



NEW COLLEGE
UNIVERSITY OF OXFORD

ICT Student Guide



IT Guide
2018



IMPORTANT

Pre-arrival check list for all your devices phone, tablet and PC

1. Remote Access Account

When you have your SSO credentials you should use them to register for a [Remote Access Account](https://register.ox.ac.uk) at this website address: <https://register.ox.ac.uk>.

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

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 **Operating systems prior to Windows 7 and Mac OS to 10.11 will not be permitted** onto the network.

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



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ICT SUPPORT (Information-Communication-Technology)

ICT support is provided by New College ICT Department as follows:

Mon-Fri 8.30 am – 4.30 pm
(Closed during lunch 12.30 – 13.30)

In addition, the following special timings will also be available to International Human Rights Law students to come to the IT Dept. with any IT related issues:

Thursday 5 July – open until 6pm
Friday 6 July – open until 6pm
Saturday 7 July – open 2-6pm
Sunday 8 July – open 10am-6pm

If you experience problems either with the computer rooms or with connecting your own laptop to the network, please telephone 89094 or 89095 (internal) or email helpdesk@new.ox.ac.uk

The most up-to-date information can be found on the New College website at <http://www.new.ox.ac.uk/ict-services>.

If you have an urgent IT problem out of office hours please contact the Summer School Assistants.

Contact Details

Email: helpdesk@new.ox.ac.uk@new.ox.ac.uk
Telephone: 01865 289094 / 89095
Visit: IT Office in 12OB2 (Last staircase before the garden)
Staff Contact: Mark Lambourne / Sam Brown / James Dore / Christopher Thompson

USING YOUR OWN DEVICE IN COLLEGE

NOTE: Operating systems prior to Windows 7 and Mac OS 10.11 will not be permitted to use the 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 <http://www.it.ox.ac.uk/policies-and-guidelines/peer-to-peer-resource-sharing> for details.

Before You Arrive Checklist

Remote Access Account:

Activate your remote access to ensure you can gain access to the wireless network Eduroam, see <http://help.it.ox.ac.uk/network/wireless/services/eduroam/index>

An Ethernet cable

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 the ICT Office.

Back up 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 wired network only.

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.

You will not need any special software to use your laptop in college, but you will need an Ethernet and/or wireless adapter to access the network from your bedroom.

When connecting devices, you should ensure that:

1. You have the correct **hardware**
2. You **Configure** the hardware

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 ICT Services in 12OB)
- Microsoft Windows 7 or higher. **Operating systems prior to Windows 7 and Mac OS to 10.11 will not be permitted** to use the wired network or the main wireless networks within college.
- Mac OS X 10.9 or later (prior to and including Mac X OS 10.8 will not be allowed on the network).

We cannot provide you with hardware (except for Ethernet cables). 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 7, 8 & 10

- Open the Network & Internet in Control Panel
- Click View Network Status and tasks
- 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 Wifi
- 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 – Free software is available from Sophos - <https://home.sophos.com/register>
- have applied the latest security patches:

Windows updates - go to <http://windowsupdate.microsoft.com>
Software Update control panel on **Apple Devices**

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. To protect the security of the network, disconnection will occur where machines are thought to be adversely impacting on the network. If your Antivirus software is up-to-date but not recognized by the network scan, please bring your computer to the ICT Office.



Which network?

After you have checked your hardware is configured you should choose which network you wish to use:

- Ethernet - recommended for personal computers in College accommodation
- Wireless - recommended for phones, tablets and computers

Connection instructions for both are set out below.

Wifi

Firstly, you need to make sure you can see the wireless SSID's on your device. You should see (amongst others):

- NC-Conference
- Eduroam
- OWL
- NewcWifi
- NewcWifiGuest

Select Eduroam – this is the default Wi-Fi SSID used in College and throughout the University. When prompted enter your Remote Access credentials. Further information about configuring devices can be found here <http://help.it.ox.ac.uk/network/wireless/services/eduroam/index>

If you have not registered for a Remote Access Account prior to arrival at New College:

- Connect to the OWL Wi-Fi SSID
- Browse to either of these pages <https://register.ox.ac.uk> or <https://cat.eduroam.org>.
- Enter your SSO credentials and then register for a Remote Access Account. If you have not received your SSO account information, please see the Tuition Office in 4OB.

A Secondary Wifi SSID is also available if you have trouble connecting to Eduroam, that being 'NC-Conference'. The SSID Password for this is **Autumn2018**

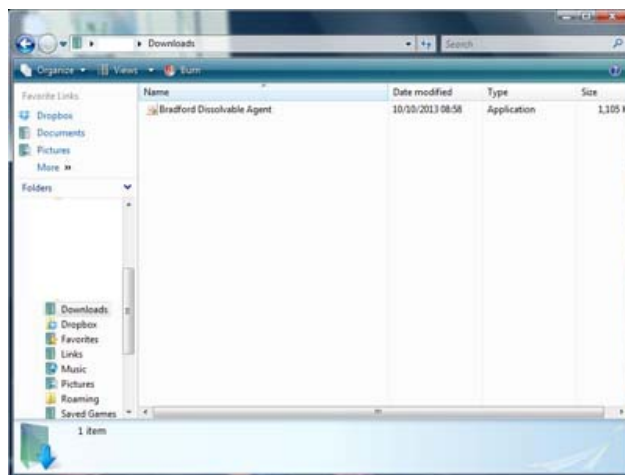
Wired Ethernet

Please note you will not be able to register if you do not have antivirus software or your Operating system has not been updated:

1. **Ethernet users** - connect your computer with the Ethernet Lead and ensure it is plugged into the Ethernet socket in the wall (usually located by the desk).
2. Open a web browser and try to browse the web, where then a page similar to the below screen shot will open.
3. Select the 1st option **University SSO Users > Enter your SSO credentials > accept the terms and conditions by entering your email address > Click start.**

The Bradford agent will now download and check your machine passes all our security checks. Please note if the agent does not automatically start you may need to manually start it - look in your **downloads folder**.

A pop up may appear in the taskbar will appear informing you and you should see a progress bar when it is running.



The agent may inform you if you do not meet the requirements set by IT Services. It will inform you of why it has failed and will allow you to update your Operating system over the network. Failure to download updates or Anti-Virus protection will result in being disconnected from the network (Remediation) after a period of access.

If your computer does pass the requirements you will be presented with a countdown timer (see below).

Wait for the on-screen countdown to finish before **restarting** your browser. **Please be aware that during busy registration periods you should wait at least 15 minutes and try restarting your computer before reporting a problem.**



Troubleshooting

If you are experiencing problems, please try the following steps before contact IT Services:

- Try disconnecting and reconnecting Wifi.
- Try unplugging and reconnecting the Ethernet cable from your computer or the socket on the wall
- Have you restarted your web browser?
- Have you restarted your computer?
- Some antivirus applications and Windows 8 try to block the Bradford registration download - you need to "run the program anyway" - this option is sometimes hidden in advanced options.
- After you have tried these steps and waited up to 15 minutes please email helpdesk@new.ox.ac.uk for assistance.

COLLEGE FACILITIES

There are computer rooms with workstations available in the JCR, JCR Computer room in 2nb, and the MCR (Weston Buildings). All the computers use SSO credentials.

Central printing is available for all students and per page prints are charged to students' battels. See Webprint below

Printing from Your Own Computer

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

A guide to using this service can be found at the end of the webpage on the IT Services webpages: <http://www.new.ox.ac.uk/student-ICT>.

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.

New College Computer Rooms

The JCR Computer room in 2nb is accessible 24 hours a day with the Key Fob that you would have been supplied with from the Lodge and is located on the ground floor of New Buildings 2 (2NB). There are 2 computer rooms, the JCR Computer room in 2NB and another in the MCR pavilion (MCR only).

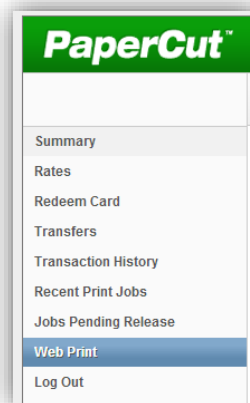
Printing

Printing costs 7p for black and white A4 or 20p for colour A4. Discount is applied for Duplex Printing and A3 printing is also available. Any printing you do will be recorded in your New College account and battled each term. For further details visit

There are 3 printers for your use:

- A large multifunction printer and copier in the Junior Common Room called **NC3504-04-JCR**
- A large multifunction printer and copier in the JCR Computer Room called **NC3504-01-JCR2NB**
- A large multifunction printer and copier in the Library Stairs called **NC3504-03-LibraryStaircase**

These printers are only connected to the network and can only be printed from the terminals in the computers rooms or via **Webprint** – see "Printing from your own computer" above.

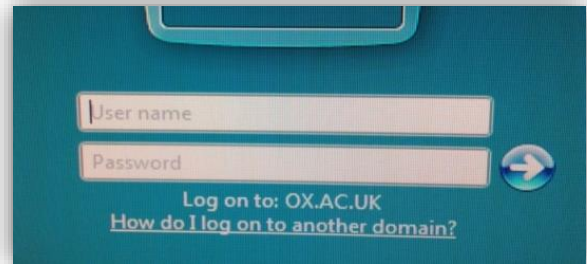




Logging into the computer room terminals

To use the computers in the computer room, you will need to log on your SSO credentials.

1. At the login screen, enter the username and password that you have been given.
 - o Those with valid SSO Credentials supplied by the University may use these credentials to login. e.g. *newc1234*
2. 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 **do not** shutdown/switch the terminal off or disconnect Ethernet leads from the workstations.

REPORTING PROBLEMS

If you are experiencing problems with the computer rooms or printers, please email helpdesk@new.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 than the IT department feel they have will be redirected to the IT Services central IT helpdesk. More information can be found at <http://www.it.ox.ac.uk/helpcentre/>

UNIVERSITY FACILITIES

Email

Your email account, known as your Nexus account, it can have two addresses pointing to it – one College address, such as joe.bloggs@new.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://nexus.ox.ac.uk> 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/nexus/email/clients>

IT Services Registration system

Through the registration system, you can manage accounts credentials and change passwords for SSO and Remote Access download and install free software, register for IT Services Backup systems (if you are a graduate student). Go to <https://register.ox.ac.uk/> and log in with your SSO user name and password.

COMPUTING RULES AND REGULATIONS

Computer Misuse

These rules apply to all use of the computing and network facilities in New 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 dependant 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 with 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 wilfully changing hardware, firmware and software set-ups.

Computer Suite Rules

- Authorised users (see above) have access to the suite for the purposes of using the computers and other facilities, or for consulting members of staff.
- Non-authorised persons are not permitted to use the facilities or enter the suite.
- Smoking, eating or drinking are not permitted in the suite at any time.
- The IT Staff have formal charge of the suite and may take any reasonable action they consider necessary to safeguard the College property or the well-being of other users.
- Children admitted to the suite must be under the control of an adult and must not cause a nuisance to users.
- Pets and other animals may not be brought into the suite.
- Printing: All printing by laser printer will be charged for at a rate per sheet as advertised.

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).

Please note also the College Statement on Illegal Software within the Information Security Policy (**section 7.7**) which can be found on the college website at <http://www.new.ox.ac.uk/policy-documents>.

Other Rules

The College issues the rules contained in these pages and in addition to the following other requirements relating to use of computing facilities in the University:

<http://www.admin.ox.ac.uk/statutes/regulations/196-052.shtml>

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 or indefinitely dependant on the severity of the misuse.



INFORMATION SECURITY POLICY

New 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 New College has its own Information Security Policy which covers all users of the ICT system. All users of the ICT system should be aware of this policy and its scope. The Information Security Policy can be accessed through the following site:

<http://www.new.ox.ac.uk/policy-documents>

ABOUT THE COLLEGE IT OFFICE

IT Technician: Mark Lambourne

Director of IT Services: Christopher Thompson

Technical Manager: James Dore

Project & Systems Analyst: Samantha Brown

The ICT Office is located on the ground floor of staircase 12 of the Old Buildings – 12 OB 2.

Email: helpdesk@new.ox.ac.uk

Telephone: 89094 (internal extension)

TOP TIPS

- Install software updates regularly
- Keep Antivirus software updated
- Use a good anti-spyware utility, such as Spybot Search and Destroy, Malwarebytes or AdAware – and keep that up to date, too
- Don't install software that pops up in a web browser window telling you your computer may be infected – if it must. It's 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 easy for a virus to fake the origin of an email to spread itself about
- Keep your computer clean. They just run better without jam and beer spread into their workings.