

IT Services

Logging in for the first time

Access to the LSHTM network and to other digital services will be available once your registration is complete.

In order to activate your LSHTM network account, you will need to log in and change your password. You can do this by visiting password.lshtm.ac.uk and click on 'Manage password and account'.

Your LSHTM network username

Your username to log in at LSHTM is your student number prefixed with the letters 'lsh' (LSH in lower case). **Example username:** lsh123456

Your student number is printed on your ID card (normally a six or seven-digit number) and will be on correspondence from Registry.

Your initial password

The first time you log in, you need to use a temporary password. This will be the word "Pass" followed by your date of birth in the format ddmmyyy

Example password: Pass18031978

Passwords are case sensitive.

You will see a message telling you that your password has expired and asking whether you want to change it. Click **YES**. You must now change your password.

Setting your password

Your new password must be a minimum of 8 characters and it must contain characters from at least three of the following categories:

- Uppercase characters (A - Z)
- Lowercase characters (a - z)
- Numerical characters (0 - 9)
- Non-alphanumeric (e.g. #, %, &, *)

There are some additional password rules:

- Passwords are case sensitive.
- The password must not contain your entire network username or personal name.
- It is not permitted to recycle previously used passwords.
- You can change your password once every day.

How to choose a strong password

Always remember passwords can be broken – there are easily available programs that will run through dictionaries (in any language) in a matter of minutes and try them against a particular account – called a brute force attack (or a dictionary attack). The best passwords are difficult to break (or guess) and easy to remember.

The general advice is that a longer password or passphrase made up of several random words is easier to remember and type than a short one made up of a complicated mix of characters. Adding just one character to the length of a password boosts its security exponentially.

Since we do not enforce a long length password, we do enforce a mix of characters, but if you use a longer password, you don't have to make it too complicated e.g. **great4clocks-telephone** is a better choice than **Password1**

Setting your password recovery options

To enable recovery of your password, you are required to supply an email address which is different to your LSHTM email address and/or a mobile phone number.

You will automatically be prompted for these details when you first log into an LSHTM protected website. You can update the option via password.lshtm.ac.uk in the "Update Profile" section, should these details change.

If you do not wish to enter your personal email and/or mobile number, you can opt out of this, but if you should need to recover a forgotten password, you will need to call 0207 927 2186 or email ServiceDesk@lshtm.ac.uk

Multi-factor authentication (MFA)

MFA adds a layer of protection on top of your username and password when you access LSHTM resources.

Download and install the **NetIQ Advanced Authentication App** to your smartphone.

Android



iOS



On your smartphone browser go to mfa-setup.lshtm.ac.uk to start enrollment or scan the QR code below with your smartphone.



Click on the iOS or Android option and then select the option "Click here if you have downloaded and installed the app".

You will be directed to the smartphone app and prompted for your LSHTM username and password.

The app will then automatically enroll you. You will see a 6-digit code (TOTP) that refreshes every 30 seconds.

If you don't have a smartphone or tablet, please contact IT Services at to discuss your options at servicedesk.lshtm.ac.uk or call 0207 927 2186.

Your e-mail account

LSHTM provides all students with an Office 365 email account. Before you access your account, you must log in and change your password (see previous page).

You can then sign in to your email account at outlook.office.com and then click on Apps.

You do this with your LSHTM username in the format: **lsh123456@student.lshtm.ac.uk**. If you are prompted for your password, this is your LSHTM network password.

Once signed in you can confirm your email address by clicking the icon at the top right of the page with your initials.

Your email address takes the format:

firstname.surname<number>@student.lshtm.ac.uk

Wi-Fi access

The wireless service eduroam is available throughout LSHTM. You must log in and change your password before attempting to connect to eduroam.

To connect a device to eduroam Wi-Fi, visit wifi.lshtm.ac.uk

Your eduroam username is your LSHTM network username followed by @lshtm.ac.uk

Example eduroam username:

lsh123456@lshtm.ac.uk

You can use the **lshtm-setup** wireless network to set up devices that do not have internet connectivity within LSHTM. Connect to the **lshtm-setup** network, open your device web browser, go to wifi.lshtm.ac.uk and follow the onscreen instructions.

Please see the ServiceDesk portal for more information: servicedesk.lshtm.ac.uk

Moodle

Moodle is the name of LSHTM's Virtual Learning Environment (VLE). The VLE acts as a central focus for a student's online learning experience and enables staff to deliver learning materials and resources, discussion forums, assessment activities, and collaborative spaces in which to work.

How to access Moodle

You can log in from any internet connected device with your LSHTM username and password. Open a browser and enter ble.lshtm.ac.uk. Click the 'Log in' link in the top right hand corner. Log in using your LSHTM network username and password.

Where to get help

For general queries and information, please contact the relevant support team via the email address below:

Epidemiology: epsupport@lshtm.ac.uk
Public Health: phsupport@lshtm.ac.uk
Global Health: ghsupport@lshtm.ac.uk
Infectious Diseases: idsupport@lshtm.ac.uk
Clinical Trials: ctsupport@lshtm.ac.uk
Health in Humanitarian Crises: hhcsupport@lshtm.ac.uk

For password and logging in issues: Please visit password.lshtm.ac.uk or mfa-setup.lshtm.ac.uk

Or visit the ServiceDesk portal, call 0207 927 2186 or email ServiceDesk@lshtm.ac.uk

IT services for students

There are a broad range of IT services available to students at LSHTM, including:

- A full Zoom student licence.
- Access to Microsoft Office applications online. This will remain active while you have a LSHTM user account.
- IT training opportunities - book digital workshops through Moodle or access training via LinkedIn Learning.

Further information about IT services for students: lshtm.sharepoint.com/sites/student