

CASE, CEP, CVER & STICERD IT SUPPORT @ LSE SAL

Room 3.04, Floor 3
<https://rlab.lse.ac.uk/itsupport>

What we do	We provide a full range of computer services for members and visitors to CASE, CEP, CVER, POID and STICERD. Our service is independent to that provided by the LSE Data and Technology Services division (DTS).														
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 for use with our systems.														
IT Team	<table border="1"><tr><td colspan="2" data-bbox="395 786 1479 846">Systems: computer, software, data access and network help</td></tr><tr><td data-bbox="395 853 836 913">Nic Warner</td><td data-bbox="841 853 1479 913">N.S.Warner@lse.ac.uk</td></tr><tr><td data-bbox="395 920 836 981">Michael Rose</td><td data-bbox="841 920 1479 981">M.Rose2@lse.ac.uk</td></tr><tr><td data-bbox="395 987 836 1048">Hitesh Patel</td><td data-bbox="841 987 1479 1048">H.Patel12@lse.ac.uk</td></tr><tr><td colspan="2" data-bbox="395 1099 1479 1160">Web & Communications</td></tr><tr><td data-bbox="395 1167 836 1227">Anita Bardhan-Roy</td><td data-bbox="841 1167 1479 1227">A.Bardhan-Roy@lse.ac.uk</td></tr><tr><td data-bbox="395 1234 836 1294">Kalliopi Vacharopoulou</td><td data-bbox="841 1234 1479 1294">K.Vacharopoulou@lse.ac.uk</td></tr></table>	Systems: computer, software, data access and network help		Nic Warner	N.S.Warner@lse.ac.uk	Michael Rose	M.Rose2@lse.ac.uk	Hitesh Patel	H.Patel12@lse.ac.uk	Web & Communications		Anita Bardhan-Roy	A.Bardhan-Roy@lse.ac.uk	Kalliopi Vacharopoulou	K.Vacharopoulou@lse.ac.uk
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Getting set-up	After you have returned a signed copy of your contract to LSE Human Resources (HR) please request an IT application form from Linda Cleavelly (if you are joining CEP) or Claire Harman (if you are joining STICERD) and bring this to the IT team when completed and signed.														
Computer account	<p>Once we receive the form, we will create an RLAB account for you.</p> <p>This will enable you to use all our services, including access to the centres' desktop computers, network printing, network storage, all centre software and access to the centres' secure data analysis servers. For information on these please read on.</p> <p>Normally you will also have an LSE IT account which is used for accessing the LSE email system, (with multi-factor authentication), connecting to the wi-fi network, and for accessing LSE Library services.</p>														

<p>To change your RLAB password off-campus</p>	<p>Open a web browser, enter https://vpn.lse.ac.uk/rlab/pulse/ and log on using your RLAB username and password.</p> <p>Once logged in select the 'Preferences' button at the far-right hand corner.</p> <p>Please select the 'General' tab.</p> <p>You can now change your RLAB password: Type in your old password followed by the new one twice (New and Confirm Password), select/click 'Change Password'.</p> <p>If all goes well, an acknowledgement will be displayed and highlighted 'Account information has been updated' after which you may sign out of the web page using the Sign Out button at the top right-hand end of the browser window.</p>
<p>To change your LSE password off-campus</p>	<p>Ensure you close your email and turn off any devices (smartphone or 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.</p> <p>Go to https://info.lse.ac.uk/staff/divisions/dts/password/internal/Change-your-password and log on using your <u>LSE username and password</u>. Follow the instructions on the page.</p> <p>After changing your LSE password, please wait for a few minutes before opening your LSE emails.</p> <p>Depending on the device and app you are using, you will either be prompted to update the mail client with your new password details or may need to go into the appropriate settings on your device to do this.</p>
	<p>The IT Team and DTS will never ask for any account details.</p> <p>Never share your password.</p>

<p>Email</p>	<p>You can access email via the web and/or via an email client on your device. You will need to make sure you have Multi-factor authentication (MFA) enabled for your email.</p> <p>See https://rlab.lse.ac.uk/itsupport/guides/mfa.asp</p> <p>For quick access to your email go to https://mail.lse.ac.uk and log on with your LSE email address and password.</p> <p>For setting up email clients on your own devices please see our How to Guides on the website.</p>
<p>Network storage</p>	<p>We provide a personal networked space for all members of staff who have an RLAB IT account.</p> <p>CASE/STICERD Users this is your Z: drive.</p> <p>CEP/CVER Users this is your J: drive.</p> <p>Please store all your important files on the J: or Z: drive as this space is backed up. You can connect to this networked space from your laptop. You can access this space off-campus.</p> <p>In addition, you can use cloud storage such as LSE OneDrive.</p>
<p>Websites</p>	<p>We run the websites for CASE, CEP, CVER, POID and STICERD.</p> <p>Members of the centres should have a biography page on their respective websites. To update or add information on these staff biography pages contact a member of your administrative team who can advise.</p>
<p>Printers</p>	<p>There is one public printer on Floor 2 for CEP and another two printers on Floor 3 for STICERD. You will have the appropriate printers available on your computer and we can set them up on your laptop.</p>
<p>VPN</p>	<p>A VPN is required to access IT resources when working off-campus. Please visit https://rlab.lse.ac.uk/itsupport/GUIDES/connect-to-RLAB-IT-resources.asp to find out more.</p>
<p>Secure Remote Data Analysis Servers</p>	<p>We have a number of specialised servers available for secure data analysis to all research centre members.</p> <p>Please contact the team for more information.</p>

Visit our website to see all our illustrated step-by-step guides
<https://rlab.lse.ac.uk/itsupport>

Or follow us on Twitter
 @LSE_RLAB_IT

RLAB IT SUPPORT

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RLAB IT Support

These are the IT Support pages for members of CASE, OEP, CVER, POID and STICERD, based in the Sir Arthur Lewis Building, 32 Lincoln's Inn Fields at the LSE.

Our latest [guides](#) on keeping you connected:

- How to set up Multi-Factor Authentication (MFA)**
The LSE are introducing MFA as an extra layer of security for when you sign into your email or Microsoft 365. [Read more...](#)
- Email**
Simple instructions on how to access your LSE email on your personal devices. [Read more...](#)
- Contact Us**
Find out more about the team and how to get in touch. [Read more...](#)
- RLAB IT Support Guide**
Download our quick reference guide to help you get started.. [Read more...](#)
- Connect to RLAB IT resources**
How to access work stored on your networked drives, from home. [Read more...](#)
- LSE guidance on remote/home working**
School advice on setting up remote working. [Read more...](#)
- Download software**
- Video calling**

Quick links

Changing your password	https://rlab.lse.ac.uk/itsupport/guides/changing-your-password.asp
Email	https://rlab.lse.ac.uk/itsupport/guides/email.asp
Microsoft 365	https://rlab.lse.ac.uk/itsupport/guides/microsoft-365.asp
VPN	https://rlab.lse.ac.uk/itsupport/guides/connect-to-RLAB-IT-resources.asp