Pembroke IT 2022-2023

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 12 empty desks and 12 docking station equipped desks in the Student Computer Room. You also have access to 2 printer/copiers in the student computer room. 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.

Pembroke College does not have a network usage quota. You will be contacted if your network usage impacts on others and is deemed excessive, where we will provide instructions to reduce your impact on others. You may not use the network for uploads or downloads of illegal material, which includes copyright music or video.

All bedrooms have coverage for the eduroam and Pembroke Member wireless networks. Most rooms have both wired and Wi-Fi network access, but some rooms only have Wi-Fi. 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.

Please see https://www.pem.cam.ac.uk/college/about-pembroke/it/getting-started for more information on getting connected to the College network.

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

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.

Further information

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