University College

IT Student Guide

2023-24

IMPORTANT
PLEASE READ THIS BEFORE YOU ARRIVE IN OXFORD

PRE-ARRIVAL CHECK LIST FOR ALL YOUR DEVICES – PHONE, TABLET AND PC

1. **Remote Access Account**

After returning your signed contract you will receive details from the University about how to activate your SSO Account.

When you have your SSO credentials you should use them to register for a Remote Access Account at this website address: https://register.it.ox.ac.uk.

Your Remote Access Account username and password will allow you to connect to the Eduroam Wi-Fi network at University College and around the University. Further information found here: http://help.it.ox.ac.uk/network/wireless/services/eduroam/index.

Please try to complete this step before your arrival at University College.

2. **Device checklist**

To ensure you can authenticate onto the network make sure:
- you have up-to-date virus software installed even if you have an Apple Mac
- your devices have up-to-date service packs and updates installed (this includes phones and tablets)
- you have a firewall that is enabled
- your IP settings are set to automatic DHCP for IP and DNS addresses.

Please also note that only computers running **Microsoft Windows 10 and above or Mac OSX 11 or above are allowed** onto the network.

Failure to complete any of the checklists will result in delays connecting to the networks.

IT SUPPORT

IT support is provided by University College IT Department as follows:

Mon-Fri   9.30 am – 4.30 pm – **Please email or call to make an appointment**

If you experience problems with the distributed computers or with connecting your own laptop to the network, please email helpdesk@univ.ox.ac.uk or telephone 76618 (internal).

Contact Details
Email: helpdesk@univ.ox.ac.uk
Telephone: 76618 (internal extension)
Visit: IT Office in Kybald House, Room 9
Staff Contact: Karen Good / Robert Ciobanu / Paul Delany / Christopher Thompson

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USING YOUR OWN DEVICES IN COLLEGE

NOTE: Please also note that only computers running **Microsoft Windows 10 and above or Mac OSX 11 or above are allowed** to use the College wired network or the main wireless networks within college.

Usage Guidelines
Use of your own computer on the College and University networks is subject to certain rules and guidelines. You are bound by the University rules for computer use, which you can find on the web at this address: http://www.it.ox.ac.uk/policies-and-guidelines. You should read them (and you will be given ample opportunity during the registration process to get to know them!). They state that

- The use of the network is for academic purposes (although limited recreational use is permitted)
- Authorisation to use the network is specific to an individual, and an individual must not give their usernames, passwords or other credentials to anyone else
- Prohibited actions include (but are not limited to – see the web page above for full details)
    - Unlawful activity
    - Accessing or displaying offensive content
    - Harassment of people or facilities
    - Hiding one's identity
    - Copyright infringement

Please note the last item as the University has a strict policy on the use of peer-to-peer (P2P) and other file sharing networks, an example client used in P2P networks would be uTorrent. In essence, they're completely prohibited. Users found to have breached copyright will incur a fine. See https://governance.admin.ox.ac.uk/legislation/it-regulations-1-of-2002 for details.

Before You Arrive Checklist
Remote Access Account for wifi access:
Ensure you have activated your remote access account to ensure you can gain access to the wireless network Eduroam upon arrival, see http://help.it.ox.ac.uk/network/wireless/services/eduroam/index
An Ethernet cable for wired access
You will need one to connect to the wired network from your room. If you don't have one, you will be able to buy one from Currys/PC World on Botley Road.

Backup equipment
Backing up your data is essential – please ensure you regularly backup your data using external hard drives or USB sticks

What to leave at home
- Wireless base stations or other routers are not permitted in College.

Games consoles
- You will be able to connect games consoles to the network but will need to email us at helpdesk@univ.ox.ac.uk for assistance in achieving this.

NETWORK/INTERNET ACCESS
Ethernet internet access is available in all bedrooms via the college network. Wireless access is also widely available, but 100% coverage is not guaranteed.

Hardware
You will need:
- An Ethernet (network) and/or wireless interface (for the Ethernet, this may be either internal, a PCMCIA card adaptor or a USB adaptor)
- Ethernet cables (available to buy from Currys/PC World on Botley Road.)
- Microsoft Windows 10 or higher.
- Mac OS X 11 or higher.

We cannot provide you with hardware. If you do not have what you need, a full range of computing equipment can be purchased from various computer stores in Oxford.

Configuration
Please ensure that your system is correctly configured as follows:

Windows 10 & 11
- Open Network & sharing
- Double-click 'Local Area Connection'
- Click the 'Properties' button
- Scroll down the list to TCP/IP Version 4
- Double Click TCP/IP
- Select 'Obtain an IP Address Automatically' and 'Obtain DNS server address automatically'
- Click OK to close the window and OK to close the properties box.

Mac OS X
- Open System Preferences
- Open Network
- Chose Show -> Built In Ethernet or Wi-Fi
- Click TCP/IP
- Choose Using DHCP from the Configure IPv4 Menu

All machines should be fully up to date with their software updates – these can be installed through Windows Update or Software Update (for Mac OS X).

Students are also required to:
- run up to date anti-virus software
- have applied the latest security patches

Students' own machines, which are connected via the Ethernet, will be scanned by the network when they first log in, and any missing updates will need to be applied. In order to protect the security of the network, disconnection will occur where machines are thought to be adversely affecting the network. If your Antivirus software is up-to-date but not recognized by the network scan, please contact the IT office to arrange for your computer to be looked at.

Which network?

After you have checked your hardware is configured you should choose which network you wish to use:
- Wired (Ethernet) - recommended for personal computers in College accommodation
- Wireless - recommended for phones, tablets and

computers Connection instructions for both are set out below.

Wi-Fi

The recommended Wi-Fi network to use at University College, around the University of Oxford and other institutions is Eduroam. To connect to Eduroam, you will need to register for a Remote Access password at https://register.it.ox.ac.uk/self/ index - logging in with your Oxford Single Sign on. You can also change the password or activate the account by clicking 'activate your remote access account' or 'reset a remote access account password'.

The password will become active in 15 minutes. After this, setting up Eduroam is simple:

1) On your device (Windows, OS, iOS, Android, Chrome OS or Linux) go to https://cat.eduroam.org/
2) Follow the steps to select University of Oxford as your Home Institution and download the installer
   Note: Android Devices will need to download the "Eduroam CAT" app from Google Play (linked from the page)
3) Run the installer entering your SSO username followed by @OX.AC.UK (eg.univ0123@OX.AC.UK) and Remote Access password.

This should connect to Eduroam. If you get stuck, please contact helpdesk@univ.ox.ac.uk.

Wired Network (Ethernet)

Instructions to connect your device to the college wired network can be found at Connecting your device to the College Wired Network

COLLEGE FACILITIES

There are a number of PCs scattered around college for general use. Jobs can be submitted to colour or black/white print queues and then released at any of the printers listed at the bottom of this page by swiping your bod card on the card reader. Per page prints are charged to students' battels. Also see webprint below. Computers are currently located at:

- Sykes I
- JCR
- Old Library (2 on the ground floor)
- 10 Merton Street Library
- Staverton Computer Room (Greenwood basement)

Logging into the distributed pcs

To use the distributed computers, you will need to log on your SSO credentials.

- At the login screen, enter the SSO username and password that you have been supplied by the University e.g.   univ1234
- Click on OK.

Logging out
- Close all the applications you are using
- Click on Start
- Click log out

- Leave the computer at the login screen.

Please <u>do not </u>shutdown/switch the terminal off or disconnect Ethernet leads from the workstations.

Printing From Your Own Computer

The College Webprint system allows you to print to a college printer from your own computer.

A guide to Remote Printing can be found at Printing at Univ (sharepoint.com)

Printing Charges
Printing costs 5p for black and white A4 or 10p for colour A4. Any printing you do will be recorded in your University
College account and battled at the end of the Academic year. For further details see "Releasing Print Jobs" at Printing at Univ (sharepoint.com)

 There are 5 printers for your use:

- 10 Merton Street basement
- The JCR
- The MCR
- 90 High Street Lecture Room Lobby
- Staverton Computer room
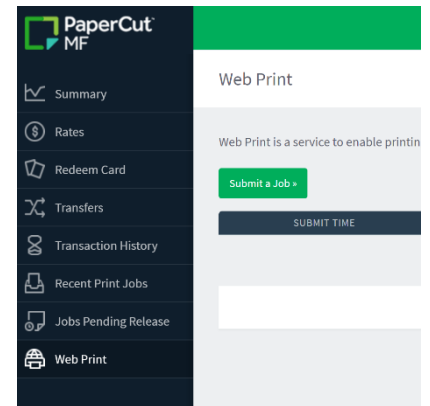
VPN (Virtual Private Network) Access

If you need to get access to the main university network from outside the University, even if you still live in Oxford, you need to use the Cisco VPN (Virtual Private Network) client software. You can find full details on signing up for and using this free software at http://help.it.ox.ac.uk/network/vpn/index. SSO Credentials are required to login to this site.

REPORTING PROBLEMS

If you are experiencing problems with the computer, rooms or printers please email helpdesk@univ.ox.ac.uk.

LAPTOP AND PC REPAIRS

The College IT Department will do their best to troubleshoot and repair PCs and laptops as time allows. Jobs requiring more resources and time will be redirected to the IT Services central IT helpdesk. More information can be found at https://help.it.ox.ac.uk/

UNIVERSITY FACILITIES

Freshers

IT Services have produced an excellent introductory web site http://www.it.ox.ac.uk/want/get-started that provides information about their services.

SSO

IT Services give you an Oxford username and password (Single Sign on) designed to give you access to centrally provided facilities, including email. For University College members, the username takes the form univ****. It must be activated before use, and has its own password (see the welcome to IT site or the information from IT Services in your welcome pack). This account also provides access to the other University services. If you come to Univ from another Oxford department or college you will retain your existing sso account/username.

Email

Your email account, known as your Nexus365 account, can have two addresses pointing to it – one College address, such as joe.bloggs@univ.ox.ac.uk. If you are a graduate, you can also request a Departmental address, such as joe.bloggs@eng.ox.ac.uk (if Joe was studying Engineering).

You can access your email through a web browser – https://outlook.office.com/ or through a mail program such as Outlook (recommended by IT Services), Mac Mail or Mozilla Thunderbird. Information on setting email clients up can be found here: http://help.it.ox.ac.uk/nexus365/index

IT Services Registration system

Through the registration system, you can download and install free, self-updating Sophos Antivirus software, register for IT Services Backup systems (if you are a graduate student) and manage your Oxford Single Sign on Account. Go to https://register.it.ox.ac.uk/ and log in with your Single Sign on user name and password.

COMPUTING RULES AND REGULATIONS

Computer Misuse

These rules apply to all use of the computing and network facilities in University College and concern what is considered to be unacceptable behaviour and misuse, as well as what may infringe licence terms or may be otherwise illegal. Note that all use is permitted for bona fide purposes only, and is subject to proper authorisation (which may be provided either explicitly or implicitly - see below).

The College regards computer misuse as a serious matter, which may warrant disciplinary proceedings, and offenders will be prevented from using the College computing facilities for a period of time dependent on the severity of the misuse.

Explicit authorisation will normally involve the assignment of a 'username' and password for the purpose in question.

Implicit authorisation can normally be assumed for services that are advertised as being available without prior registration, for example the Library OPAC services and Networked CD-ROMs accessed from public terminals in the Library. Any facility, which is not controlled by the College, is subject to regulations determined by the organisation concerned, so authorisation to use such facilities should not be assumed, even though they may be accessible from or connected to the College facilities.

Misuse of computing and network facilities and unacceptable behaviour include (but are not limited to) the following:
- Attempting to gain unauthorised access to a facility;
- Using someone else's username, with or without their consent
- Disregarding the privacy of other people's files;

- Giving your password to someone else, or being otherwise careless with it;
- Generating messages which appear to originate from someone else, or otherwise attempting to impersonate someone else;
- Sending messages which are abusive or a nuisance or otherwise distressing;
- Displaying offensive material in a public place;
- Trying to interfere with someone else's use of the facilities;
- Disregard for 'computer etiquette';
- Sending chain email and hoax virus alerts;
- Being wasteful of resources (i.e. wasting **bandwidth**);
- Software piracy (including infringement of software licences or copyright provisions);
- Using the facilities for commercial gain without explicit authorisation;
- Physically damaging or otherwise interfering with the facilities, including willfully changing hardware, firmware and software set-ups.

Software Rules

The software and any datasets supplied by the College may be used subject to the relevant supplier's licence agreements. Software should not be copied from the network, nor should any other software be installed on any of the workstations or networks without the prior consent of the IT Officer.

In general, all software and dataset use is subject to the Code of Conduct produced by the Combined Higher Education Software Team (CHEST).

Other Rules

In addition to the rules above, students should observe the following other requirements relating to use of computing facilities in the University:

https://governance.admin.ox.ac.uk/legislation/it-regulations-1-of-2002

The College regards computer misuse as a serious matter, which may warrant disciplinary proceedings, and offenders will be prevented from using the College computing facilities for a period of time or indefinitely dependent on the severity of the misuse.

INFORMATION SECURITY POLICY

University College seeks to maintain the confidentiality, integrity and availability of information about its staff, students, visitors, and alumni and its affairs generally. It is extremely important to the College to preserve its reputation and the reputation of Oxford University and its integral parts. Compliance with legal and regulatory requirements with respect to this Information is fundamental. To support this aim University College has its own Information Security Policy which covers all users of the IT system. All users of the IT system should be aware of this policy and its scope. The Information Security Policy and other useful documents can be accessed through the following site

https://www.univ.ox.ac.uk/content/policy-documents-and-regulations

ABOUT THE COLLEGE IT OFFICE

Director of IT Services: Christopher Thompson
IT Technical Manager: Paul Delany
IT Support Officers: Karen Good and Robert Ciobanu

The IT Office is located in Kybald House, Room 9 (on the top floor). ***Please email or call to make an appointment***

Email: helpdesk@univ.ox.ac.uk

Telephone: 76618 (internal extension)

TOP TIPS

- Install software updates regularly
- Be careful of suspicious email and links contained within them the University Information Security website has lots of information   https://www.infosec.ox.ac.uk/
- **Keep Antivirus software updated do not let it run out.**
- Sophos can be downloaded free from https://register.it.ox.ac.uk/
- Do not install software that pops up in a web browser window telling you your computer may be infected – if it has to advertise, it is generally no good and can often cause more problems.
- Delete any unopened email attachments you didn't request. Even if they appear to be from someone you know, it's very easy for a virus to fake the origin of an email to spread itself about
- Keep your computer clean. Avoid eating at your computer!