

# IT at St John's and Oxford University

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Senior IT Officer

(These slides, web and email addresses will all be available on line)

## This talk covers...

- Getting IT help.
- Connecting to the Internet in college.
- Using your college email.
- The college computing resources.
- Oxford University IT Services.
- The Internet: The good, bad & the ugly.
  - Resources, rules, viruses and scams.

# Help!

- Who can help?
- The College IT Officers.
  - Neil McIntosh and Ashby Hope.
    - Bursary (N7), Ground floor, room 1
  - Matt Jennings,
    - RE Building (at the end of Garden Quad) Room 9
- JCR and MCR computing reps.
- Oxford University IT Services.
- Departmental IT staff.

## How we can help in college

- Answering general IT questions.
- Offer advice on hardware.
- Offer advice on software.
- We administer the printing system
  - However paper and toner is from Domestic Stores.
- We administer the college network.
- But
  - We do not carry out hardware repairs or re-installs.
  - IT Services maintains the central systems such as Nexus email.
  - For website issues please contact our Web Officer Andy Carslaw ([andrew.carslaw@sjc.ox.ac.uk](mailto:andrew.carslaw@sjc.ox.ac.uk)).

## Common problems

- Corrupted or deleted files.
- Broken hard disks.
- Other hardware faults.
- Please always keep backups of all your work, files, photos and music.
- Please bring your software and system disks/ backups (if you have them) to college.

## Please please backup

- Hard drives can fail without warning.
- They are fragile and dropping them can easily break them.
- Your work, photos and music may be irreplaceable.
- Viruses can lead to hard drives needing to be completely wiped and everything re-installed.
- Please, please, please keep multiple regular backups.
  - USB drives, Cloud services (e.g OneDrive, iCloud etc.)

## Viruses, worms and spyware

- Extremely common in Oxford.
- Be very careful when you see an email attachment (or an unexpected message with a link).
- You must have anti-virus software installed.
- Free anti-virus software is available.
- Keep backups as removing more and more viruses requires Windows to be reinstalled.
- We can advise with viruses and will provide tools to help clean them up but you must carry out the work.

## Getting connected

- Wireless and wired connections available.
- Eduroam WiFi for mobile devices across College and other University locations.
- 100 Mbs Ethernet wired connections in almost all student rooms and locations such as the Library and Collaborative Work Spaces.

## Wireless

- 240 access points around college.
- Almost all student rooms should be covered
  - Some access points are actually in student rooms.
  - Please do not turn these off if you have one.
- Coverage in all the shared locations and our annexes (such as St John's Street and Hart Synot House).

## Wireless

- To use Eduroam wireless ..
  - You will need to set up a 'remote access' password (in addition to your SSO) to connect
  - This can be done at <https://register.it.ox.ac.uk>
- Connection details are on the IT Services website...
- <http://help.it.ox.ac.uk/network/wireless/index>
- Instructions also on our SJC website.
  - <http://www.sjc.ox.ac.uk/it>

# Eduroam Wireless

- To configure use the CAT:
  - Configuration
  - Assistant
  - Tool
- Go to <https://cat.eduroam.org> and follow the instructions for Oxford University.
- Manually setting up Eduroam may not work.
  - Especially on Apple devices.
  - Remember to add @OX.AC.UK to your username.



## cat.eduroam.org

← → ↻ 🌐 GÉANT Association [NL] <https://cat.eduroam.org> ☆ 🔍 ☰

CAT was recently upgraded to version 1.1.3. Please report any issues to the mailing list [cat-users@lists.geant.org](mailto:cat-users@lists.geant.org)

### Welcome to eduroam CAT

**eduroam Configuration Assistant Tool**

View this page in [Bahasa Indonesia](#) [Català](#) [Čeština](#) [Deutsch](#) [Ελληνικά](#) [English\(GB\)](#) [Español](#) [Français](#) [Galego](#) [Hrvatski](#) [Italiano](#) [Lietuvių](#) [Norsk](#) [Polski](#) [Slovenščina](#) [Srpski](#) [Suomi](#) [Magyar](#) [Português](#) [Slovenčina](#) [Start page](#)

**About eduroam**

[About eduroam](#)

[CAT](#)

[Terms of use](#)

[FAQ](#)

[Report a problem](#)

[Become a CAT developer](#)

[eduroam admin: manage your IDP](#)

eduroam installation made easy:

## MS Windows

10, 8, 7, Vista

Custom built for your home institution

Digitally signed by the organisation that coordinates eduroam: GÉANT Association

**eduroam user:**  
download your eduroam installer

eduroam CAT - Release CAT-1.1.3 © 2011-15 GÉANT on behalf of the GN3, GN3plus, GN4 consortia and others [Full Copyright and License](#) [Cookie Policy](#)

European Commission  
Communications Networks, Content and Technology



## Wired connections

- Faster and more stable connection than WiFi
- On-line registration system.
  - Just plug in your computer via a network cable and open up your web browser.
  - The registration system should start.
- Free cables to Freshers if you need one.
  - Please look after your cable.
  - Available from the IT Office (N7-1).

## Getting connected via a wire

- The “Bradford Campus Manager” registration system will start when you browse to a webpage.
- Register using your SSO details (the same username and password as for email).
- It will check your computer to make sure it is up to date and has antivirus software.

## Known problems

- Manually configured network settings?
  - Network settings need to be set to 'Automatic' or 'DHCP' **including** DNS settings.
- Operating System version
  - For Windows requires Windows 7 or later.
  - For MacOS requires 10.9 or later.
- Computer trying to use WiFi instead of cable?
  - May need to turn WiFi off when using the wired connection.

## The connection

- Ethernet/wireless connection links directly into the Internet via the college and University networks.
- Connection and use is free of charge.
- Excessive use may be queried by the University or college.



## Remote Access / VPN

- VPN software and remote access accounts (for WiFi and remote access to systems) available from IT Services.
  - More about them later.
- VPN allows you to connect to 'Oxford only' resources from café WiFi and home broadband.
  - Including printing and meal booking systems
- Personal wireless (and wired) access points and routers are not allowed on the college network.

## Email

- Run centrally by IT Services.
- You will have received an activation code to enable your account.
- The account username will typically be in the form of sjoh0000
- This username is called a 'single sign on' (SSO) account and is used for a number of systems (email being the main one).

## Email addresses

- Typical Oxford email address is name.surname@unit.ox.ac.uk
- For example:
  - fred.bloggs@sjc.ox.ac.uk
  - jane.smith@chem.ox.ac.uk
- Students are expected to activate their University email account and to check it and use it for University emails.
- Emails from other systems may be ignored by tutors.

## Checking Email

- Two main methods.
- Web <https://nexus.ox.ac.uk>
  - Web interface to the email.
  - Login with your username and password.
- Email client program on your computer
  - Such as Outlook Express, Thunderbird or MacMail.
  - Instructions on setting this up here:
    - <http://help.it.ox.ac.uk/nexus/email/index>

## Email Security

- Encrypted, but please only treat as secure as a postcard.
- Make sure you have a secure password and do not disclose it to anybody.
- Good passwords include mixtures of letters, case, numbers and symbols
  - e.g. !Som3+Green+F10wers!
- Bad passwords include names, birthdays, car registrations and dictionary words.

## College Computing Resources

- Printing / Collaborative Work Space area in the Rural Economy (RE) building.
  - That is at the Parks Road end of College.
  - 2 printers for collecting web print jobs.
  - Wired network connections and monitors, keyboards and mice for use with laptops.
- Separate room for postgraduate use.
  - In MCR building.
  - One printer for collecting web print jobs.

## Terminals in the Libraries

- Can access online journals and databases. Not intended for word processing use.
- One Chrombase terminal downstairs and another upstairs for database use.
- One PC downstairs along with a printer.
  - Sign in with your SSO username.

## Printing

- Currently free of charge.
- Please use sensibly.
- Replacement paper and toner available
  - Please contact Domestic Stores not IT.
- DO NOT use notepad paper as it can jam the printer.
- New web based printing system from this year.

## Caxton web printing.

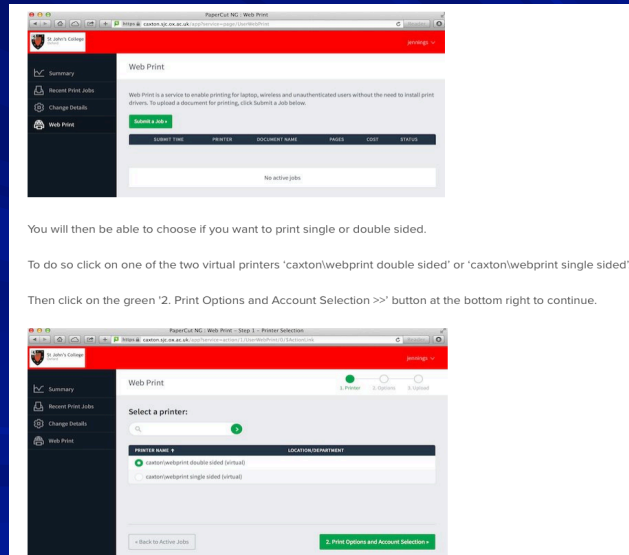
- Can submit PDFs, Word, Excel and some other common document formats via the web.
- Go to <https://caxton.sjc.ox.ac.uk/> to submit a print job.
- Login via your SSO username
  - e.g. sjoh9999 but...
- Use your University Card 7 digit barcode as the initial password.
  - Don't use your SSO password.

## Caxton web printing (2)

- You have 12 hours to collect the print job from the RE Collaborative Workspace print room (and/or MCR for Graduates).
- Instructions with screen captures on our website. Linked to from IT page.
- Direct URL to the instructions is:
  - <https://www.sjc.ox.ac.uk/current-students/facilities/computing/web-based-printing-system>



## Extract from the instructions..



You will then be able to choose if you want to print single or double sided.

To do so click on one of the two virtual printers 'caxton/webprint double sided' or 'caxton/webprint single sided'.

Then click on the green '2. Print Options and Account Selection >>' button at the bottom right to continue.

## Central IT services

- Oxford University or central IT Services
  - Sometimes still referred to by their old name OUCS.
- Web <http://www.it.ox.ac.uk>
  - Also <http://help.it.ox.ac.uk> (for help and setup guides)
- Short walk away at 13 Banbury Road.
  - Opposite the tall engineering tower.
- Remember your University card .
  - They may need this as ID.

## What do IT Services do?

- Run central services including Email and the Oxford University network.
- Training Courses (many free).
  - Software courses.
    - Including databases, spread-sheets, word-processing and operating systems.
  - Programming courses.
  - Web use and publishing courses.
  - Many more ... see <http://courses.it.ox.ac.uk>

## More from IT services

- Personal web space.
  - <http://help.it.ox.ac.uk/web/personalwebpages/index>
- Remote Access (VPN) account and software.
  - <http://help.it.ox.ac.uk/network/vpn/index>
  - For accessing systems whilst away from the Oxford network
- Hardware Maintenance Service.
  - Good rate (managed by an external company).
  - <http://help.it.ox.ac.uk/breakdown/index>

## IT Services Help Service

- IT Services run an appointment based help desk.
  - Email [help@it.ox.ac.uk](mailto:help@it.ox.ac.uk) to arrange an appointment
- 24 hour general telephone help line on (01865 6) 12345

## Learning and resources

- LaRC - Learning and Resource Centre.
- Weblearn.
  - Oxford's Virtual Learning Environment
- Documentation – printed and online.

## IT Services shop

- Online service for certain software
  - <http://help.it.ox.ac.uk/shop/index>
- MS Office 365 is available free to all Oxford University students.
  - <http://help.it.ox.ac.uk/sls/msl/index>

## The Internet – The good

- Internet is an excellent resource.
- Please use it wisely.
- Oxford resources.
  - College website
    - [www.sjc.ox.ac.uk](http://www.sjc.ox.ac.uk)
  - IT Services web pages
    - <http://www.it.ox.ac.uk/> and <http://help.it.ox.ac.uk>
  - Departmental websites too.

## Online Library Resources

### ■ OxLIP+

- Collection of electronic databases and journals.
- Administered by Oxford University Library Services (OULS).
- <http://oxlip-plus.bodleian.ox.ac.uk/>

### ■ SOLO

- Search Oxford Libraries Online.
- <http://solo.ouls.ox.ac.uk/>

## Weblearn and iTunes U

### ■ Weblearn

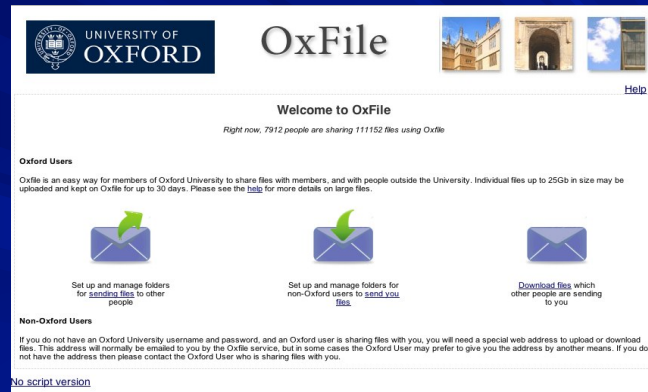
- Oxford's Virtual Learning Environment.
- Collection of college and departmental resources.
- <http://weblearn.ox.ac.uk/>

### ■ iTunes U.

- Oxford is part of iTunes.
- You can download certain lectures, podcasts, interviews etc.
- See <http://itunes.ox.ac.uk> for more details.



# OxFile



- For sending/receiving large files securely
- Can be used by Oxford/non-Oxford users

## The Internet – The Bad

- Make sure you follow the rules.
- For details see here:
  - <http://www.sjc.ox.ac.uk/it> and follow link to 'networking'
- When using VPN to connect (e.g. from home) to the Oxford network remember that you need to follow the Oxford IT rules and regulations.

## The Internet – The Bad (2)

- Minimum £100 fine and disconnection if caught illegally downloading copyright material.
  - Not just films and music but books too.
- Excessive and unusual usage patterns are monitored.

## The Internet – The Ugly

- The legal bit:
- All users are reminded that the viewing of web sites related to bomb making, terrorism, child-pornography and drugs can constitute a criminal offence.

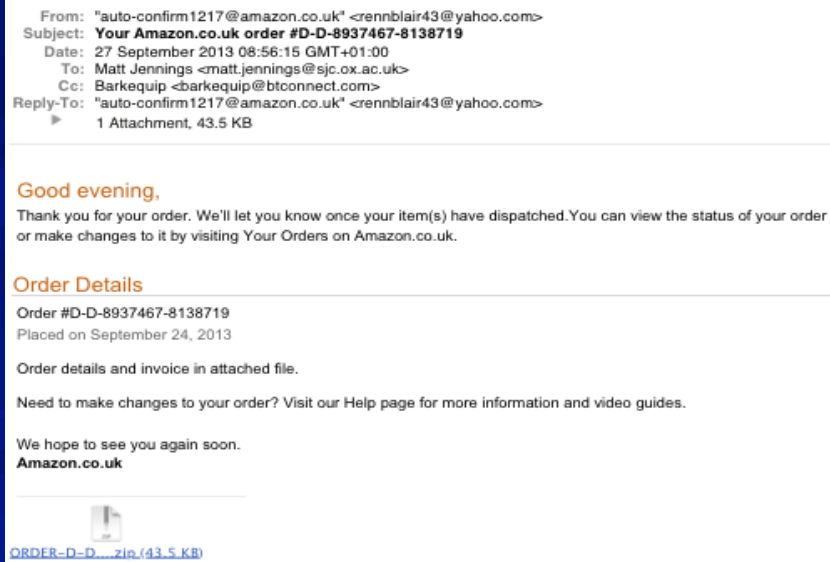
## The Internet – The Ugly (2)

- Lots of viruses, spyware and trojans pretending to be normal software.
- You must have anti-virus software installed (even on a Mac).
- Free Sophos anti-virus software available from IT Services for Windows, Mac and Linux.
  - See: <http://help.it.ox.ac.uk/viruses/index>
  - Alternatives such as Microsoft Security Essentials for Windows.
  - <http://windows.microsoft.com/mse>

## The Internet – The Ugly (3)

- Good idea to have Spyware detection software installed on Windows.
  - Microsoft Defender
  - Spybot Search and Destroy
- Beware of 'phishing' scams.
- They use social engineering techniques to try and trick you into giving out your details or installing software.
- The college and IT Services will never ask you for your password in an email or over the phone.

## A Phishing scam example..



## Student Loan scam

- Some scams try to cash in on the start of term.
- Scams circulate this time of year trying to appear to be regarding student loans/finance.

## Text message scams

- Starting to see scams sent out by SMS/Text message and encouraging users to follow a link on their smartphones to compromised websites.
- Often pretend to be from banks, Apple, ebay etc.



## Phone scams

- Reports of fake 'support' phone calls with users claiming to be from Microsoft or 'Windows'
- Try to claim a user's computer is infected by getting them to look at some system files.
- Want to charge lots of money for clean-up and sometimes normally free software.



## Avoiding viruses and scams

- Beware of any email asking for personal details, banking information or passwords.
- Do not give out any credit card details in an email.
- Do not give out password or PIN details in an email.
- You can set up junk mail filters in Nexus via the web interface.
  - <https://nexus.ox.ac.uk/>

## More tips on avoiding viruses

- Do not download or run any attachments you were not expecting, even if you recognise the name.
- Viruses can fake the From: address.
- Viruses search address books for addresses and then use one at random as the From: line.
- Always best to check with the sender if you are not expecting an attachment/link.

## Thank you and good luck!

- Slides will be made available on-line.
- For help or advice please email.  
[it-support@sjc.ox.ac.uk](mailto:it-support@sjc.ox.ac.uk)
- We can also be contacted by phone.  
Neil McIntosh and Ashby Hope Tel: (2)77365  
Matt Jennings Tel: (2)70848

Any questions?