IT in St John's College

Welcome to St John's. 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 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 (and some such as the WiFi system, are shared between both). Hopefully the following will help with the main IT issues faced when starting at Oxford University.

Single Sign On (SSO) account:

All new students will automatically be registered for an Oxford University 'single sign on' user account (often known as an SSO) when they start in Oxford.

Undergraduates will be sent the activation code over the summer to your previously registered email address. Postgraduates will receive their SSO when they complete their contracts.

Once you have the activation you can use this to register online to activate your SSO. This will also enable access to your Oxford 'Nexus 365' email account.

Please activate your SSO as soon as you can and if possible before you come to Oxford. As well as requiring the SSO for your Oxford email account it's also used by a number of others systems such as registering to use the eduroam WiFi network or for registering to use a wired Internet connection.

The SSO user name will typically look like 'sjoh' followed by four numbers (e.g. sjoh9999). If you are a postgraduate and have already studied in Oxford you will keep your existing SSO username. It will just be reactivated by IT Services and you will be allocated an @sjc.ox.ac.uk email address which delivers to it.

Oxford Email:

Email in Oxford is handled centrally by the University and uses the Microsoft Office 365 system. The Oxford email system is generally known as Nexus or Nexus 365.

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. For example a St John's email address would look like john.smith@sjc.ox.ac.uk

The College will use your Oxford @sjc.ox.ac.uk email address for academic purposes and official correspondence. Therefore you must check it regularly (or set up an automatic forward to another email address you already use). Please note that apart from illness or other unavoidable cause no excuse is accepted for failure to respond promptly to emails from College Officers and College Staff.

You can check your email via a web browser or you can also configure your own phone, computer and/or tablet to access the Oxford email system.

For more details on Oxford Nexus 365 email, and how to receive it, please see:

http://www.it.ox.ac.uk/want/get-started/email

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

Connecting to the Internet:

WiFi

St John's uses the eduroam system for wireless networking.

The 'eduroam' network is available across almost all of St John's College and most of the college's outside houses and annexes.

The eduroam system is used by almost all the departments and colleges within Oxford and once set up you will be able to use eduroam WiFi not only around St John's but also at many other Oxford locations including the libraries, departments and other University buildings.

As a multinational standard Oxford users can also use eduroam at other participating organizations around the world to connect automatically.

To connect to eduroam WiFi you must first register for an Oxford Remote Access account.

For details of how to connect to the eduroam WiFi service and how to set up a remote access account please see:

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

or

https://www.sjc.ox.ac.uk/it

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 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

typically a much 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 a supported version of Windows or MacOS with all the latest security updates installed. It must also have antivirus software installed

We allow computers installed with Windows 7, Mac OS 10.13 or a current version of Linux to connect.

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.

Please note that 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 (often because they have not got up to date Windows updates or Mac updates installed). 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. Full details of the network access rules are provided by the registration system before a computer is connected to the wired network.

Libraries:

Database terminals are located in the main college library and study centre. Lawyers also have access to terminals in the law library. From these terminals a variety of online journals and many databases are available.

Printing:

Mono printing is available in college and is currently free. Students can submit print jobs to the printers remotely via the web and then go to the printers to collect them when convenient. The printers are located in the basement of the new Library Study Centre. There is also a printer for undergraduate use in the JCR Lounge and one for graduate students in the MCR building.

For details on printing please see:

https://www.sjc.ox.ac.uk/current-students/computing/web-based-printing-system/

IT Support:

Students needing help or support regarding computing issues can contact the College IT Officers or the help desk service at IT Services.

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. The IT Office is in the RE Building at the far end of Garden Quad.

For departmental software and systems the IT Officer(s) at your faculty may be able to provide assistance.

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.

For more details about IT Services please see:

http://www.it.ox.ac.uk/do

They provide an appointment based Help Desk service along with a 24 hour support telephone line.

Learning programme -

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

Antivirus –

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.
http://help.it.ox.ac.uk/viruses/

Microsoft Office and other software -

Microsoft Office 365 'online' is available free of charge to Oxford students and copies of the Microsoft Office desktop applications (such as Word, Excel and PowerPoint) can also be downloaded for free. For details please see:

https://help.it.ox.ac.uk/nexus365/office-365-download

Some other academic software is also available, sometimes for free or sometimes at a discounted price, at the IT Services Online Shop at

http://www.it.ox.ac.uk/want/shop/

Personal web sites -

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#webspace

Computer repair service -

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

Linux -

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 IT information aimed at freshers in Oxford, including how to have your computer connected to the network and how Oxford University email works, please see: http://www.it.ox.ac.uk/welcome

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

The St John's website at http://www.sjc.ox.ac.uk/ also has helpful information on a number of topics including IT and the various systems used in College and the University.

The JCR and MCR also have their own websites with useful information for undergraduates and postgraduates respectively. They are available at:
http://jcr.sjc.ox.ac.uk/ and http://mcr.sjc.ox.ac.uk/

Good luck and kind regards,

Matt Jennings Senior IT Officer

Email: it-support@sjc.ox.ac.uk

Tel: 01865 277365