IT & Computing

- [What software is available at CCI?](#)
- [Why can't I access this UAL website from UAL's network?](#)

What software is available at CCI?

We have a range of software available on our computers on-site, and that you can install on your own personal computers.

On your own device

As a student at UAL, you have access to a range of software you can install and use on your own computers for educational purposes:

Free from UAL

- [Microsoft Office](#) – Log in using your UAL account and select "Install Office" in the top right corner.

Discount available from UAL

UAL offers a massive discount on Adobe Creative Cloud for all students, which is on top of the usual student pricing. In 2023-24 that meant that Creative Cloud was only £41.59 for the 12 months from mid-August, over the £16.24 per month that you'd usually pay.

> **Note:**
> This is a fixed period license, meaning it starts from mid-August each year and ends mid-August of the following year regardless of when you actually start paying for and using it, and there is no pro-rated discount. However, it's still cheaper if you sign up before mid-May.

- [Adobe Creative Cloud](#)

Free for students

- [Autodesk](#)
- [Cinema 4D](#)

On CCI devices

CCI has high-spec Windows 11 PCs, Apple Mac Minis and Apple MacBook Pro laptops. You can access various software from UAL's self-serve applications, Company Portal on Windows, and UAL Self-Service on macOS.

Available software

There is a large array of software available, and it's impractical to list it all; however, the packages of most interest are listed below:

- Adobe Creative Cloud
- Microsoft Office
- Apple Pages, Keynote and Numbers
- MadMapper
- Max MSP
- Ableton Live
- IBM SPSS
- NVIVO
- Cinema 4D

Why can't I access this UAL website from UAL's network?

One of the most common issues with accessing UAL websites is that people have changed the DNS settings of their computer to use Google's (8.8.8.8) or Cloudflare's (1.1.1.1) public DNS for privacy or speed reasons.

Symptoms

The internet works fine, but you cannot connect to `arts.ac.uk` or `*.arts.ac.uk`.

Test

1. In your computer's command line, type `nslookup arts.ac.uk`.
2. The first line of the response will be `Server: x.x.x.x`. If that IP address is not in one of these ranges private IP ranges, it's a public DNS service:

   - 10.0.0.0 - 10.255.255.255
   - 172.16.0.0 - 172.31.255.255
   - 192.168.0.0 - 192.168.255.255

Solution

Edit your computer's network settings to remove the custom DNS, allowing your computer to revert to the DNS servers provided by UAL's DHCP server.