IMPERIAL

Information and Communication Technologies (ICT)

WITH YOU EVERY CLICK OF THE DAY!

How we support you and keep you safe online

2026

WHO WE ARE

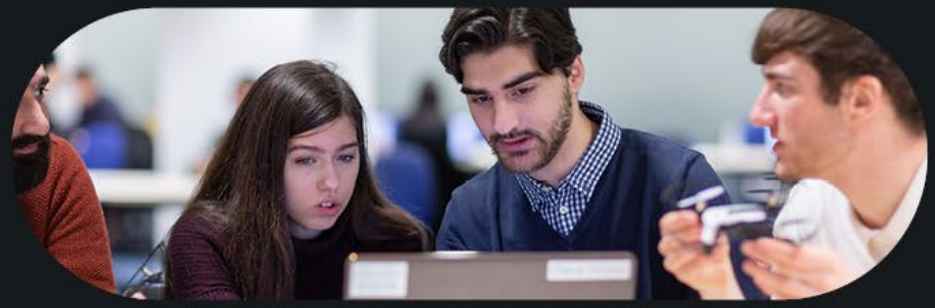
- **Information and Communication Technologies (ICT)** support everyone who studies at Imperial.

- We keep you connected, support your education and research goals and work to enhance your digital experience.

- We also provide Artificial Intelligence (AI) tools, and research computing services, including high-performance computing support.

We're with you every click of the day!

GET CONNECTED



EMAIL

As a registered student, you are given:

ALWAYS remember to create a secure password & set up a passkey!
(More on this later!)

- **unique CID number**
- **username**
- **password**
- **Microsoft 365** – on 5x devices, accessed via office.imperial.ac.uk

- **Logging in** - use your Imperial **username@ic.ac.uk** and your Imperial password
- **Passkeys** - you'll also need to set up a passkey for stronger and more secure access!

Wi-Fi

Wi-Fi is available across our campuses and in halls.

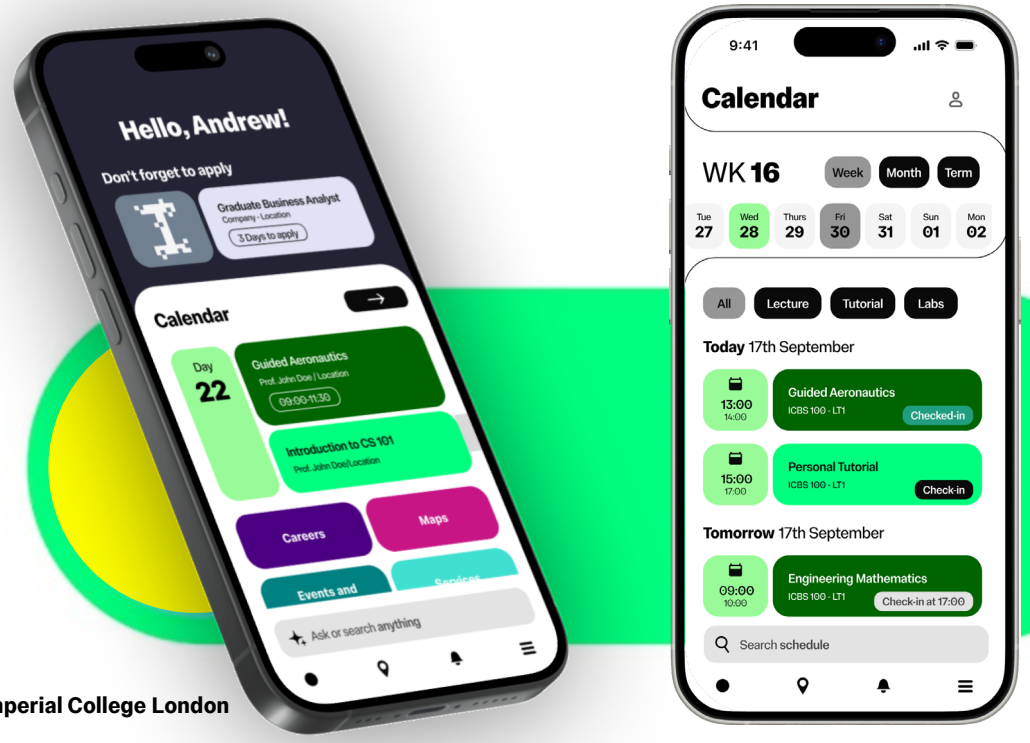
Go to **Imperial-WPA** and log in with your Imperial username and password.

Visitors can use The Cloud (they'll need to create an account) for free Wi-Fi on campus.

MY IMPERIAL CAMPUS APP

Designed by students for students

Maps ● Calendar ● Events ● Services ●

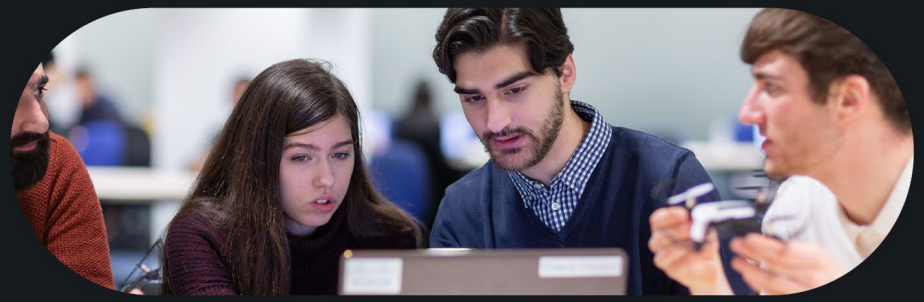


Scan to download

imperial.ac.uk/my-imperial-campus

Imperial College London

YOUR LEARNING



STUDYING ON CAMPUS

There are over **3,500 computers** in the Abdus Salam Library and department computer rooms for you to use.

Inclusive technology is available if you need it, such as:

- **OneNote**
- **Visual Studio Code**
- **Notability**
- **Immersive Reader**

LEARNING PLATFORMS

Canvas is our Learning Management System (LMS)

- Access module content
- Assessments, such as quizzes

Panopto may be used by your lecturers to record your lectures, and you c
them back.

Mentimeter - survey and polling presentation tool that you can use on your mobile in lectures

Ally - provides accessible course content in alternative formats

You can get access and support on our Digital Education Services webpages.

LinkedIn Learning - FREE to students – online learning courses taught by industry experts.

STORING YOUR WORK

OneDrive for Business (part of your M365 subscription).

- Secure and accessible from any device, anywhere in the world with an internet connection.
- **100GB of storage** (200GB if you are a PG research student).

Box - more space, and you can share files externally.
(Research students can request 300GB+).

Research Data Facility (RDF) Active - central service for storing large volumes of research data.

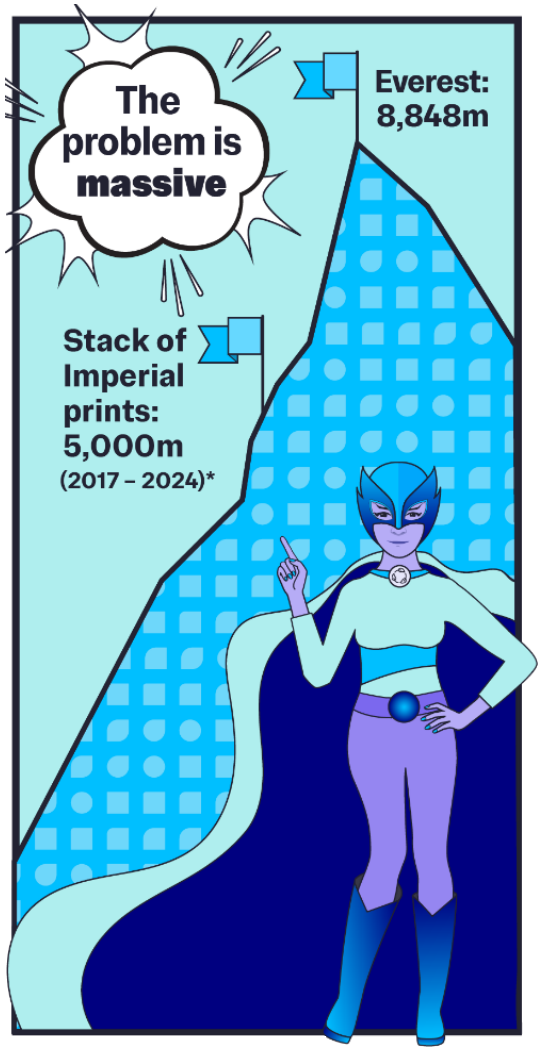
PRINTING

Think before you print! Do you need a paper copy?

You can **use OneNote** to print a document to your notes.

If you need to print, you can send it to a queue and collect it from any touch card printer on campus using your ID Card.

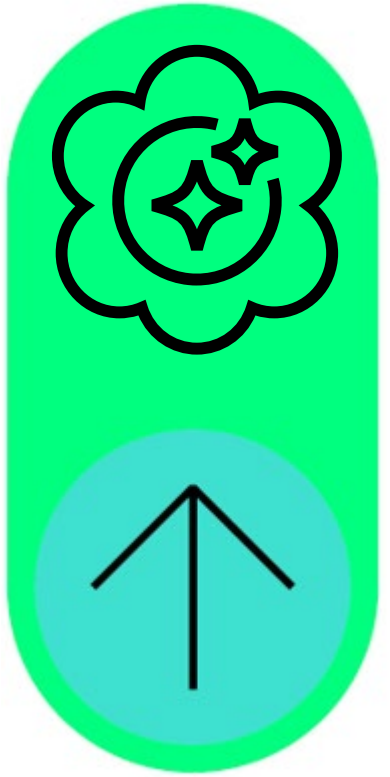
You can **top up printing credits online** or in the Abdus Salam Library.



ARTIFICIAL INTELLIGENCE (AI) & STUDY GUIDANCE

All students have access to AI tools including:

- **Microsoft Copilot**
- **dAIsy – Imperial's AI platform**, designed to give you safe, easy access to multiple generative AI models (such as GPT, DeepSeek, Claude and others).
  - **dAIsy** is built to support teaching, learning, and research while ensuring data protection and institutional compliance.



Other useful AI information:

- Generative AI and Study Guidance Hub + Intro to AI course
- Generative AI principles

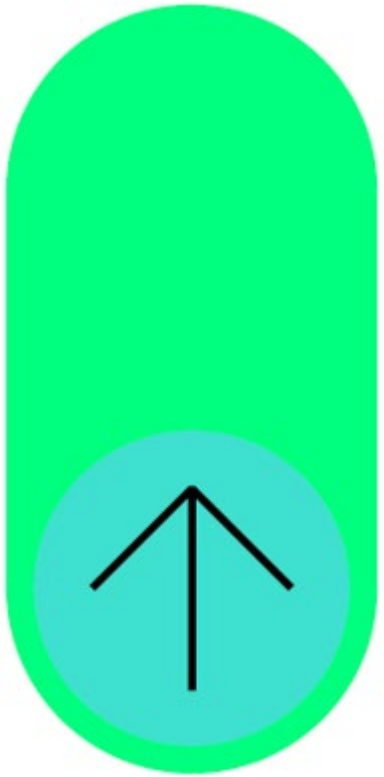
- For up-to-date information on ICT's AI offerings, visit our AI pages

SOFTWARE

You can access the software you need for your course via the Software Hub.

Visit imperial.ac.uk/ict/software-hub

Contact the ICT Service Desk for any other Software requirements.



ICT SUSTAINABILITY

You can champion sustainability by following our seven steps:

1. **Buy less and buy better!** Think before you buy ICT devices such as laptops and phones and consider certified refurbished devices. When doing research, consider using the central compute service instead buying your own workstation.

2. **With great AI power comes great responsibility.** Consider the environmental impact of AI before using. Think – do I need AI for this task? Always use the smallest model possible.

3. **Geek out the green way!** Scan the QR code for green research computing courses

ICT SUSTAINABILITY

4. Delete what you don't need - Review your electronic data regularly and delete what you no longer need.

5. Shut the lid to save the grid - Please **turn devices off** when not required and **don't print** unless you really need to.

6. Switch to Ecosia search engine - Ecosia plants trees whilst you search the web and also enables you to turn off AI summaries, reducing your impact further.

7. Use for longer – please use your devices for as long as possible. The warranty of **ICT managed laptops** is **5 years,** so please try to keep devices for at least 5 years or longer**.**

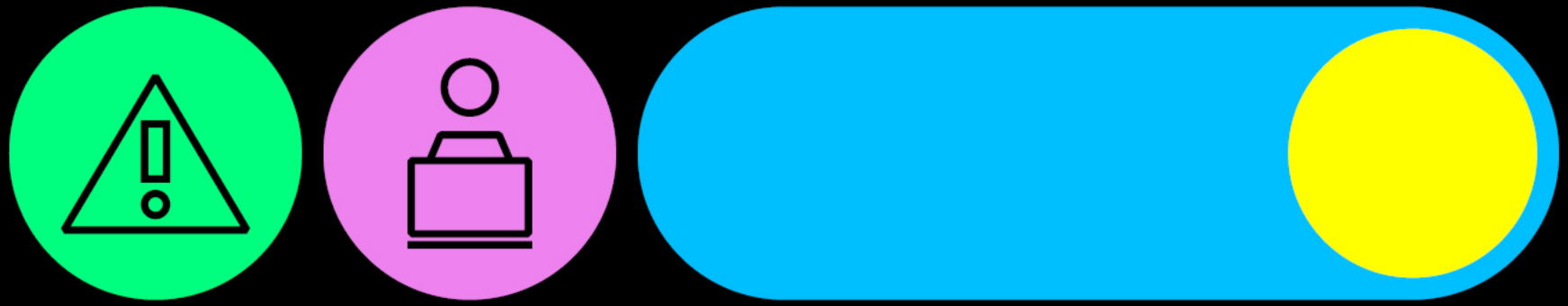
Scan the QR code to get Ecosia

IMPERIAL

Information and Communication Technologies (ICT)

CYBER SECURITY

How to Be-Secure online



PASSKEYS

Passkeys (enhanced MFA) are a mandatory additional protection for your account, on top of your password.

It completes an additional check to confirm who is logging in, by sending you a notification to your personal device, where you can use biometrics/face ID to log in.

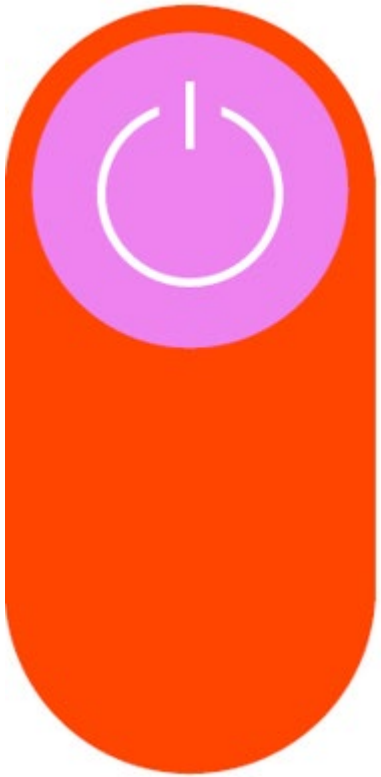
We recommend installing the **Microsoft Authenticator app** and using a passkey to verify your identity.

SELF-SERVICE PASSWORD RESET

ICT requires you to register for Microsoft's Self-Service Password Reset (SSPR).

This allows you to securely recover access to your account in the event of any malicious activity.

If you suspect anything, please always contact the ICT Service Desk.



PASSWORDS

- Never tell anyone (**not even members of ICT**) your password
- Choose a strong 12+ character password:

~~Imperial123~~ **Orange3HousesChips**

- Always lock or log out of personal and Imperial devices when you're not using them
- Don't reuse passwords

PHISHING

Unusual, non-IC sender

From: Helpdesk [paulsmith@stp-mineral.com]
To: Undisclosed Recipients
Subject: UPGRADE ACCOUNT

Your email missing

Hello Customer,

Impersonal greeting

As part of our upgrades to new Office system we require to verfy your mailbox.

Poor spelling and clunky grammar

Please click here to submit your updated information.

http://192.168.235.144/submit/index.jsp

Hover over the link to check the URL. Not an Imperial address.

If action is not taken by you we will terminate your online services.

Threats / urgency

Thank you
ITS Help Desk Administrator

Generic signature, no contact information

NETFLIX

Your cancellation confirmation

Hi Thomas,

As you requested, we've cancelled your membership, effective from Tuesday, 8th May 2018.

Obviously we'd love to have you back. If you change your mind, simply restart your membership to enjoy all the best TV programmes & films without interruption.

RESTART MEMBERSHIP

We're here to help if you need it. Please visit the Help Centre for more info or contact us.

– The Netflix Team

NETFLIX

Your cancellation confirmation

Hi firstname.surname@imperial.ac.uk,

We tried to renew your membership as the end of every billing cycle but the payment failed, so we had to cancel your membership.

Obviously we'd love to have you back. If you want renew your membership, simply click here to enjoy all the best TV shows & movies without interruption.

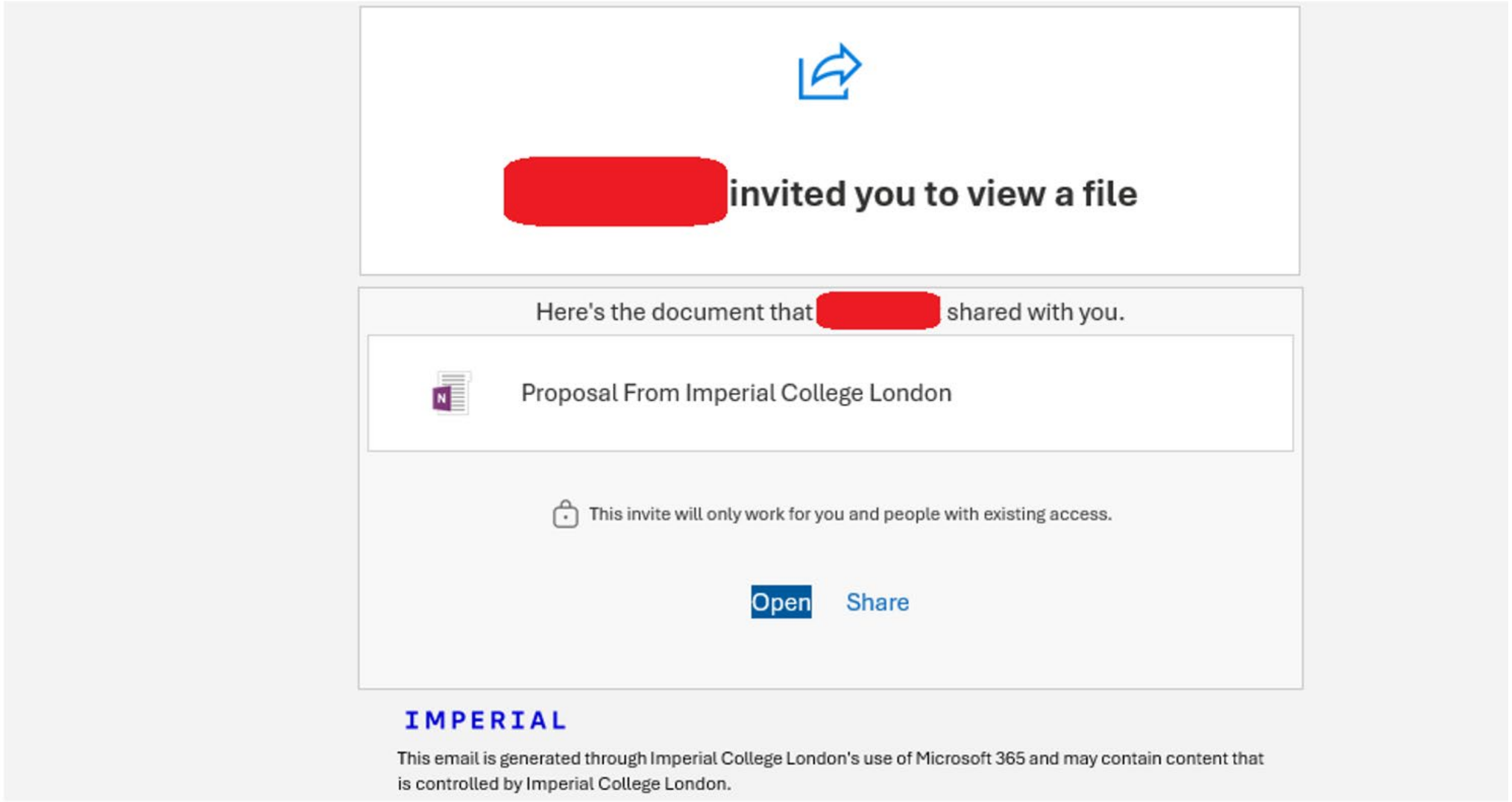
RESTART MEMBERSHIP

We're here to help if you need it. Visit the Help Center for more info or contact us.

© The Netfilx Team

PHISHING

Subject: [redacted] shared "Proposal From Imperial College London" with you



PHISHING

Sent on: Friday, May 8, 2026 3:53:13 PM
To:
Subject: IMPORTANT NOTICE !!!

Follow up: Follow up
Start date: Friday, May 8, 2026 12:00:00 AM
Due date: Friday, May 8, 2026 12:00:00 AM

Hey everyone!

Mrs. Gloria Agudelo is parting with some incredible items from her late partner's collection. You can score these items for ABSOLUTELY FREE, but you'll need to cover the shipping costs to get them to your doorstep.

Check out the goodies up for grabs:

* A 1921 Steinway model O piano
* A brand-new 2023 MacBook Pro 14' M3 8 Core CPU
* A PlayStation 5
* Apple Vision Pro
* Meta Quest Oculus
* A ROG Xbox Ally X
* An Xbox Series X (1TB SSD)
* An iPad Air (5th generation, 256GB)
* Canon EOS R5 Camera
* DJI Mavic 4 Pro Drone
* A Gibson Custom Shop's '63 Firebird V Guitar
* Eric Clapton's 1939 Martin OOO-42 Guitar
* A mint-condition Violin

Don't miss this chance to grab some seriously awesome gear! Text Mrs. Gloria Agudelo directly at +1 (214) 724 6701 to claim your prize and sort out the shipping. Heads up, these items are gonna go FAST, so don't wait!

Good luck, and enjoy!

SCAMS & MALWARE

- If in doubt**, do not click**
- Can you trust the software you are installing?
- Check emails carefully
- Report anything suspicious to the **ICT Service Desk**

Phished, scammed, hacked - report a cyber incident

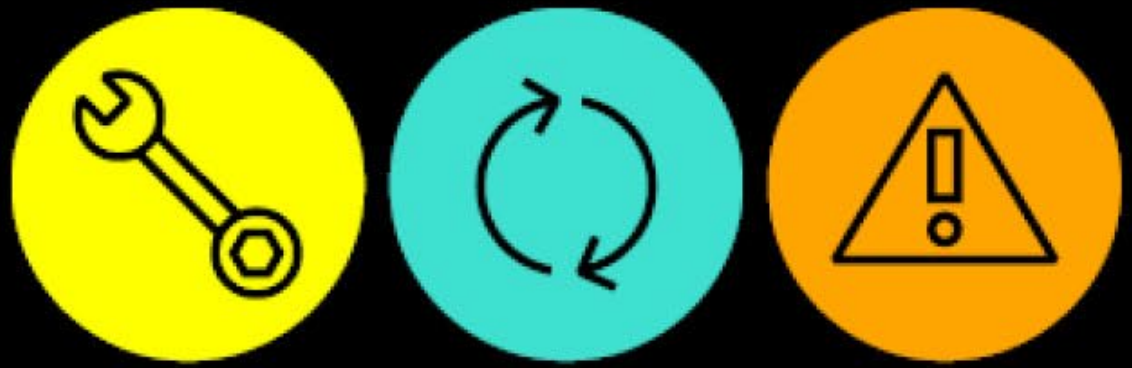
If you think you have an urgent cyber security incident, don't delay call us on +44 (0)20 7594 9000.

Let us know if you have been hacked, phished or notice suspicious activity on your device or account.

→ **Let us know of any cyber incident**

LOCK UP!

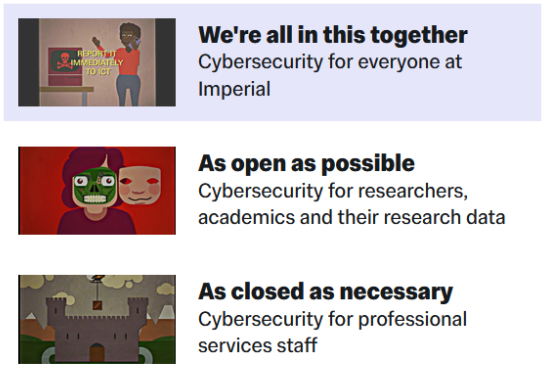
- Lock your laptop/phone when you’re not using it
- Lock your room door in halls
- Use a pin, biometrics or passcode to restrict access to your devices
- Don’t leave valuables unattended



ONLINE SAFETY

- Be sensible when creating personal digital information
- Check privacy settings on social media

- Check out our [Be–Secure webpages](#) for more info on keeping your data safe.



- Watch our '**We're all in this together**' videos series

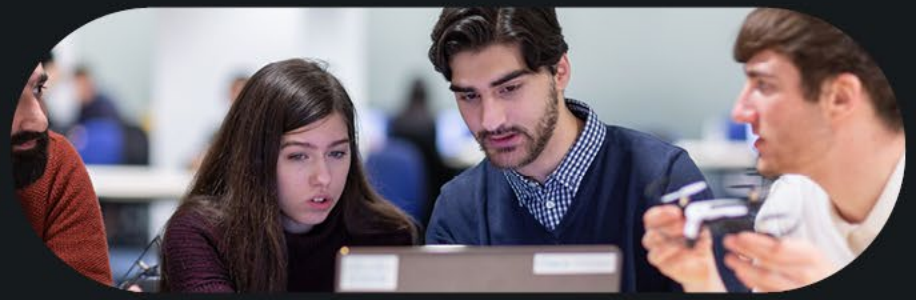
CONDITIONS OF USE OF IT RESOURCES

Imperial policy that covers:

- Acceptable use
- Cyberbullying
- Copyright

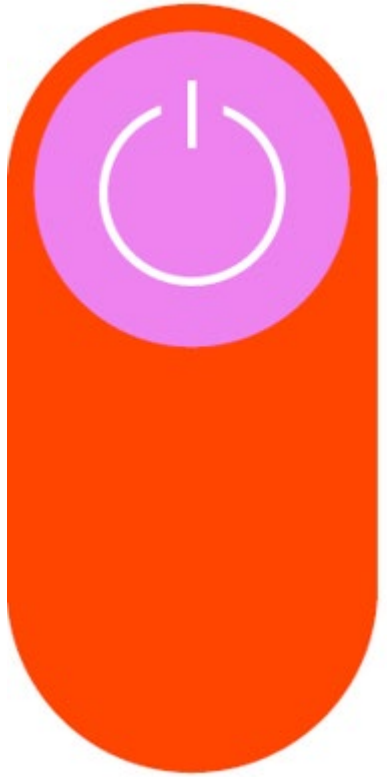
ICT SUPPORT

With you every click of the day



CONTACT US

- ICT website – imperial.ac.uk/ict
- Use our online ASK portal at imperial.ac.uk/ask for queries about IT, Finance, the Library, Student Hub etc.
- Call us on **020 7594 9000** (49000 from a campus phone)
- Visit us in person – imperial.ac.uk/ict/contact for locations and opening times

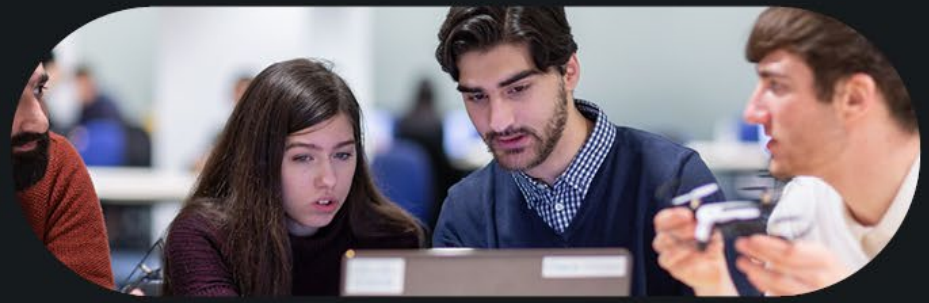


SHARE YOUR THOUGHTS

User Reference Group

Join our **user research group** (using your Imperial email) to feedback on services and digital products.

You'll have the chance to win prizes and vouchers for completing surveys and participating in workshops and focus groups.

tinyurl.com/ICTUserResearch

THANK YOU