

IT at St John's College

Please find below information to help you get connected to the Internet, and details of the main IT systems you will find in St John's College and the University.

IT within St John's and Oxford University can be confusing at times as some systems are handled directly by the College whilst others are managed centrally by the University. You may also need to access systems run separately by your department. I hope this information will help you get started.

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 before arrival.

Postgraduates will receive their SSO when they complete their University contracts.

Once you have the activation code you can use this to register online to set up your SSO and set a password and secondary security method. This SSO password will enable access to your Oxford 'Nexus 365' email account.

Your SSO is also required to set up a 'remote access' password to allow you to connect to the eduroam WiFi which is used throughout College and the University. It is also needed to sign in to the College Intranet and a number of other Oxford systems.

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 (e.g. kebl1234). It will just be reactivated by IT Services and you will be allocated an @sjc.ox.ac.uk email address which delivers to it.

Please activate your SSO as soon as you can and if possible before you come to Oxford.

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 (even if you usually use a different email address).

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 at <https://outlook.office365.com/> or by using an app such as Outlook or Mac Mail.

For more details on Oxford Nexus 365 email, and how to receive it, please see the University's 'Getting onto email' advice at:

<https://www.it.ox.ac.uk/getting-onto-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 academic 'eduroam' system for wireless networking.

The 'eduroam' wireless 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.

Please see: <https://help.it.ox.ac.uk/how-to-connect-to-eduroam> for full details.

Although it is possible to connect devices like computers, tablets and smart phones to the Oxford eduroam wireless system please note that most domestic home wireless printers and wireless speakers (as well as similar 'smart' devices intended for home use) will not work on the eduroam systems. St John's College has recently introduced a CloudPath WiFi system which allows these types of devices to be connected and further advice on this is available from the IT Office.

Please note for security and operational reasons personal routers including wireless routers are not allowed to be plugged into the College and University networks.

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.

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 'Network Access Control' web 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.

The College allows computers installed with Windows 10 or 11, Mac OS 10.15 or later, 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.

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. 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 (or on request from the IT Office).

Guest WiFi -

For students' guests and visitors to College we provide "The Cloud" public WiFi service. This gives a café style guest connection for non-members of the University. (As the guest service has limited capacity current St John's students are not allowed to use this guest service and are required instead to use Eduroam, CloudPath or OWL WiFi).

IT in the College Libraries:

Database terminals are located in the Library 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:

Student printing is available in College at 3 locations (4 for law students). You can print to A4 single or double sided. Mono/grayscale printing is currently free. Colour printing is charged at 10p per side and is billed via your termly Battels statement. Students can submit print jobs to the printers remotely via the web and then go to the printers to collect them when convenient (using your University card at the printer to login and release the saved print job). There is a printer in the basement of the Library Study Centre. There is also a printer for undergraduate use in the JCR Lounge and one for graduate students in the MCR building. Law students have access to one in the St John's Law Library.

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 service at IT Services.

The IT Officers are available to give (office hours) IT help and can be contacted by email at it-helpdesk@sjc.ox.ac.uk or by telephone 01865 277365 to request an appointment, or to arrange a remote IT support session.

For web site and intranet help you can contact our Web Systems Manager Andy Carslaw (at andrew.carslaw@sjc.ox.ac.uk)

Matt Jennings, the IT Manager, oversees all the IT in College.

If you have departmental software or system problems then the IT department at your department or faculty will be able to provide assistance.

University IT Services:

The central IT Services department runs a number of the University's computing facilities. They have their own website at:

<https://www.it.ox.ac.uk/what-we-do>

They provide a Help line service, including a level of 24 hour support. For more details please see:

<https://www.it.ox.ac.uk/find-help-and-support>

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: <https://www.it.ox.ac.uk/it-training>

Antivirus -

IT Services also provide free Sophos antivirus software to those that need it. It is a University requirement that all computers connected to the network run current For more information about Sophos and how to get it see:

<https://help.it.ox.ac.uk/sophos>

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 on how to download MS Office 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, online at

<https://www.it.ox.ac.uk/get-software>

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:

<https://help.it.ox.ac.uk/guide-to-using-personal-web-pages-service#webspace>

Additional Information and support:

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:

<https://www.it.ox.ac.uk/getting-started>

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.

Once you have your Oxford SSO there is also the St John's Intranet at:
<https://intranet.sjc.ox.ac.uk/>

(Note that to access the Intranet you need to be either accessing the site from within the UK or be connected via the Oxford VPN system. If you need to set up VPN there are details at: <https://help.it.ox.ac.uk/vpn>).

JCR & MCR websites:

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 I hope you enjoy your time at St John's and Oxford University!

Kind regards,

Matt Jennings – IT Manager, St John's College Oxford

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

Tel: 01865 277365