

Help with your laptop

This document will help solve the most common problems we see on laptops, as well as show where you can get further help if you need it.

Wireless

You will need to register for wireless before you first use it, by connecting to **central** and navigating to the link below. If you can't login, try connecting to **central** and resetting your password using this page. Many problems are simply due to entering the wrong password.

<https://vpnreg.ucs.ed.ac.uk/ease/selfreg.cgi>

Be aware that it takes several minutes after re-registering for it to take effect. Once you are registered, you should disconnect from **central** and connect to the secure network **eduroam** instead. Instructions for this are available on our wireless pages – please see link below:

<http://www.ed.ac.uk/is/wireless>

Wireless is available throughout the University, but the signal in some areas will be better than others. If you are experiencing a weak or poor signal, try moving closer to the nearest wireless point. A list of locations can be found at the link above by clicking "Locations".

Online Services (MyEd, WebCT, SMS Email)

Most WebCT problems are caused by browser or Java issues on your machine, or a slow internet connection. If certain functions do not work, such as uploading documents or chat, try running the WebCT **browser check** (if you see any red "X"s, follow instructions on the page):

<http://goo.gl/MEsfb> (please type link with capitals as shown)

Problems with other online services such as **EASE**, **MyEd**, and **eJournals** are often caused by cache or cookie settings on your web browser. You can reset your browser cache by following the instructions here:

<http://goo.gl/DNgUw> (please type link with capitals as shown)

Printing from your own laptop

We currently only support printing from laptops running Windows XP but will introduce other options in summer 2011. If you have any problems printing, make sure you have followed the instructions in the relevant guide – "Printing from your own laptop". Double-check you have selected the correct printer (ending in -M) and the correct paper size. Our printers will reject any paper sizes that are not A4 (e.g. letter) without giving an error message.

Viruses and Trojans (Malware)

Prevention is better than cure when it comes to viruses, so you should **always** have up-to-date anti-virus software installed and running on your computer. The University provides PC and Mac antivirus software **free of charge** to all staff and students. Download it from here:

<http://www.ed.ac.uk/is/anti-virus>

If your current Kaspersky license ran out, please see the page “**License renewal**” at the above link.

Mac OS X users are recommended to use the **Sophos antivirus** app provided by the University. If you already have existing AV software, you must uninstall it before installing the new one.

If you already have a virus infection on your machine, you should try to install up-to-date anti-virus software to remove it. For some infections this won't work. If that is the case you should bring the machine to one of our Laptop Clinics where we can help clean it up for you.

If you use an infected laptop on University wireless, your wireless account may be automatically blocked by our systems. We will then contact you via email and request you bring the laptop in for cleaning. If your account has been suspended, the registration page mentioned overleaf will notify you of this.

Keeping your system up to date with security patches

Keep your software and operating system up to date with the recommended security patches. To do this, regularly run **Windows Update** on PCs and the **Software Update** on Macs.

Internet at home/in halls - KeySurf/KeyCom

Problems with your internet at home will need to be addressed by your service provider, unless the problem is specific to your laptop. This means we can usually help if a laptop can't connect in multiple different places, or if your flatmates are able to connect while you aren't. Problems with internet in halls will need to be addressed by **KeyCom** support. **KeyCom** can be contacted on 1590 from a University accommodation room phone, or (0131) 545 0000 from any other phone. Their e-mail is support@keysurf.net. For more info about **KeyCom**:

<http://goo.gl/JSMw4> (please type link with capitals as shown)

Further Help

If these steps have not solved your problem, we can help. Further support and advice is available online, over phone or email, and in person (bring your laptop to a laptop clinic).

Laptop Clinic

Attendance is booked via MyEd. For booking info and details of what we can help with, see:

<http://www.ed.ac.uk/is/laptop-clinic>

Online

In our **Online Help** see “**Students**” -> “**IT Help**” -> “**User guides**” -> “**Your own computer**”

<http://www.ed.ac.uk/is/help>

Hardware failures

Unfortunately we cannot repair hardware problems which require the opening of a laptop. If your laptop is suffering hardware failure we do offer a basic diagnosis and advice on how and where you may be able to get it repaired.

**If you require this document in an alternate format, such as braille or larger print:
Please contact IS Helpline – phone 0131 651 5151 or email IS.Helpline@ed.ac.uk**