# University College
# IT Student Guide

# 2024-25

# IMPORTANT
# PLEASE READ THIS BEFORE YOU ARRIVE IN OXFORD

1. **Single Sign On (SSO) Account**

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

2. **Remote Access/Eduroam Account**

When you have activated your SSO account you can use it to register for a Remote Access Account at this website: Self-Registration Home Page (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:  How to connect to eduroam WiFi | IT Help (ox.ac.uk)

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

3. **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 12 (Monterey) 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***

**Contact Details**
**Email:**              helpdesk@univ.ox.ac.uk
**Telephone**           76618 (internal extension)
**Office:**             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 12 (Monterey) 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 in full. 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 or BitTorrent. In essence, they're completely prohibited. Users found to have   breached copyright will incur a fine. See IT Regulations 1 of 2002 | Governance and Planning (ox.ac.uk) 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 How to connect to eduroam WiFi | IT Help (ox.ac.uk)

### An Ethernet cable for wired access
If you wish to use the wired network in your room, you will need an ethernet (rj45) cable.  These can be bought from Amazon or from Currys/PC World on Botley Road.

### Backup equipment
<span style="color:red">Backing up your data is essential</span> – 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) if you wish to use the wired network.
- Ethernet cables (available to buy from Amazon or Currys/PC World on Botley Road.) if you wish to use the wired network.
- Microsoft Windows 10 or higher.
- Mac OS X 12 (Monterey) 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
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:
- Wireless – recommended for personal computers, phones, tablets and computers.
- Wired (Ethernet) - recommended for personal computers in College accommodation if wifi signal is not strong enough

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 Self-Registration Home Page (ox.ac.uk)  logging in with your Oxford Single Sign on.

Instructions to connect your device to the various wifi networks can be found at Wireless networking at Univ (sharepoint.com)

## 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 (sharepoint.com)

## COLLEGE FACILITIES

### 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)
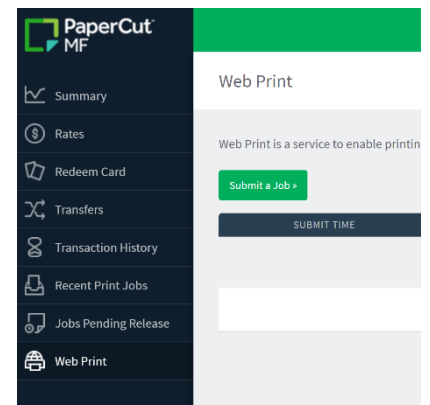
There are 5 printers for your use:

- 10 Merton Street basement
- The JCR
- The MCR
- 90 High Street Lecture Room Lobby
- Staverton – Bennet ground floor

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

### 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 How to connect to the VPN | IT Help (ox.ac.uk) SSO Credentials are required to login to this site.

## UNIVERSITY FACILITIES

### Freshers
IT Services have produced an excellent introductory web site http://www.it.ox.ac.uk/want/get-started

providing information   about their services.

### Single Sign On (SSO)
IT Services give you an Oxford username and password (Single Sign on) designed to provide 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 university mailbox 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: Overview: Nexus365 service | IT Help (ox.ac.uk)

### 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 Self-Registration Home Page (ox.ac.uk) and log in with your Single Sign on username 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 license 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!