

## Registering as a postgraduate student to use CUED IT facilities

As a student starting a new postgraduate course in Cambridge University Engineering Department you must complete IT registration, even if you already have active IT accounts as a result of a previous course, job or visit. You need to follow separate registration processes for both:

1. University-wide services provided by University Information Services (UIS)
2. Engineering specific services provided by the Engineering Department

To register you need to complete all of steps 1 to 4. If you have any problems doing this please contact the IT support team as described at the end of this document.

### Step 1: Registering with the UIS

You should register for central services by going to:

<https://help.uis.cam.ac.uk/new-starters/it-for-students/getting-started>

As part of this you will be given your initial UIS password (also known as "Raven" password) if you do not already have one. You will need this password for the Engineering part of registration.

### Step 2: Running the Engineering registration process

This updates departmental records and provides you with an initial password for Engineering Department systems which is separate from the UIS password. Note this must be completed even if you have been in the department previously. To register, please visit the following page and click the 'Log in via Raven' link and use your UIS password:

<https://www3.eng.cam.ac.uk/app/regis>

Following the instructions on that page will step you through several pages presenting information and asking various questions.

You will not be able to change information that is presented with a pink background. If there are errors in the data you should continue to **complete the registration process**. Once you have finished registering you should contact your college and the Graduate Studies Office via [graduate-studies@eng.cam.ac.uk](mailto:graduate-studies@eng.cam.ac.uk) to ensure all records are corrected.

Some fields are mandatory: the system will tell you if you fail to enter required data:

Once you have stepped through individual questions you will be presented with a summary and asked to confirm and register. Once confirmed you should see a page guiding you to the next step.

### Step 3: Collecting your initial Engineering password

Unless you already have a current Engineering password as a result of a previous course, job or visit, you should follow the [Collect your initial password now](#) link on the final page of the previous step. If you already have an Engineering password, skip to Step 5.

This will provide you with an initial password which is only valid for one week, and you must change it the first time you use it. The web page also gives guidance on choosing a suitable new password: we recommend you set a password of your choosing within a day.

### Step 4: Changing your initial Engineering password

The process depends on the system you are using: for instructions please see

<https://help.eng.cam.ac.uk/accounts/remote-password-reset>

### Step 5: Getting going using Engineering Department IT facilities

For an introduction to Engineering Department IT facilities please see

<https://help.eng.cam.ac.uk/accounts/starter-guides/>

If you have any general queries not answered by our online help system <https://help.eng.cam.ac.uk> please contact either [helpdesk@eng.cam.ac.uk](mailto:helpdesk@eng.cam.ac.uk) or the appropriate divisional IT support for your course or division:

Division A (main site) & Energy & Nuclear MPhils	<a href="mailto:div-a-support@eng.cam.ac.uk">div-a-support@eng.cam.ac.uk</a>
Division A (Whittle) & FPP MRes	<a href="mailto:whittle-support@eng.cam.ac.uk">whittle-support@eng.cam.ac.uk</a>
Division B & Photonics MRes	<a href="mailto:ee-support@eng.cam.ac.uk">ee-support@eng.cam.ac.uk</a>
Division C	<a href="mailto:div-c-support@eng.cam.ac.uk">div-c-support@eng.cam.ac.uk</a>
Division D & ESD MPhil & FIBE MRes	<a href="mailto:div-d-support@eng.cam.ac.uk">div-d-support@eng.cam.ac.uk</a>
Division E & ISMM MPhil	<a href="mailto:ifm-support@eng.cam.ac.uk">ifm-support@eng.cam.ac.uk</a>
Division F & MLMI MPhil	<a href="mailto:div-f-support@eng.cam.ac.uk">div-f-support@eng.cam.ac.uk</a>

### Having problems registering?

If you have problems completing the Engineering Department registration process please email the Engineering User Administration team at [user-admin@eng.cam.ac.uk](mailto:user-admin@eng.cam.ac.uk)

Please give details of how far you got through the process and include screenshots of any error messages. Please use a subject like:

*Your-userid*: Registration problems