Useful information for staff and researchers

An overview of the Information Services (IS) run services at the University of Edinburgh

Our contact details are on the last page of this document

EASE and UUN (Universal Username)

EASE is the University’s Authentication Service. If you don’t know your EASE password or you need help with registering, please talk to staff at one of the IS Helpdesks in the libraries or contact IS staff using the details on the last page of this publication. Please provide your UUN, full name and date of birth.

Use your UUN and EASE password to login to the open access computers around the University and to get into the University portal MyEd.

www.myped.ed.ac.uk

Access from off campus

Most online resources can be accessed anywhere in the world by logging into EASE, however you may need to set up a VPN (Virtual Private Network) connection to access central filespace, online library subscriptions (journals, databases etc) and restricted websites when off campus.

www.ed.ac.uk/is/vpn

University cards

Your University card is used for identification, library services and access to entry control buildings. To find out or change the PIN associated with your card go to the Card PIN channel on MyEd. More information:

www.ed.ac.uk/is/card

Accessibility

Accessible computers are available in certain open access areas. For information on assistive technologies and other related resources:

www.ed.ac.uk/is/accessibility

Your own computer

Information about IS computing services

www.ed.ac.uk/is/computing

Working from home (and elsewhere)

Remotely access services, computers and file stores from outwith the University:

www.ed.ac.uk/is/off-site-working

Anti-virus

All University members are entitled to free use of our anti-virus software for Windows or Mac.

www.ed.ac.uk/is/anti-virus

Information Security

Protect yourself against information security threats and understand your responsibilities for this at work.

www.ed.ac.uk/infosec

IS Helpline service alerts and announcements

See known and planned issues and go to the twitter feed

www.ed.ac.uk/is/alerts

v.Jan19
Wireless
The secure wireless network, eduroam, is available in most University buildings. Before connecting to eduroam you must configure your device, but once you have done so, it will thereafter connect automatically and securely. Your eduroam username is your UUN plus @ed.ac.uk, e.g. uun@ed.ac.uk. You can use this login to access the internet from any eduroam-enabled institution, such as other universities that you may visit.

www.ed.ac.uk/is/wireless

IT Support Desk and Mobile device clinics
Free sessions providing help with diagnosing and fixing a wide range of software faults as well as general system clean-up and maintenance. Repairing hardware problems which require the opening of a laptop is not possible, but a basic diagnosis and advice on how and where to get repairs is offered.

www.ed.ac.uk/is/tdc

eduroam
Eduroam (JANET Roaming Service) provides access to the internet, without having to register for another username and password, when you visit participating institutions. You will need to have synchronised, “sync”, your account to use the Wireless Networking Service here (see Wireless above). For countries and institutions that use eduroam:

www.eduroam.org/

Publishing your research
Help and advice on making your publications open access, including available funding:

www.ed.ac.uk/openaccess

Deposit open access, full-text publications in PURE, the University of Edinburgh’s research information system. Work deposited in PURE is made freely available via Edinburgh Research Explorer (see “Publication lists” below).

www.pure.ed.ac.uk [EASE login]

Edinburgh Research Archive (ERA) is where theses awarded by the University of Edinburgh are available (mandatory for PhD candidates who started since 2005). ERA accepts other open access output:

www.era.lib.ed.ac.uk

Open journals
A Library-led service for University of Edinburgh academic staff and student groups to publish Open Access Journals.

http://journals.ed.ac.uk/

Publication lists
The University of Edinburgh’s publications repository for the research output of its academic staff is Edinburgh Research Explorer:

www.research.ed.ac.uk

Finding research data
Data Library and consultancy provides guides and access to sources of data (financial, social, electoral, spatial etc) as well as advice and assistance on data management planning, training, analysis and data repository services.

www.ed.ac.uk/is/finding-data

Managing research data
For guidance and support in managing, sharing and preserving your own research data see:

www.ed.ac.uk/is/research-data-service

Sharing research data
Edinburgh DataShare is an online digital repository of multi-disciplinary research datasets produced at the University of Edinburgh, hosted by the Data Library.

http://datashare.is.ed.ac.uk
Libraries

You can use any of the IS managed Edinburgh University Libraries. Each site has a staffed IS Helpdesk. Access to DiscoverEd and information about opening hours, borrowing allowances, etc from MyEd’s Library tab and:

www.ed.ac.uk/is/library

Use DiscoverEd to search the Library’s print and online collections (books, journal titles, journal articles, and more). Sign in to DiscoverEd for more detail and services which include renewing loans and requesting borrowed material. Direct access from:

http://discovered.ed.ac.uk

Delivery of library items between some campuses, free to you and with no cap on the number of requests, is available via the same system you use for Inter-Library Loans (see below).

Recommending Library purchases

If you are setting course reading or if there is a book, DVD, etc which the Library’s Collections could usefully make available for general reading, request its purchase via the online book recommendation form for staff:

www.ed.ac.uk/is/book-recommendations

To recommend a journal or other subscription resource, contact your Academic Support Librarian (see below).

Academic Support Librarians

If you want advice about, or to comment upon, library resources or services, to suggest purchases or get library-run training or support for you or your students, please contact the Academic Support Librarian assigned to your School:

www.ed.ac.uk/is/ASL

Inter-Library Loans for document delivery

If the Library does not have what you want, library staff can try to get it for you on Inter-Library Loan (I.L.L.). University staff have 30 free I.L.L.s per year, after this allocation is reached there is a fee of £5 but your School may cover the cost:

www.ed.ac.uk/is/inter-library

Reciprocal library borrowing schemes, eg SCONUL Access

If you are visiting another UK University, you may be able to borrow from its library using the SCONUL Access scheme (for possible network access, see the eduroam section above). Participating institutions are on its website, as is the form you need to join.

www.sconul.ac.uk/sconul-access

Reading List software

There is software you can use to easily assemble online reading lists, “resource lists” with links to relevant DiscoverEd records or online resources and which can also provide usage information:

Information - www.ed.ac.uk/is/resource-lists

Resource List website - http://resourcelists.ed.ac.uk

Centre for Research Collections (CRC)

Special Collections (including University Archives), Lothian Health Services Archive and Museums Support operate as CRC. Contact staff there to use the collections for your own research or to integrate them into teaching:

www.ed.ac.uk/is/crc

Equipment loans

Collected from and returned to the Main Library, the Learning Spaces Technology team support equipment loans which include: cameras, tripods and graphics tablets. Follow the Audio Visual and multimedia link from:

www.ed.ac.uk/is/computing
Multimedia facilities
Resources including graphics and video editing software and scanners and are available from uCreate PC areas on the first floors of the Main and the Noreen and Kenneth Murray Libraries and the KB Centre. Poster printing (including A0 printing) in the Main Library and the Murray Library. The uCreate Studio, a community makerspace with 3D printing, 3D scanning, virtual reality equipment and more, is in the Main Library.

www.ed.ac.uk/is/ucreate  www.ucreatestudio.is.ed.ac.uk/

Learning Technology
Advice on online learning software, including Learn, other Virtual Learning Environments (VLEs) and lecture recording. Also tools for assessment and feedback, media asset management, in-class electronic voting, surveys, plagiarism detection, ePortfolios and virtual classrooms/meetings.

www.ed.ac.uk/is/learning-technology

Courses and support for all
There are centrally run workshops and other sessions on a range of topics and software. These sessions may be open to staff and/or students. See MyEd Events channel or www.events.ed.ac.uk as well as:

IS Digital Skills and Training pages:
www.ed.ac.uk/is/skills

And on the IAD (Institute for Academic Development) webpages:
www.ed.ac.uk/iad

And the University’s Careers Service too:
www.ed.ac.uk/careers/university-staff

Contacting IS

If you have a learning technology, IT or Library enquiry, contact the IS Helpline:

Online form: www.ed.ac.uk/is/contact-helpline

Email: IS.Helpline@ed.ac.uk

Phone: +44 (0)131 651 5151

Follow: IS Helpline Alerts@isalerts - https://twitter.com/isalerts

Some Schools provide IT support for their staff:

www.ed.ac.uk/is/contact-helpline

There is an Academic Support Librarian for each School:

www.ed.ac.uk/is/ASL

There is a Helpdesk in each of the IS managed libraries:

www.ed.ac.uk/is/library-locations

For this document in an alternative format, eg braille or larger print, contact: Irene.Gordon@ed.ac.uk

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