting our website at www.liv.ac.uk/csd/software

Wherever possible we also make software available for you to use on your own device through Apps Anywhere - apps.liv.ac.uk

Support

There are specialist staff in Advanced Research Computing willing to discuss facilities or software with you - to speak with someone book an appointment via the CSD Service Desk

servicedesk.liverpool.ac.uk
Getting help
Online, on the phone, or in person

If you’re having problems, or need advice, we can help. This booklet is designed to help before you start your course and for the first few weeks of term.

You can also find a wide range of information and advice on our website at www.liv.ac.uk/csd

Follow us on Twitter @liverpoolcsd for the latest news and alerts.

If you need help you can get in touch with our Service Desk using a wide range of methods. You can ask for help using the online self-service portal at servicedesk.liverpool.ac.uk, visit us in person, chat with us online, and telephone us 24/7.

Find out more on our website at www.liv.ac.uk/csd/getting-help

Training courses

As well as providing support for any queries you may have we also offer training courses to postgraduate research students to help you improve your IT skills

www.liv.ac.uk/csd/training
Service Desk
Opening Hours

Brownlow Hill Building
*Building 224, campus map ref F7*
Monday to Friday: 8.30am - 5:00pm

Harold Cohen Library
*Building 431, campus map ref D8*
Monday to Friday: 9:00am - 5:00pm
(closed during summer vacation)

Sydney Jones Library
*Building 433, campus map ref F3*
Monday to Friday: 9:00am - 5:00pm

Also reach us online or by phone:
www.liv.ac.uk/csd/getting-help

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