Information Technology 2017/18

Email
Email is the main way in which teaching and administrative staff communicate with students. You will be provided with a Cambridge email address but you can redirect that to any other email address that you prefer. We require you to read and, if requested, respond to such emails within 24 hours.

Computers
Students have 24-hour access to approximately 25 shared PCs and 2 printer/copiers. These are capable of colour and up to A3 print sizes. Your use of these printers is recorded and charged to your end-of-term bill. The current cost per page is posted next to the printers. You can also connect to the printers from your own computer(s) from your own room.

You have a network usage quota of 20 GB per day. You may not use the network for uploads or downloads of illegal material, which includes copyright music or video. Specifically, use of the BitTorrent filesharing protocol is prohibited, and all software that uses it should be uninstalled.

College network rules allow for "light amounts of personal use", so we monitor data quantities and reserve the right to levy charges or fines in case of over-use or misuse. Except in extreme cases, warnings will be issued about improper use of the network before any monetary implication or disconnection. The rules can be found at **http://www.uis.cam.ac.uk/governance/ information-services-committee/rules-and-guidelines/guidelines**

All rooms occupied by first year students have their own network connections. Most rooms have both wired and wireless Ethernet, but some rooms only have one or the other. **Students are strictly prohibited from running their own wireless transmitters, hubs, switches or routers as these disrupt other users.** If in doubt, ask before attempting to connect any non-computer device**.**

The University's central IT services provide your IT accounts and passwords, together with free or highly discounted software. This includes **free antivirus software for Windows, Mac and Linux and we insist that you install it** or provide your own, which we must approve. Please read **http://www.uis.cam.ac.uk/gettingstarted.pdf**

If your computer nevertheless becomes infected, you must report it immediately and disconnect from all networks until told otherwise.

Pembroke IT staff are happy to support students' needs for academic computing, and will provide a best efforts support for students' own equipment.

TV licencing

The College does not hold a TV licence that will cover you in your own room. You will need to be covered by a TV Licence to download or watch BBC programmes on demand, including catch up TV, on BBC iPlayer (within your daily quota). This applies to any device and provider you use. You will also need a TV Licence to watch or record programmes on any channel as they are being shown on TV or live on an online TV service. Visit the TV licensing website for more information.

Catering accounts

All students who pay the College Kitchen Fixed Charge (KFC) have a catering account. Meals are paid for by using your College card account. You are allowed to accumulate up to £100 of charges on your College card account. You will need to pay into ("top-up") the account to keep within this overdraft limit. Currently, any balance on the card at the end of term is transferred to your College Bill but this may change in future.

Students can top up their accounts (and book meals) remotely via the web or by an app on a smartphone.

You can also top up your account by cash at the Buttery and at Cafe Pembroke. Please avoid making top ups at the busy lunch time period. Alternatively leave a cheque at the Porter's Lodge for the Finance Office (on the back of the cheque should be written your College account number and 'College card top up'). You can also top up by debit card in the Finance Office, Monday to Friday 10.30 am to 2.30 pm.

Registration

You will be sent an email asking you to formally register online as a new member of the University. At the end of that process you will be invited to collect your password(s). Please do this before arrival as it will make your life much easier.

Further information

See **http://www.uis.cam.ac.uk/gettingstarted.pdf** for a fuller description of the University's central IT services.

and **http://www.pem.cam.ac.uk/it** for Pembroke-specific IT. If, having read all this information carefully, you need further help or advice, please contact the IT Helpdesk, which is in room U10. Telephone 01223 339804, or preferably contact by email at **help@pem.cam.ac.uk**