

## St Hugh's IT Services – Getting Started Guide

Welcome to St Hugh's! Because of Coronavirus we are currently primarily offering support remotely. This helps stop the spread of Coronavirus and we would ask that you e-mail us for support in the first instance.

E-mail [it-support@st-hughs.ox.ac.uk](mailto:it-support@st-hughs.ox.ac.uk) for the quickest response.

Telephone: 01865 274931 - you can also leave a voicemail and we will get back to you (please note it is often quicker and more efficient to e-mail us).

If you need to visit us in person then we do have drop-in sessions Monday – Thursday from 9am – 10am and 1pm – 2pm. Outside these times, please book an appointment with us via our website:

<https://www.st-hughs.ox.ac.uk/current-students/it-services/>

### 1. Activate your Single Sign-On (SSO)

- You should have received an Activation Code. If not, contact us.
- Activate here: <https://webauth.ox.ac.uk> (Option 1.)

### 2. Get Internet Access

#### WiFi

- The WiFi network is called Eduroam.
- Sign up for a Remote Access/Eduroam Account: <https://register.ox.ac.uk>
- For mobile devices, Go to your App store and search for the “geteduroam” app. Follow the instructions.
- For Macs and PCs, enter your username in the format [shug1234@OX.AC.UK](mailto:shug1234@OX.AC.UK) and your remote access password – this is not the same as your SSO password.
- Not all devices support Eduroam. For more information please see our website.

#### Wired Network

- Most student accommodation within College is fitted with Ethernet ports.
- You may be prompted to sign into the network when connecting, for this you will need your Remote Access / Eduroam credentials (eg [shug1234@OX.AC.UK](mailto:shug1234@OX.AC.UK) and Eduroam password – see above)
- Some devices need further configuration - for more information see our website.

### 3. Email Accounts

- All new students will be allocated an address: [firstname.surname@st-hughs.ox.ac.uk](mailto:firstname.surname@st-hughs.ox.ac.uk).
- You need to have activated your Single Sign On to be able to access this.
- Access your email online here: <https://outlook.office.com>
- Help with setting up email clients: <https://help.it.ox.ac.uk/access-your-email>

## 4. Multi-Factor Authentication (MFA)

- When you setup your e-mail account you will be prompted to add an authentication method such as a phone or app which will be used when you login to help secure your account.
- We recommend you create **at least 2** different methods of authentication, (such as a mobile phone and a landline phone), as if you lose your mobile phone then you can easily get locked out of your account.
- To add additional authentication methods, go to <https://mysignins.microsoft.com/security-info>

## 5. Free software

- Microsoft Office365 (includes 5TB Onedrive storage): [www.office.com](http://www.office.com)
- Oxford University's free Anti-Virus software (Sophos): <https://register.it.ox.ac.uk/self/software>
- There is a full list of free software available to students:
- <https://www.it.ox.ac.uk/get-software>

## 6. University Card

### DOOR ACCESS

- Your issued University Card is your door access throughout College.
- Keep it with you at all times.
- Keep your card active by using it regularly on one of the many silver square readers by the doors.
- If you have problems with access or lose your card then please speak to the Lodge.

### CATERING (CASHLESS SYSTEM)

- Your University Card is your meal ticket.
- You can top-up on [www.upay.co.uk](http://www.upay.co.uk) and you should have received a password for this service via e-mail. Your username is your e-mail address in the format firstname.surname@st-hughs.ox.ac.uk
- See the <https://www.st-hughs.ox.ac.uk/current-students/food/> for more information.

## 7. Useful Contact Information and Resources:

Welcome to IT - [www.it.ox.ac.uk/welcome/](http://www.it.ox.ac.uk/welcome/)

Oxford University IT Services: <http://help.it.ox.ac.uk/>

St Hugh's IT Services website: <https://www.st-hughs.ox.ac.uk/current-students/it-services/>