

IT IN ST JOHN'S COLLEGE

Below is some information on the main IT systems you'll find in both St John's College and the University as well as some help to get you online. It will also help to clarify who can help you with different types of IT problem in case you need assistance.

IT within St John's and Oxford University can be confusing at times as some systems are handled directly by the college and others are managed centrally by the University. For example St John's College manages the computers in the computer room and library as well as the wired network connections around College. Other services such as email are handled centrally by the University's IT Services department. Some services like the wireless are part run by College (who manage the access points around St John's) and part run centrally run by IT Services (who manage the OWL and Eduroam wireless systems for the University).

Email

Email at St John's, like most other colleges and departments in Oxford, is handled centrally via the central Oxford IT Services department (previously known as OUCS, and you may see some online material which still refers to them by that name).

You will automatically be registered for a Single Sign On (SSO) account needed to access the central Nexus email system and St John's email address soon after you receive your University card. Once you have the activation code, which will be sent to you in the internal post, you can use any computer on the Internet to activate your Oxford Nexus email account.

If you have come from another Oxford college/department then when you get your updated University card you will keep your existing single sign on details but IT Services will create you an @sjc.ox.ac.uk email address which will deliver mail to the same account as you had before and will remove the old address. Your single-sign in login username will never change.

If you are new to Oxford then the Single Sign On username will typically look like 'sjoh' followed by four numbers (e.g. sjoh9999).

Oxford email addresses are typically in the form of firstname.lastname@unit.ox.ac.uk where unit is the name of the college or department. So for St John's College an example addresses would be john.smith@sjc.ox.ac.uk

The Single Sign On username is also used to access a number of other Oxford systems and journals as well as our own network registration system.

You may also get a departmental email address. Usually this will also deliver to the same 'mailbox' as your college account but a few departments also run their own email systems and will give you information when you start on how to access them.

There is a web interface to access your email or you can use a client such as Outlook on your computer.

For further details of the University's Nexus email system please see: <http://www.it.ox.ac.uk/welcome/email>

Networking Your Own Computer

Wireless Networking:

Wireless networking is now available across almost all of St John's College and most of its outside houses and annexes.

St John's College broadcasts the Oxford University OWL and eduroam wireless access systems. These two systems are a standard used by many departments and Colleges within Oxford and once set up you will be able to use OWL and eduroam wireless both in St John's and in many other Oxford locations. Eduroam is a multinational standard and Oxford users can also use eduroam at other participating organizations around the world to connect.

The preferred wireless network for student use on mobile devices around Oxford is eduroam. OWL is faster but better suited to laptops as you need to run some additional software (known as VPN software) and it may drop the connection if you move out of signal.

To connect wirelessly you must first register for an Oxford Remote Access account.

For details of how to do this and get online wirelessly please see:

<http://www.it.ox.ac.uk/want/get-started/internet>

Please note for security and operational reasons personal routers including wireless routers are not allowed on the College and University networks. Although it is possible to connect devices like most tablets and smart phones to the Oxford wireless systems I'm afraid that most domestic home wireless printers and wireless speakers (as well as similar devices intended for home use) will not work on the University's enterprise OWL and eduroam wireless systems.

Wired Connections:

As well as being able to connect wirelessly you can also connect from your College room or the St John's library using a wired Ethernet connection. This is a typically a higher speed and more reliable connection than using wireless.

To use the wired connection you must first go through the online registration system.

When you first connect to the Internet with the wired connection and open up a web browser you will automatically be redirected to our 'Bradford Campus Manager' online registration system. To register you must have set up your SSO account (see above).

The registration system takes your details and then checks your computer meets the University requirements. Your computer must have the latest Windows/MacOS updates and have antivirus software installed. A number of Apple Macs fail to get through registration as they have no antivirus installed. If your computer fails the checks you will be given the opportunity to install updates online and try the test again. Once your computer has passed through registration you will be on the Internet. We allow computers installed with Windows Vista, Mac OS 10.9 or a current version of Linux to connect.

Please note that having a high-speed Internet connection in your room is a privileged position and brings with it responsibilities to other uses of the network. The Oxford network is a frequent target for 'hacking' attempts and, while the majority of computers are secure, a small number are compromised each year. In order to minimize risks to all College users, the College has implemented network access rules which have to be agreed to by anyone wanting to connect a computer to the College network from their room. The

network access rules are primarily University rules but with a few College additions - most importantly an agreement to let College have control of your computer if it is part of a major breach of network security or rules. This only applies to access to the College network. Full details of the network access rules are provided by the registration system before a computer is connected to the network.

Computer Room

The college has a computer room just for Graduate students to use within the MCR building.

There is also a general use computer room in the Rural Economy (RE) building at the Parks Road end of St John's.

You will be able to access both rooms via your key fob. Each have free mono-printing. You will need to use your SSO and it's password to login to the Windows PCs in the rooms.

There are also terminals and a printer available in the main library (Canterbury Quad) and the law library (Kendrew Quad). The terminals allow access to databases and online journals. User's laptop computers may be used on the wired network in the ground floor section of the Library (west end) and there is OWL and Eduroam wireless throughout.

Induction Lecture

An introductory lecture on computing in the College and the University is given to all Freshers' in 0th week (see your 0th week timetable). Attendance for Graduate students is optional but advisable especially for those who are new to Oxford University and its IT systems.

Issues such as connecting to the college network, staying secure online and how to get IT help in Oxford are covered in the talk.

IT Support

Graduate students needing help or support regarding computing issues can contact the College IT Officers or the help service at IT Services. For departmental software and systems the IT Officer(s) at your faculty may be able to provide assistance.

St John's has three full-time IT Officers, Matt Jennings, Neil McIntosh and Ashby Hope. They manage the day-to-day running of all aspects of IT within St John's including the running of the college network and maintenance of the computer rooms.

The College's main IT office is on the ground floor of the Bursary near the main Bursary Entrance (N7-1). You can email it-support@sjc.ox.ac.uk or phone 01865 277365.

(Central) IT Services

The central IT Services department runs a number of the University's computing facilities. They are located a short walk away at 13 Banbury Road. They can be contacted at help@it.ox.ac.uk or by phone on 01865 612345.

One of the main services they run is the central Nexus email system.

They also provide an appointment based Help Desk service along with a 24 hour support

telephone line and many pages of online support information for the various IT systems they manage.

IT Services also provide free Sophos antivirus software to those that need it. This can be very useful as it is a University requirement that all computers connected to the network run antivirus software. See: <http://help.it.ox.ac.uk/viruses/> For members of the University they run a small online computing shop <http://www.it.ox.ac.uk/want/shop/>

The shop provides academic discounts on certain software. Microsoft Office 365 is available free of charge to Oxford students as a download (via a third party supplier) linked to from the online shop or other versions of Microsoft Office as £9 download.

IT Services offers via the "IT Learning Programme (ITLP)" over 200 different IT courses that can help you with your studies, research and future careers. They include courses on using computer and the major applications (such as training courses in Word, Excel etc.).

They also run courses on the programming languages.

For details see: <http://www.it.ox.ac.uk/do/training-and-facilities>

If you want to publish your own website you can do so on the central managed web server. Details on how to start building your own web site are available at this URL: <http://help.it.ox.ac.uk/web/personalwebpages/personalguide#webpace>

IT Services (via a third party, Equinox) offers a very economically priced breakdown service for PC and Apple Macintosh personal computers, as well as their peripherals. Please see: <http://help.it.ox.ac.uk/breakdown/index>

Members of the college interested in Linux can take advantage of the IT Services run Linux cluster which can be accessed by anyone with an Oxford email account. Details are available at: <http://help.it.ox.ac.uk/services/linux/>

Additional Information

For further Freshers' IT information, including how to have your computer connected to the network and how Oxford University email works, please see: <http://welcometoit.ox.ac.uk/>

If you have any IT questions please feel free to contact the St John's team.

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