

# 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](mailto:csee.helpdesk@essex.ac.uk) to open a support ticket, or log in here <http://csee-helpdesk.essex.ac.uk>.

## CSEE Horizon

Horizon allows you to access our specialist labs and software from any suitable University space, and also remotely from anywhere with an internet connection and from most devices.

- <https://csee-horizon.essex.ac.uk> → Access via a web browser, remotely or on-campus.
- [CSEE Horizon - On-Campus User Guide](#) → Access using the VMware Client from any of the University's spaces, including CSEE Labs, DITS Labs A-F, Silberrad, Limehouse, Library, etc.
- [CSEE Thin Clients](#) → Thin Clients are light-weight computers whose only purpose is to connect to Horizon. This section is applicable mainly to staff and PhD students working on-campus in hot desking areas, and some professional services staff.

## CSEE Students

- [CSEE Students](#) → Guides, lab inductions, operations manuals.

## CSEE Staff & Academics

- [CSEE Staff](#) → Guides, frequently accessed resources, frequently asked queries, health and safety processes, and forms.
- **This section is restricted to CSEE Staff & Academics.**

## CSEE Technical Demonstrators

- [CSEE Technical Demonstrators](#) → Dedicated technical demonstrators are available to support in all lab sessions.

- **This section is restricted to the CSEE Technical demonstrator team.**

## CSEE Technical Team

- [CSEE Technical Team](#) → Technical documentation dealing with infrastructure, specialist lab operations, software installation.
- **This section is restricted to CSEE Technical Staff only.**

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

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