

## Exeter College IT - Frequently Asked Questions

### **Q: What is my login for the computer room PCs?**

A: This is your SSO username and password, but the username must be followed by @OX.AC.UK (e.g. exet1234@OX.AC.UK). Please note this is case sensitive

### **Q: I have forgotten my University Single-Sign On (SSO) account password, how do I reset it?**

A: You can reset your password by visiting the Webauth website (<https://webauth.ox.ac.uk/>) and selecting option 2 'Reset your password'. To complete the process, you will need to answer the security question you set when activating your SSO account

### **Q: I have forgotten my Remote Access (Eduroam Wi-Fi) password, how do I reset it?**

A: You can reset your Remote Access password by visiting the Self-Registration website: [https://register.it.ox.ac.uk/self/remote\\_access](https://register.it.ox.ac.uk/self/remote_access). Login with your SSO account and you will see an option for 'Reset a Remote Access account password'. You will need to allow 15 minutes for any password change to take effect

### **Q: How do I access my University emails?**

A: You can access your emails via Web Mail (<https://outlook.office365.com/mail/>) or using an email client like Outlook

### **Q: How do I add my University emails to my devices?**

A: This will differ depending on your email client and device Operating System but the IT Services website has instructions for adding your University mailbox to a number of popular email clients: <https://help.it.ox.ac.uk/how-to-configure-your-email-client>

### **Q: How do I connect to the internet?**

A: The Eduroam Wi-Fi network is the primary method of connecting to the internet within College. Please see the IT Services website for instructions <https://help.it.ox.ac.uk/how-to-connect-to-eduroam>

### **Q: Can I use a wired internet connection?**

A: Wi-Fi is the primary method of accessing the internet in College but if your studies require the reliability of a wired connection please email the IT Department at [it-servicedesk@exeter.ox.ac.uk](mailto:it-servicedesk@exeter.ox.ac.uk) with your request. Please be aware that a wired connection is not possible in all locations

### **Q: How do I print to the College printers?**

A: Please see the Printing, Photocopying and Scanning section on our website: <https://www.exeter.ox.ac.uk/students/computing-and-it/#pps>

### **Q: Can I use my own printer in College?**

A: Wireless printing is not possible via Eduroam but you can connect your printer to our internal Wi-Fi network 'MyExeter' instead: [https://www.exeter.ox.ac.uk/students/computing-and-it/#internet\\_access](https://www.exeter.ox.ac.uk/students/computing-and-it/#internet_access). If your printer doesn't support Wi-Fi we also have a limited supply of USB cables that you can borrow

### **Q: Do you have a copy of Microsoft Office I can download?**

A: A free download of Microsoft Office 365 is available to all University members. More information is available on the IT Services website: <https://help.it.ox.ac.uk/office-365-download>

**Q: Do you have Anti-Virus software I can use?**

A: All students can download a free copy of Sophos Anti-Virus to use on their personal PCs:  
<https://register.it.ox.ac.uk/self/software?swp=sophos>

**Q: My computer is faulty, can you repair it?**

A: We are happy to look at your computer and diagnose any faults with software or hardware. We are unable to repair hardware faults ourselves but can refer you to a local repair centre

**Q: Do you have a computer I can borrow?**

A: We have a limited number of spare laptops that can be borrowed for short periods. Please email the IT Department at [it-servicedesk@exeter.ox.ac.uk](mailto:it-servicedesk@exeter.ox.ac.uk) with your request

**Q: I have received an email asking me to validate my SSO account details, is this genuine?**

A: It's very likely to be a Phishing attempt. Please forward us the email and we will check it for you. Be very careful when following links or downloading attachments from emails asking for personal information

**Q: How do I manage my Multi-Factor Authentication methods?**

A: Please visit the Microsoft Security Info page (<https://mysignins.microsoft.com/security-info>) and login with your SSO account to add or remove Multi-Factor Authentication methods

**Q: I have lost access to the phone I use for Multi-Factor Authentication, what do I do?**

A: Please email the IT Team at [it-servicedesk@exeter.ox.ac.uk](mailto:it-servicedesk@exeter.ox.ac.uk) so we can verify your identity and reset Multi-Factor Authentication on your SSO account