

St Hugh's IT Services – Getting Started Guide

How to get IT support

E-mail it-support@st-hughs.ox.ac.uk for the quickest response.

Telephone: 01865 274931 - 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 are generally on site between 9am and 4pm Monday to Friday. Sometimes we're away from the office attending other jobs. If you'd like to book an appointment with us, then you can do so 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.it.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 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 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.
- 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
- 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 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/

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/>