Important IT Information

Dear Student,

This document contains information about how to connect your devices to the internet at College, information about useful services provided by the University and details on how to contact the IT Office.

Before a computer is used on the College's network please be aware that you must adhere to the University's IT regulations: https://governance.admin.ox.ac.uk/legislation/it-regulations-1-of-2002

Available methods of connection at LMH

- **Wireless**. The College makes use of the University wide Eduroam network.
- **Wired** (via RJ45 Ethernet). Each accommodation room in College has an Ethernet port. Please be aware that not all computers have Ethernet ports, some will require a USB adapter. If you require an Ethernet cable they are available for purchase from the Porters' lodge (2-metre £2; 3-metres £3 and 5-metres £5).

How to prepare

Before you can access the LMH network (wired or wireless) you will need to complete the following steps:

1. Activate your Single Sign-On (SSO) account

   Details of your Oxford Single Sign-On account will be sent to the personal email address that you supplied to the University. You will need to activate this account in order to make use of key IT facilities within the University and College. It is recommended that you activate this in advance of your arrival.

2. Start the University registration process

   Once your Single Sign On account has been activated, please complete the first stage of the registration process by verifying your details online before you arrive: https://www.ox.ac.uk/students/registration. Registration is required for you to print a Certificate of Enrolment, attend your programme of study, release your loan from the UK Student Loans Company / sponsor / awarding body, use your University email

account, obtain your University Card, and be eligible to take examinations. Status as a member of the University is not confirmed until registration is completed by your College / PPH / Course Administrator at the start of your course.

3. Create your Remote Access Account

This account is used to authenticate access to both the wired and wireless networks within the College. You can create your Remote Access Account by logging in with your Single Sign On account here: https://register.it.ox.ac.uk

Once set up your credentials can be used to connect to the Eduroam wireless network, further information on how to connect various devices can be found here: https://help.it.ox.ac.uk/access-wifi-eduroam

4. Register your machine on the College network (wired access only)

The first time a computer is connected to the wired network in College it will need to be registered using your Remote Access Account, as part of this process our system will perform a security scan of your machine. The scan checks that your device's software is up to date and that there is an anti-virus installed.

Should you plan to use the wired network we would suggest preparing your machine for the scan before you arrive. If you have a computer running Windows please make sure that you have the latest Windows updates installed/ Alternatively if you have an Apple computer please check that the latest updates have been installed under System preferences. Further information on how to update Windows or MacOS can be found on their respective support sites: https://support.microsoft.com and https://support.apple.com. Additionally, please ensure that any anti-virus or anti-malware software you have installed is up to date. Anti-virus software is required to pass the scan, if you don't already have one then we would recommend that you install Sophos which the University offers to students for free: https://help.it.ox.ac.uk/sophos.

Further Considerations

- **Anti-Virus Software.** We strongly recommend that you install anti-virus software on any computer that will be connected to the College's network. The University offers Sophos Endpoint Security to all students for free on both Windows and Mac: https://help.it.ox.ac.uk/sophos.

- **Hardware Breakdown**. It is useful to be aware of any warranty or insurance you have for your computer just in case something happens to it.

- **Backup.** It is vital that you organise some form of backup for your work. There are a number of options such as using a USB drive or external hard-drive, additionally there are many internet-based services such as cloud storage. Your University email account includes access to Microsoft OneDrive for business, further information on accessing this can be found here: https://help.it.ox.ac.uk/onedrive-for-business

- **Free Software.** Through your University email account you have access to a free download of Microsoft Office 365 that can be installed on up to 5 personal devices:

https://help.it.ox.ac.uk/office-365-download. Information on free software provided by the University can be found here: https://help.it.ox.ac.uk/get-software.

- **What to bring**: Find out what tech you'll need at Oxford: https://www.it.ox.ac.uk/what-to-bring

Contacting the IT Office

The best way to contact us is by emailing our service desk [it-support@lmh.ox.ac.uk.](mailto:it-support@lmh.ox.ac.uk)

Further information about IT Support in College is available here: https://www.lmh.ox.ac.uk/current-students

If you have any questions please contact us.

Kind regards,

LMH IT Office
it-support@lmh.ox.ac.uk