

IT at Exeter College – Freshers' Guide

Below is some initial information about the IT services and facilities available to you within Exeter College and the University. For further information please see our website: www.exeter.ox.ac.uk/students/computing-and-it/.

IT Support

As a Collegiate University, IT is a mixture of College, University and Departmental Systems but the Exeter IT Team will be your first point of contact for any issues you have:

- **Email:** helpdesk@exeter.ox.ac.uk
- **In Person:** Turl Street IT Office (located in the Balsdon Computer Room, in the basement of Staircase 9)
Opening Hours: 9am – 5pm Monday – Thursday. 9am – 4pm Friday

While the Exeter College IT Team are your primary point of contact for assistance, support is also available via the Central IT Service Desk: <https://www.ox.ac.uk/staff/it/get-support>. The IT Services website (<https://www.ox.ac.uk/staff/it>) also contains lots of useful information, including a Getting Started with IT page: <https://www.ox.ac.uk/staff/it/getting-started>.

User Accounts

There are 2 main accounts you will use during your time at the University:

Single Sign-On (SSO)

The SSO account provides access to University systems such as email and Canvas, the University's Virtual Learning Environment, and is created automatically once the University receives your signed contract. Your username and an activation code will be sent by email to the address you registered with the University. If you have not provided a working email address, the information will be sent via internal mail to Exeter College. Your SSO is normally your College followed by 4 digits, e.g. exet1234.

For more information about the SSO account, please see the IT Services website: <https://www.ox.ac.uk/staff/it/getting-started/your-university-accounts>.

For added security, Multi-Factor Authentication is enabled on all SSO accounts. This means you will need to verify your account using a second factor, such as a code from an Authenticator app. This will be in addition to your normal SSO password. Further information about Multi-Factor Authentication, including how to set up a second factor, can be found on the IT Services Multi-Factor Authentication help page: <https://www.ox.ac.uk/staff/it/accounts/overview-mfa/how-to-use>.

Remote Access/Eduoam Wi-Fi Account

The Remote Access account provides access to the Eduroam Wi-Fi network, your primary form of internet connection while a member of the University. This account has the same username as your SSO account but will have a different password. Further information about Eduroam is detailed in the 'Internet Access' section of this guide.

Email

The University email system (referred to as Nexus365) can be accessed via Web Mail using your SSO account (<https://outlook.office365.com/mail/>) or using an email client such as Outlook. Your email address will normally be in the format firstname.surname@exeter.ox.ac.uk.

For more information about University email please see <https://www.ox.ac.uk/students/life/it/your-email>. For guides on adding your account to a mail client please see <https://unioxfordnexus.sharepoint.com/sites/OXINTRANET-it-digital/SitePages/How-to-access-your-University-email-account.aspx>.

Internet Access

There are 2 Wi-Fi networks you can use:

Eduroam

Eduroam is the primary Wi-Fi network at Oxford and will enable you to have internet access in all Exeter College and University of Oxford buildings, as well as other institutions worldwide.

To connect to Eduroam you will first need to register for a Remote Access Account here https://register.it.ox.ac.uk/self/remote_access. Once your account has been created, follow the Eduroam connection guide for your device's Operating System on the IT Services website: <https://www.ox.ac.uk/staff/it/services/wifi/eduroam>.

MyExeter

MyExeter is an alternative to Eduroam and is available in all College buildings. This network is particularly useful if you want to connect devices to the internet that won't work with Eduroam, for example games consoles, wireless printers and smart devices. Follow the steps below to use this network:

- First connect to the 'WelcomeToExeterCollege' WiFi network. This will automatically take you to a registration page. If this page doesn't appear you can access it by browsing to <https://eu1.cloudpath.net/enroll/ExeterCollege/Connect/process>.
- Accept the terms and conditions, select the 'WiFi – I have an Oxford SSO and affiliation to Exeter' option, then enter your SSO username (e.g. exet1234@ox.ac.uk) and password.
- You will be given your own unique password you can use to connect to 'MyExeter'. This password will last for the entire Academic Year and will work on multiple devices. A copy of your password will also be emailed to you.

The College also subscribes to Owl, the University visitor network – this is provided for visitors to the College and is not suitable for use by students due to inactivity timers.

Printing, Photocopying and Scanning

All students can print, copy and scan using our College photocopiers. There are 6 of these devices available in the following locations:

- Turl Street - Balsdon Computer Room (Mono/Colour A4/A3)
- Turl Street – Jackson Library (Mono/Colour A4/A3)
- Turl Street - JCR Computer Room (Mono/Colour A4)
- Turl Street - MCR Computer Room (Mono/Colour A4)
- Cohen Quad Dakota Café (Mono/Colour A4)
- Exeter House Computer Room (Mono/Colour A4)

Each student is allocated £7.50 of print credit at the start of each term. Once your credit has expired all further printing costs are charged to your end of term battels using the prices below. There is a 25% discount for duplex/double-sided printing:

- A4 Mono Per Page: 5p
- A4 Colour Per Page: 7.5p
- A3 Mono Per Page: 10p
- A3 Colour Per Page: 14p

You can check your current balance at <https://print.exeter.ox.ac.uk/user> (please note this page is only accessible from Exeter College and University networks).

There are a number of printing options available in College:

Web Print

Visit <https://print.exeter.ox.ac.uk/user> and login using your Oxford SSO account. Select 'Web Print', then 'Submit a Job'. Select the format (e.g. A4 colour duplex) and the number of copies you need, then upload the document you want to print. **Please note this service is only accessible from Exeter College and University networks.**

Email to Print

Using your Exeter College email address, attach the documents you want to print to a new email and send it to one of the following addresses, depending on the format you need:

Mono, Double-Sided: print.mono@exeter.ox.ac.uk

Colour, Double-Sided: print.colour@exeter.ox.ac.uk

Mono, Single-Sided: print.mono.single@exeter.ox.ac.uk

Colour, Single-Sided: print.colour.single@exeter.ox.ac.uk

A3 Colour, Single-Sided: print.a3@exeter.ox.ac.uk (Balsdon Room & Library printers only)

You will receive a confirmation email when your print job has been received. **Please note this service will only work with a University email address.** Depending on the file size/complexity of your documents it can take a few minutes for them to be ready for release.

Computer Room PCs

To print to any of these devices from a Computer Room PC, login to the PC and when printing your document select 'Follow Me Print' as the printer.

All print jobs will be held in a queue for up to 24 hours and can be released at any of the devices listed above by scanning your University Card.

Computer Rooms

Exeter College has a number of 24-hour access student computer rooms equipped with a mixture of PCs and Hub Monitors you can use with a personal laptop. The rooms can be found in the following locations:

- Turl Street Balsdon Computer Room – All students
- Turl Street JCR – Undergraduate use only
- Turl Street MCR – Graduate use only
- Exeter House Computer Room (Block E) – Iffley Road residents only

To log into the PCs you will need to enter your SSO username followed by @OX.AC.UK (e.g. exet1234@OX.AC.UK). Please note this is case sensitive.

Security

Security is very important to Exeter College and the University of Oxford so always follow the guidelines below:

- Always use a strong password (minimum of 16 characters with a mix of uppercase, lowercase, numbers and special characters) and make sure each password is unique
- Always have up to date Anti-Virus software installed and keep Operating Systems up to date with security patches
- Never share username and passwords
- Be aware of phishing/scam emails
- Take regular backups of your data

Internet Use

The University of Oxford provides the College's internet connection, use of which is limited to academic and reasonable personal use. This will be different to the internet connection you use at home and there are rules which you will be expected to adhere to. Most notably, you will be expected to be lawful in respect of copyrighted material – infringements can be detected by the University and will incur fines of £60. These rules should not affect most people's recreational use of the internet.

Software

As a member of the University of Oxford you are entitled to the following software:

- **Generative AI Tools**

The University provides access to a range of GenAI tools including ChatGPT Edu, Copilot and Gemini. For more information see <https://www.ox.ac.uk/gen-ai>

- **Sophos Anti-Virus**

This is available for macOS and Windows devices and can be downloaded from <https://register.it.ox.ac.uk/self/software?swp=sophos>

- **Office365 and OneDrive**

You can install a free copy of Microsoft Office 365 on up to 5 personal devices – please see <https://unioxfordnexus.sharepoint.com/sites/OXINTRANET-it-digital/SitePages/Software-download-information.aspx> for more information. This includes 100GB of OneDrive storage – please see the IT Services OneDrive page for more information: <https://unioxfordnexus.sharepoint.com/sites/OXINTRANET-it-digital/SitePages/overview--onedrive-for-business.aspx>

- **Virtual Private Network (VPN)**

Cisco Secure Client VPN software is available if you need remote access from a personal computer to the University Network: <https://register.it.ox.ac.uk/self/software?swp=vpn>. This will enable you to access websites and resources that require a University IP address. More information about the VPN service can be found here: <https://unioxfordnexus.sharepoint.com/sites/oxintranet-it-digital/sitepages/how-to-connect-to-the-vpn.aspx>.

A complete list of available software is available here <https://unioxfordnexus.sharepoint.com/sites/OXINTRANET-it-digital/SitePages/Software-download-information.aspx>.