

RLAB-IT@LSE

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For **CASE, CEE, CEP, SERC and STICERD**



GETTING HELP AND ADVICE

Your RLAB IT support team is:

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What we do

We provide a full range of computer services for members and visitors to the LSE Research Laboratory (**CASE, CEE, CEP, SERC and STICERD only**); we offer help and advice in the use of our technology in support of the academic work taking place within RLAB.

This includes support for software on the RLAB network; desktop computer provision with core applications; assistance with network and email issues; management of the RLAB research centres' websites; dealing with general IT enquiries; and much more.

This document has lots of advice on many of the key areas of support we provide.

For all your IT needs visit the RLAB IT Support Website at

<http://rlab.lse.ac.uk/itsupport/>

Tanvi Desai manages the RLAB Data Service which includes an extensive electronic library of UK and international macro and micro data resources. The Data Manager provides a wide range of data support such as help finding and negotiating access to data resources, licensing staff for restricted data, formatting data for convenient use and advice on storage and archiving.

For all your data needs visit the RLAB Data Service Website at <http://rlab.lse.ac.uk/itsupport/data/>

SECURE NETWORK ACCESS

DO NOT disclose your LSE or RLAB username or password to anyone as this poses a security risk, and goes against the IT services conditions of use document you signed when starting here, as well as all LSE and RLAB agreements with our information and data providers.

Setting a secure password

Setting a secure password is important to ensure that only you can access your account. For guidance on selecting a secure password, please see

<http://www.lse.ac.uk/itservices/infosec>

Change your password

You can change your **LSE** password at LSE for You, the personalised web portal for LSE staff. You can even set up security questions, so if you forget your LSE network password, you can reset it yourself. Please note, you should close your email before using this service. To change your **RLAB** password please see a member of the RLAB IT team.

If you forget your password

Staff who have set up security questions can reset their **LSE** passwords at any time by visiting <http://www.lse.ac.uk/password>

Protecting your information

The following guidelines will help protect you from identity theft and prevent the loss of your data:

1. Choose a secure password
2. Don't share your logon details or other account details with anyone else
3. Lock your machine whenever you leave your desk. You can do this quickly by pressing  Windows Key + L
4. Back up your work. Save your work on your personal network space (J: or Z: drive). Back up your work onto CD and DVD. Discs are available free from the IT Team
5. Secure your personal laptop by borrowing a security cable from the IT team.

Login

Password

Remember me

SERVICES

J: drive/Z: drive

Every member of the RLAB is allocated a personal file storage space.

This space is:

1. Networked
2. Backed up
3. Remotely available off-campus.

If you are a member of CEP this space is called your J: drive. If you are a member of STICERD this space is called your Z: drive. If you log onto any RLAB PC the drive will automatically appear in My Computer.

We recommend you store your files on this networked drive, and work from it. If you run out of space please contact the IT team to see if we can increase your quota.

Instructions to access your networked space off-campus are available at <http://rlab.lse.ac.uk/itsupport/help/mapdrives>

NOTE: Data analysis:

When running large data analysis programs, you will achieve better performance running and storing files from your C: drive. Copy your files into the **C:\MyDocuments** folder and work from there, but do remember to copy the results back to your networked space.

Email

The campus email program is Microsoft Outlook. Email may also be accessed off-campus via the web at <http://exchange.lse.ac.uk/>

Staff and research students are allocated 250MB for email. We recommend that you develop an efficient filing system, frequently deleting and archiving mail to ensure you stay within your limit. Full details on how to manage your quota and archive your email are available at <http://rlab.lse.ac.uk/itsupport/help/email/>

Software

Currently the standard RLAB desktop runs Windows XP and Office 2007 – which includes Word, Excel, PowerPoint, Access, Outlook and FrontPage.

Specialist applications for teaching and research are also available on the network including Stata, SPSS, Scientific Workplace and Maple.

For a list of common applications on your RLAB desktop see Your Computer Set Up at <http://rlab.lse.ac.uk/itsupport/setup/>

NOTE: PDF documents

On RLAB machines you can save your documents as Adobe PDF using the built in convertor in Office 2007 [File > Save As > PDF] or by printing to CutePDF [File > Print > Select CutePDF Writer as your printer]

LSE wireless

There are over 90 wireless access points across campus, including teaching rooms, open spaces and recreational areas. You connect to the wireless network using your LSE username and password. For step by step instructions on how to connect your laptop wirelessly to the LSE network see Connecting to the LSE Wireless Network at

<http://rlab.lse.ac.uk/itsupport/help/laptops/>

JANET Roaming



The JANET Roaming Service (JRS) allows users visiting participating institutions to access network resources using the logon credentials from their own institution. JRS allows users guest access at other universities without requiring special guest accounts. For further information on JANET Roaming at LSE or at other institutions see the Eduroam/JANET Roaming page at

<http://ittraining.lse.ac.uk/Documentation/onlineGuides/JanetRoaming.htm>

SERVICES CONTINUED

Printing

There are two public printers each in CEP and STICERD:

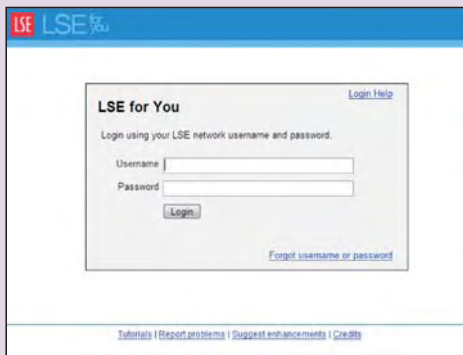
CENTRE	NETWORK PATH	LOCATION
CEP	\\RLAB-PRINT\CEP ARSENE	4th FLOOR, ZONE 3
CEP	\\RLAB-PRINT\CEP RAFA	4th FLOOR, ZONE 3
STICERD	\\RLAB-PRINT\PRINTRM	5th FLOOR, R531
STICERD	\\RLAB-PRINT\OPEN PLAN	5th FLOOR, DESK 21A

By default you should be connected to your centre's printers when you use a RLAB machine. If you are not connected or are using a laptop see Printing: Connect to a RLAB Printer at <http://rlab.lse.ac.uk/itsupport/help/printing/>

LSE for You

LSE for You is a personalised web portal which gives you access to a range of services. For example, you can view or change your personal details, reset your network and library passwords, book meeting or computer rooms, and view pay slips. Academic staff can also access class registers. LSE for You also contains regular news items and information about training opportunities.

LSE for You can be found at <http://www.lse.ac.uk/lseforyou/>



LSE LSE FOR YOU

LSE for You [Login Help](#)

Login using your LSE network username and password.

Username

Password

[Forgot username or password](#)

[Tutorials](#) | [Report problems](#) | [Suggest enhancements](#) | [Credits](#)

PROTECTION AGAINST VIRUSES

All RLAB machines have up to date anti-virus software installed. The RLAB pcs automatically install new virus definitions and Windows security updates.

How to protect your personal laptop or home PC

Members of RLAB who wish to connect their own computers to the LSE network are required to install and regularly update antivirus software, as this minimises the risk to all network users.

Free anti-virus software

If you are a FULL-TIME member of RLAB, with a current LSE user account, you can download anti-virus software and updates for FREE for your home PC or own laptop. Click on **Downloads** from our website to obtain:

McAfee Stinger

A small emergency application which removes common viruses in current circulation.

McAfee VirusScan

Professional Anti-Virus Software – the full version.

McAfee SDAT

A file that contains the very latest virus information to keep your McAfee anti-virus programme up-to-date.

Microsoft updates

Files which contain fixes and security patches for Microsoft Windows and Office software products.

Windows Defender

An application to protect against spyware and malicious software attacks.

To find out how to use McAfee and Windows Defender go to Virus Protection at http://rlab.lse.ac.uk/itsupport/help/start/virus_protection.asp



WORKING OFF CAMPUS

When working away from LSE it is still possible to connect to LSE and RLAB resources, including your J: or Z: drives, email and other network drives. More information is available from our Networking and Remote Access pages at

<http://rlab.lse.ac.uk/itsupport/help/mapdrives/>



You need...	...we recommend
Quick and easy access to email only	Webmail at http://exchange.lse.ac.uk/
Full access to email, email archives, J: or Z: drives and other network drives	VPN – a connection which allows your computer to behave as if it was on the LSE network. See http://rlab.lse.ac.uk/itsupport/help/mapdrives/vpn.asp

DATA SUPPORT

What services are provided

The Data Manager provides a wide range of data support services such as finding datasets for specific research questions; assisting staff in negotiations for access to data; formatting data for convenient use in recognised statistical packages; and checking errors in data. A regularly updated library of electronic data is available to RLAB members on-site at LSE.

Purchasing data

The Data Manager has a small budget to purchase data resources, and can advise on other potential sources of revenue for purchases. In order to avoid double ordering and make the best use of available assets please consult the data manager before buying data resources.

If you have a data query

Please contact Tanvi Desai,
Email: t.desai@lse.ac.uk, Ext: 7740
or visit the RLAB Data website at
<http://rlab.lse.ac.uk/itsupport/data/>

PERSONALLY-OWNED LAPTOPS

All laptop users can connect to LSE and RLAB resources using LSE wireless with an LSE username and password. Alternatively plug your machine into the network with a network cable available from the IT team.

To protect your laptop we recommend you install anti-virus software and updates, which are available free for FULL-TIME members of RLAB, with a current LSE user account, from the RLAB-IT website.

Please borrow a security cable from the IT team to ensure your laptop is secure at your desk.

For more information go to

<http://rlab.lse.ac.uk/itsupport/help/laptops/>



USEFUL WEBSITES

The RLAB IT Support Website

<http://rlab.lse.ac.uk/itsupport/>

RLAB Data Service

<http://rlab.lse.ac.uk/itsupport/data/>

Online IT guides and documentation

<http://rlab.lse.ac.uk/itsupport/help/>

Laptops and remote support

<http://rlab.lse.ac.uk/itsupport/help/laptops/>

Networking and remote access:

Connecting to LSE and RLAB email and resources off-campus.

<http://rlab.lse.ac.uk/itsupport/help/mapdrives/>

Obtaining your LSE personal webpage

<http://rlab.lse.ac.uk/itsupport/help/web/>

Health and Safety Self-Assessment for Computer Users

<http://www.lse.ac.uk/collections/healthAndSafety/>

IT Services Conditions of Use

<http://www.lse.ac.uk/itservices/rules/condits.htm>

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4th and 5th Floors
Lionel Robbins Building
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and Political Science
Houghton Street
London WC2A 2AE

<http://rlab.lse.ac.uk/itsupport/>

This guide is also
available on our website.

Printed on recycled paper

