New UCSB Community Member Information

- **Purpose**
  - Some Common Questions and Answers That Can Be Found in Our Knowledge Base
    - Is there once single location where I can check my Engineering Email, manage my account, and find helpful information?
    - What is my College of Engineering Account (COE)?
    - Where do I go to create my COE account?
    - What should I set as my incoming and outgoing mail server in my email client configuration?
    - There is no email on my Engineering account / Forwarding Mail.
    - I am off-campus or on wifi, how can I use computer resources that are restricted to campus IPs.
    - What software can I get for free?
    - Is there information about the College of Engineering Labs?
    - Don't see it here?

- **Non Engineering Sites I Should Know About**
  - Where am I and How do I get where I need to go?
  - I need more space to store files?
  - Where can I get training?
  - Where new employees get Human Resources at the campus level?
  - Where I can park and how much?
  - Where to activate your UCSBnetID and find people
  - UCOP Computer Policy for Everyone and All Devices
  - UCSB Campus Level (non-Engineering) IT Resources
  - New Employee Checklist

**Purpose**

This is meant to be a helpful list of links, not a replacement for attending orientation. This is simply the most commonly asked for information in one handy location. Please contact your departmental representative for more detailed help and instructions.

---

**Some Common Questions and Answers That Can Be Found in Our Knowledge Base**

Is there once single location where I can check my Engineering Email, manage my account, and find helpful information?

You can find it at Engineering Computer Infrastructure Home Page - [https://eci.ucsb.edu/eci/](https://eci.ucsb.edu/eci/)

**What is my College of Engineering Account (COE)?**

The College of Engineering Account is how you sign onto engineering computers, get access to software and help.

It is different from your UCSBnetID, which is at the campus level.

See [Who is eligible for an account on College of Engineering computers?](https://accounts.engr.ucsb.edu/create) and [Computer Use Policy](https://accounts.engr.ucsb.edu/create)

**Where do I go to create my COE account?**

If you are employed by the College of Engineering or enrolled in College of Engineering classes it may be possible to create an account with your UCSBnetID and password at [https://accounts.engr.ucsb.edu/create](https://accounts.engr.ucsb.edu/create).

You cannot create an account if you already have one.

If you are unable to create an account you will need your advisor, a staff member or the department MSO to create an account invitation for you at [https://accounts.engr.ucsb.edu/invites](https://accounts.engr.ucsb.edu/invites).

⚠️ Please note that there is up to a two week delay between when you sign up for classes and when you show up in the College of Engineering’s system.

Accounts that are expired but not yet deleted will be renewed in the same timeframe.
What should I set as my incoming and outgoing mail server in my email client configuration?

Please refer to What should I set as my incoming and outgoing mail server in my email client configuration?

There is no email on my Engineering account / Forwarding Mail.

Please refer to There is no email on my Engineering Account.

I am off-campus or on wifi, how can I use computer resources that are restricted to campus IPs.

Please refer to VPN FAQ

What software can I get for free?

Please refer to Where can I get software? and Alternatives to Digital Piracy

Is there information about the College of Engineering Labs?

For CS, there is Introduction to the COE Labs - COELabs.pdf

Also Instructional Labs and Where are the ECI Labs?

Don't see it here?

More information is in our Knowledge Base. Please take a look at https://doc.engr.ucsb.edu.

Non Engineering Sites I Should Know About

Where am I and How do I get where I need to go?


I need more space to store files?

Collaborate Box - http://www.collaborate.ucsb.edu/services/box

Google Drive - http://drive.google.com

Where can I get training?

UCSB's Lynda.com subscription - http://www.hr.ucsb.edu/training/lynda

UC Learning Center - https://www.learningcenter.ucsb.edu/

Where new employees get Human Resources at the campus level?

Human Resources - http://www.hr.ucsb.edu/training/new-employee-orientation

Where I can park and how much?

Transportation and Parking Services - http://www.tps.ucsb.edu/

Where to activate your UCSBnetID and find people

This list only applies to the College of Engineering. Individual departments may have additional software for department members.
UCSB Identity - http://www.identity.ucsb.edu/

UCOP Computer Policy for Everyone and All Devices
UCOP: https://security.ucop.edu/policies/security-controls-everyone-all-devices.html

UCSB Campus Level (non-Engineering) IT Resources
UCSB IT: IT Security for Students
UCSB IT: IT Security for Faculty and Staff

New Employee Checklist
Checklists for New Employees: http://www.hr.ucsb.edu/new-employees/new-employee-checklist

Be sure to talk to your hiring department and HR representative, fill out your paperwork, go to training, activate your UCSBnetID, and get your UCSB Access ID card.