

# IT at Exeter College – Fresher’s Guide

In anticipation of you beginning your time at Exeter College and the University of Oxford, the IT Team has provided some initial information about the IT services and facilities available to you within the University. For further information please see our website: [www.exeter.ox.ac.uk/students/computing-and-it/](http://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:** [it-servicedesk@exeter.ox.ac.uk](mailto:it-servicedesk@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://help.it.ox.ac.uk/service-desk>. The IT Services website (<https://www.it.ox.ac.uk/>) also contains lots of useful information, including a Getting Started with IT page: <https://www.it.ox.ac.uk/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 held by 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://help.it.ox.ac.uk/oxford-username-and-ssu>.

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 or text message. 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://help.it.ox.ac.uk/mfa>.

- **Remote Access/Eduroam 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 uses 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 a web browser (<https://outlook.office365.com/mail/>) or using your preferred email client. Your email address will normally be in the format [firstname.surname@exeter.ox.ac.uk](mailto:firstname.surname@exeter.ox.ac.uk) and uses your SSO login. For more information about University email please see the IT Services website, which also includes guides for adding your mailbox to various email clients: <https://help.it.ox.ac.uk/use-nexus365-email>.

## 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 create a Remote Access Account: [https://register.it.ox.ac.uk/self/remote\\_access](https://register.it.ox.ac.uk/self/remote_access). Once your account is created, follow the Eduroam connection guides on the IT Services website: <https://help.it.ox.ac.uk/how-to-connect-to-eduroam>. Posters are also available in the College Computer Rooms.

- **MyExeter**

MyExeter is an alternative to Eduroam and is available in all College buildings. This network is particular 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:

1. First connect to 'WelcomeToExeterCollege'. This will automatically take you to a login page.
2. Accept the terms and conditions, select 'University of Oxford', then enter your SSO username (e.g. exet1234@OX.AC.UK) and password.
3. You will be given your own unique password you can use to connect to 'MyExeter'. This password will work on multiple devices.

The College also subscribes to Sky WiFi (\_TheCloud) – this is provided for visitors to the College and is not suitable for use by students due to inactivity timers and slower speeds.

## 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)
- JCR Computer Room (Mono/Colour A4)
- MCR Computer Room (Mono/Colour A4)
- Cohen Quad Dakota Café (Mono/Colour A4)
- Cohen Quad Upper Learning Commons (Mono/Colour A4)
- Exeter House Computer Room (Mono/Colour A4)

To print to any of these devices from a College PC, select 'Follow Me Print' as your printer. Your print job will be held in a queue for 24 hours and can be released by logging into any of the devices listed above using your University Card. Posters with more detailed instructions can be found by each device.

You can also print from your personal devices using our Email to Print service. 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:

**Mono, Double-Sided:** [print.mono@exeter.ox.ac.uk](mailto:print.mono@exeter.ox.ac.uk)

**Colour, Double-Sided:** [print.colour@exeter.ox.ac.uk](mailto:print.colour@exeter.ox.ac.uk)

**Mono, Single-Sided:** [print.mono.single@exeter.ox.ac.uk](mailto:print.mono.single@exeter.ox.ac.uk)

**Colour, Single-Sided:** [print.colour.single@exeter.ox.ac.uk](mailto:print.colour.single@exeter.ox.ac.uk)

**A3 Mono, Single-Sided:** [print.a3@exeter.ox.ac.uk](mailto:print.a3@exeter.ox.ac.uk) (Balsdon Room & Bursary printers only)

You will receive a confirmation email when your print job has been received. Print jobs will be held in a queue for up to 24 hours and can be released from any of the devices listed above. Please note this service will only work using an @exeter.ox.ac.uk email address. Depending on the file size/complexity of your documents, it can take a few minutes for them to appear at the printer for release.

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

## Computer Rooms

Exeter College has a number of 24-hour access student computer rooms equipped with All-In-One PCs.

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
- Cohen Quad Dakota Café – All students
- Exeter House Computer Room (Block E) – Iffley Road residents only

To log onto 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) or a long password. Longer, easy to remember passwords are better than smaller complex passwords which you forget
- Always have up to date Anti-Virus software and keep Operating Systems up to date with security fixes
- 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 internet connection for the College, 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. 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:

- **Sophos Anti-Virus**  
This can be downloaded from <https://register.it.ox.ac.uk/self/software?swp=sophos>
- **Office365 and OneDrive**  
Your SSO account will allow you to install a free copy of Microsoft Office on up to 5 personally-owned PCs and Macs, plus 5 mobile devices: <https://help.it.ox.ac.uk/office-365-download>. It also includes 5 TB of OneDrive storage – please see the IT Services OneDrive page for more information: <https://help.it.ox.ac.uk/onedrive-for-business>
- **Virtual Private Network (VPN)**  
Free Cisco AnyConnect 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.