

St Hugh's IT - Getting Started Guide

Welcome to St Hugh's! This guide aims to help you get setup with your IT equipment, and answer the most commonly asked questions.

St Hugh's IT Office

Because of the current Coronavirus situation, we are no longer offering a drop-in service, however appointments may be able to be arranged by contacting us via e-mail or telephone.

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

Telephone: 01865 274931 where you can leave a voicemail and we will get back to you.

We recommend you read the relevant IT section in **Student's Handbook** for more detailed information.

Activate your Single Sign-On (SSO)

- You should have received an Activation Code.
- Activate here: <https://webauth.ox.ac.uk> (Option A)

Get Internet Access

WiFi

- Sign up for a Remote Access Account:
- <https://register.ox.ac.uk>
- and choose "Register for a remote access (Eduroam/VPN) account"

After you have registered, follow these instructions to connect:

Apple iPhones/iPad/Macs and Windows PCs

- Connect to Eduroam Wifi in the usual way and enter:
- Username: sso@OX.AC.UK (eg shug1234@OX.AC.UK)
- Password: Remote access password
- Trust the certificate if asked
- You should be connected to Eduroam

Android devices including Samsung

You will need to download the Eduroam CAT app from your app store. Follow the instructions in the app and enter the username and password as below:

- Username: sso@OX.AC.UK (eg shug1234@OX.AC.UK)
- Password: Remote access password
- You should be connected to the eduroam network

Smart devices including speakers, radios, lights, and wireless printers

- These generally won't work with eduroam, and unless they have an ethernet port, they will not be able to be used on our network.

Troubleshooting

- If you are having problems getting connected, please connect to “The Cloud” as a temporary measure. It is free to sign up.
- Then please e-mail us and we will help you get connected to eduroam.
- eduroam is recommended as it is more secure and faster than “The Cloud”.

Wired network

If your device doesn't support eduroam or you would like to use a wired connection, all rooms have ethernet connections and you can register your own device.

- All student accommodation within College is fitted with Ethernet ports.
- You can register your own devices through the automated Computer Registration System.
- For further information see the Student Handbook.
- Please note that wireless routers or extenders are **NOT** permitted on the network and will be blocked or removed.

Email

- All new students will be allocated an address: `firstname.surname@st-hughs.ox.ac.uk`.
- Access your email online here: <https://outlook.office.com>
- Help with setting up email clients: <https://help.it.ox.ac.uk/nexus365/setting-up-email>

Free software

- Microsoft Office365 (includes 5TB 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 at <https://www.it.ox.ac.uk/get-software>

Copyrighted material

- Do not download Copyrighted material and do not use any BitTorrent type services while connected to the University network.

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 on one of the many silver square boxes by the doors.
- See the Student Handbook for more information.

Catering (Cashless system)

- Your University Card is your meal ticket.
- Sign up on <http://www.upay.co.uk/> to put money on your card – you will need the affiliate ID which is **34**.
- See <https://www.st-hughs.ox.ac.uk/currentstudents/food/> and the student handbook for more information.

Useful Contact Information and Resources

St Hugh's website - <https://www.st-hughs.ox.ac.uk/currentstudents/facilities/it-support/>

Welcome to IT - www.it.ox.ac.uk/welcome

IT Services Help - <http://help.it.ox.ac.uk>