



The Clinical School  
Computing Service

# HLRI – Heart and Lung Research Institute IT Support Information

## Key contacts

### CSCS Service Desk

Self-Service Portal:

<https://itsupport.medschl.cam.ac.uk/>

Phone:

Monday – Friday 09:00 –  
17:00 on (01223) 3 36261

### UIS Service Desk

Self-Service Portal:

<https://uniofcam.saasiteu.com/>

Phone:

Monday – Friday 09:00 –  
17:00 on (01223) 3 32999

### AV Support (by RPH)

Phone: (01223) 638241

Email:

[digital.servicedesk@rph.net](mailto:digital.servicedesk@rph.net)

### UIS Telecoms Office (Telecoms Helpdesk)

Email:

[phones@uis.cam.ac.uk](mailto:phones@uis.cam.ac.uk)

Phone: (01223) 3 37070



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IT services in the building are provided by [CSCS](#). We have prepared this short guide to provide key contact details and information to assist you when settling into the new building.

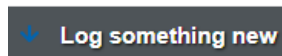
We recommend that you familiarise yourself with the following information and service details before you move into the HLRI.

CSCS has created guides containing information specific to the HLRI building. This contains information on the following topics; Accounts to use to access services, Network service updates, and more. This space can be found at: <https://confluence.medschl.cam.ac.uk/x/pYIQC>

Keep an eye on this space for further updates and information as you get settled in the building.

#### Having a problem with your connection or CSCS supported device?

Go to our self-service and [log an incident](#).



or call our Service Desk.

#### Do you need to buy a new computer for yourself or a colleague?

Please look through our catalogue and [order here](#).

#### Do you need to request a new CSCS account for a new colleague?

Please [log a new request](#) to get a new CSCS account.

#### Do you need to access onsite devices and services remotely?

No problem! Follow the CSCS [VPN guides](#) to set this up.

#### Need some help with setting up the WiFi on your device?

Please see UIS set up guides for [Eduroam](#) or [UniOfCamGuest](#) to get yourself connected.

#### Do you need to set up a new network connection for a device in the HLRI?

Please [log a new request](#) to get a new network connection set up.

#### How do I get technical support in a Meeting room, Lecture theatre or Seminar space?

AV support in the building is provided by RPH *not* CSCS. Call or email to request support.

#### How do I print in the building?

To print you must be on the wired network or on the CSCS VPN – Wifi is not enough! CSCS supported users should follow these guides: [Windows 10](#), [Mac](#). On personal devices you must [add the printer using IP address](#). The HLRI printers are called **HLRIPR03** and **HLRIPR04**.

#### Want to know more about the services CSCS offers?

CSCS provides a catalogue of opt-in services to our customers. Full details of these and pricing can be found at: <https://confluence.medschl.cam.ac.uk/x/vQhEAQ>