CSEE Technical Support

Welcome to the CSEE Technical Team's support portal. This site contains a number of guides and hints when working with systems managed by the School of Computer Science and Electronic Engineering. Access to this portal is restricted as it is available both on, and off campus. To access these areas you will need to log-in with your Essex username (everything before the @essex.ac.uk) and normal campus password.

If you're not able to find support below, please email csee.helpdesk@essex.ac.uk to open a support ticket.

CSEE Horizon

- https://csee-horizon.essex.ac.uk - Access our specialist labs and software from anywhere and any device.

- CSEE Horizon - On-Campus User Guide. Horizon allows you to access our specialist labs and software from any of the University's spaces, including CSEE Labs, DITS Labs A–F, Silberrad, Limehouse, Library, etc. Additionally from anywhere and on most devices, so long as you have an internet connection.

- CSEE Thin Clients - On-Campus User Guide. Guides for using CSEE Thin Clients on Horizon.

CSEE Students

- CSEE Students → Guides, lab inductions, operations manuals.

CSEE Staff & Academics

This section is restricted to CSEE Staff & Academics.

- CSEE Staff → Guides, frequently accessed resources, frequently asked queries, health and safety processes, and forms.

CSEE Technical Demonstrators

This section is restricted to the CSEE Technical demonstrator team.

- CSEE Technical Demonstrators → Dedicated technical demonstrators are available to support in all lab sessions.

CSEE Technical Team

This section is restricted to CSEE Technical Staff only.

- CSEE Technical Team → Technical documentation dealing with infrastructure, specialist lab operations, software installation.

From:

https://csee.essex.ac.uk/techwiki/ - **CSEE Technical Wiki**

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