

**RLAB-IT SERVICES @ LSE**  
**32LIF, Floor 3, Room 3.04**  
<http://rlab.lse.ac.uk/itsupport>

***THIS IS OUR CONCISE GETTING STARTED GUIDE***  
***VISIT OUR WEBSITE TO SEE ALL OUR ILLUSTRATED STEP-BY-STEP GUIDES***

***What we do***

We provide a full range of computer services for members and visitors to CASE, CEP, SERC and STICERD. The services we provide are independent of those provided by Information Management and Technology (IMT) department within the LSE.

***Service Priority***

We fully service all centre installed desktops and software followed by LSE purchased laptops and mobile devices. We strive to assist with personally owned equipment and software but cannot make this a priority.

***Your IT Team***

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***Getting set-up***

After you have returned a signed copy of your contract to LSE Human Resources (HR) please contact Linda Cleavelly (if you are joining CEP or CEE) or Jane Dickson (if you are joining STICERD or CASE) to request an application form to use the RLAB IT facilities and bring this to us when completed and signed.

***Logging onto the computer***

Once we receive a completed form, we will create an RLAB account for you. New members to the LSE will receive an RLAB IT account and an LSE email address (if required). Existing LSE members will receive an RLAB IT account that will allow them to log onto an RLAB computer. This is also used to log onto EDUROAM Wi-Fi.

Your new password must be at least 8 characters, contain upper and lowercase letters, numbers and symbols. Please try not to use any dictionary words and never share your password.

### ***Changing your password***

Your account details will allow you to access an RLAB computer as well as LSE services such as email and Wi-Fi.

In most cases, your LSE and RLAB usernames will be the same and you will receive a default temporary password. The process for changing the password differs and we recommend that you change your password at regular intervals following the instructions below.

[http://rlab.lse.ac.uk/itsupport/help/start/change\\_your\\_password.asp](http://rlab.lse.ac.uk/itsupport/help/start/change_your_password.asp)

### ***To change your RLAB password***

You will be prompted to change your password when you log onto an RLAB computer for the first time. For future changes, whilst logged onto an RLAB computer, press CTRL+ALT+DEL and choose the 'Change a password' option.

### ***To change your LSE password:***

Ensure you close your email and turn off any devices (smartphone/tablet) that are used to retrieve your email. Changing your password whilst a device attempts to retrieve email can lock you out of your account.

Point your browser to [www.lse.ac.uk](http://www.lse.ac.uk) and navigate to the 'LSE for You' link which is located under 'Apps' on the top right of the page. Login using your LSE credentials.

Locate the 'Change Password' menu on the left hand navigation panel under 'Account Management'. Scroll down and enter your old password and your new password (following the rules above) and click submit to make the changes

Before closing the window, please log out of 'LSE for You' and then update the password on all laptops and mobile devices.

### ***Setting up your email***

You can access email via the web and/or on any device that supports Exchange or IMAP.

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

- *Via the web:* Navigate to <https://exchange.lse.ac.uk>
- *Via Outlook on your desktop:* Open Outlook 2013.

Click 'Next' on the first two splash screens.  
On the third screen, enter your account details – your name, LSE email address and your password and click 'Next'.  
When prompted, enter your username in the format LSE\username together with your password.

### ***Network storage***

We provide a personal networked space for all members of staff who have an RLAB IT account.

*For STICERD users this is your Z: drive.  
For CEP and SERC users this is your J: drive.*

Save a copy of your important files to the J: or Z: drive as this is backed up onto tape. Please use in conjunction with your cloud storage as we can easily help you with any problems with your files or accidental deletions which we cannot with cloud storage.

If you are saving files locally onto your PC, save them to the My Documents folder and organise your files into folders so you can find them easily and back them up.

Regularly back up your files in the 'My Documents' folder onto some form of 'removable' media i.e. CD, DVD or USB Memory Stick. Free CDs and DVDs are available from the office.

**REMEMBER THAT IT IS YOUR WORK AND YOUR RESPONSIBILITY TO SAVE YOUR FILES REGULARLY AND CORRECTLY. IF YOU USE A PUBLIC OR SHARED COMPUTER ALWAYS SAVE TO YOUR NETWORK SPACE.**

[http://rlab.lse.ac.uk/itsupport/help/start/saving\\_your\\_work.asp](http://rlab.lse.ac.uk/itsupport/help/start/saving_your_work.asp)

### ***Connecting to wireless***

The LSE is part of the EDUROAM service. You may already be connected to the EDUROAM service on your personal device(s) from your home institution. If you are not already connected with EDUROAM, you may do so using your IT credentials. Please note that EDUROAM requires your full LSE email address as the username and then your network password.

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

### ***Printers***

There are two public printers each on Floor 2 and Floor 3 respectively for CEP and STICERD. You will have the appropriate printers available on your computer.

You may also connect to these printers from your laptop as long as you are connected using EDUROAM and your LSE credentials.

Please see a member of the IT Team to obtain an IP address to connect to these printers.

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

### ***Laptops***

WIFI can be accessed using EDUROAM as mentioned above. Once on EDUROAM, users can access email, printers, J:/ or Z:/ drives and other RLAB resources. Users may also use Remote Desktop to connect to the LSE remote desktop service and access ABACUS.

To access these resources off-campus, VPN is required.

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

### ***VPN***

A VPN (virtual private connection) is required to access RLAB and LSE resources when working remotely off-campus. RLAB users have access to VPN via a simple utility called Junos Pulse which can be downloaded from our website.

This can be installed on laptops, and is available via iOS App Store and Google Play Store for mobile devices.

Visit this website to download the Junos Pulse for Windows and Mac and to view guides on how to install and set up the client.

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