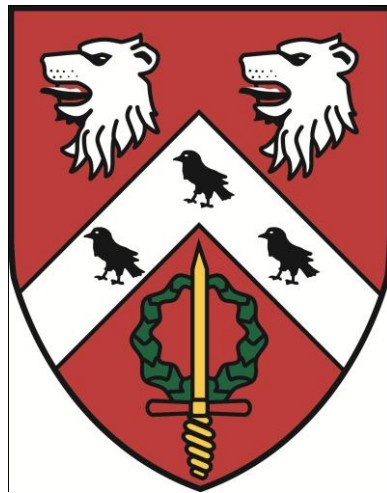


Guide to Computing at St. Anne's College



**Student Edition
2010 - 2011**

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1. Introduction

As with most things in a decentralised Collegiate University finding where to go in order to deal with your problems can be bewildering – is a particular IT issue dealt with by College? by Department? by OUCS (Oxford University Computing Services)? This guide cannot cover all of the myriad options, but should cover the basics for most people. Section 2. *Structure of IT in Oxford University* lists the main services provided by different parts of the University. If in doubt College IT Staff should be able to point you in the right direction.

The sections which follow are intended to help you to get started with IT in Oxford. In particular they should help you to:

- connect your machine to the College network and to the internet
- activate and use your University e-mail account
- keep your machine secure on the network

Once online you can then take time to explore the many web-based guides and information which should begin to make clear which services are provided by College, which by your own Department or Faculty, and which services are provided across the University by OUCS. Links to some of these resources are listed in the appendix to this guide.

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2. Structure of IT in Oxford University

For most users services will be divided between four providers:

College • Department • OUCS • Libraries

College Provides:

- Network Connection from College rooms and buildings (see section 8. *Connecting a Personal Computer to the College Network*).
- Public machines within the College.
- Support for all internal College office and administrative systems.
- First-line IT support (see section 10. *Getting Help*).

Departments Provide:

- Network Connection within the Department.
- Public machines within the Department.
- Specialist subject-specific software, training, and computing facilities.
- Check your Department's website for information <http://www.ox.ac.uk/departments/>

OUCS (Oxford University Computing Services) Provides:

- E-Mail
- Registration and Help-Desk services
- Backbone university network, mail, web, UNIX servers
- Remote Access Services (dial-up and VPN)
- File backup and archive
- Scanning, poster printing, slide printing
- Computer training including ECDL. IT learning suites.
- Many, many other services listed at <http://www.oucs.ox.ac.uk/atoz/>

Library Services Provides:

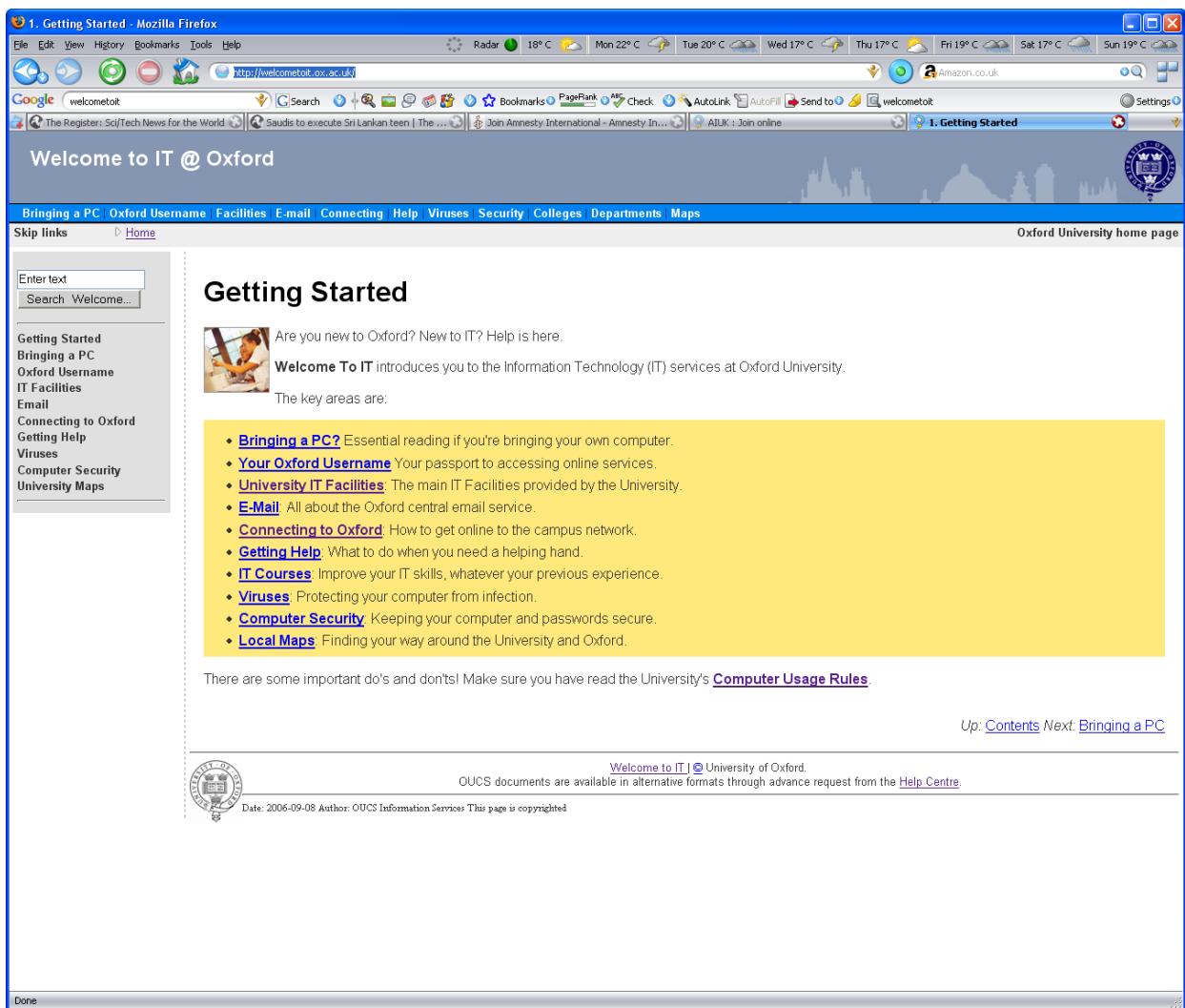
- Online library catalogues.
- Online journals, databases, and academic datasets.
- Services are detailed at <http://www.bodleian.ox.ac.uk/>

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3. The 'Welcome to IT @ Oxford' Website

An excellent starting point is the comprehensive 'Welcome to IT @ Oxford' website at: <http://welcometoit.ox.ac.uk/>

The site has links covering e-mail, networks, support etc., as well as directly linking to many Departmental and College IT resources.



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4. College Web-Site / Online Resources

Website

The College Web-Site is a source of much useful information.

<http://www.st-annes.ox.ac.uk/>

Facebook

Our 'St Anne's College' Facebook pages also keep you in touch with College news and events, as well as providing a link with St Anne's Alumni.

<http://www.facebook.com/#!/pages/Oxford-United-Kingdom/St-Annes-College/115770988475692?ref=ts>

Twitter

For quick tweets of forthcoming events follow our 'StAnnesCollege' Twitter page at;

<http://twitter.com/StAnnesCollege>

College Events

The events page lists upcoming lectures, seminars, and other events taking place within College. This page is updated regularly (particularly in term-time);

<http://www.st-annes.ox.ac.uk/about/events.html>

College People

Lists of Academic and Administrative Staff can be found at;

<http://www.st-annes.ox.ac.uk/about/people.html>

Internal Resources/WebLearn

Copies of College Regulations, By-Laws, Grants & Application Forms, etc. are hosted in the

<https://weblearn.ox.ac.uk/portal/hierarchy/colleges/stannes/student>

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5. Rules and Regulations – Essential Reading!

All users are bound both by the University Rules and Regulations and by the St. Anne’s College Regulations. Acceptance of these rules is implicit whenever you use any machine connected to the University network.

University IT Rules and Regulations

Rules can be viewed online at;
<http://www.ict.ox.ac.uk/oxford/rules/>

The College takes the issue of Computer misuse seriously and anyone in breach of the regulations will be reported to the College authorities for further action.

You should familiarise yourself with these regulations and if you are in any doubt as to whether an activity is permitted or not you should contact the College IT staff before proceeding further.

Network Monitoring

In order to enforce the network rules both College and University networks are continuously monitored for prohibited network activity. Bandwidth usage (the amount of network traffic generated by each machine) is also monitored. As well as the daily monitoring, usage is reviewed on a weekly and monthly basis to pick up persistently high-bandwidth users.

In certain circumstances it may be necessary for College IT Staff to examine the content of data or web traffic. Any such monitoring will be carried out strictly in accordance with the University guidelines for “Examining Users' Data” given at;
<http://www.admin.ox.ac.uk/statutes/regulations/196-052.shtml>

Configuring Your Machine to Avoid Breaking Regulations

Whilst you should acquaint yourself fully with *all* rules governing network use, pages 8 and 9 of this guide highlight some specific problems common to machines which have been set up for personal use on home networks which can lead to breach of the regulations.

File-Sharing – P2P (peer-to-peer)

<http://www.ict.ox.ac.uk/oxford/rules/p2p.xml>

P2P traffic puts a tremendous strain on a large high-bandwidth network such as that in use within the University, and ultimately P2P traffic can swamp the network, degrading the service for everyone. Whilst there are now many legitimate uses of P2P technology, when it comes to file-sharing it remains the case that the vast majority of files on P2P networks are being shared illegally. The University and St Anne's both monitor for illegal downloading and will disconnect anyone who is using the network for such illegal activity. Disciplinary action will be taken in every case of illegal file-sharing/downloading.

Skype

Skype is allowed on the network *provided that it is set up in accordance with the University instructions* given at;

<http://www.oucs.ox.ac.uk/network/voip/>

Proxies and Identity Masking

The use of anonymous proxies or other mechanisms in an attempt to bypass network restrictions or firewall rules is forbidden. Any attempt to spoof MAC addresses on the University network is forbidden. Attempting to mask the source or sending address of e-mail is prohibited. Attempting to mask the identity of a machine on the network is prohibited.

File Sharing / iTunes Sharing / Windows Media Connect Sharing

For bandwidth and copyright reasons the sharing of music and video across the network is prohibited. You should take care to turn off sharing in programs such as iTunes and Windows Media Player. Any other file or folder sharing should also be disabled.

Connecting Other Devices to the Network

Connection of any device to the network other than your laptop, desktop computer, phone, or PDA is strictly prohibited without the express and written consent of College IT staff. This includes any wireless or wired routers, games consoles, VOIP equipment, etc. Network monitoring equipment in College detects routers, NAT devices etc. and will automatically disable your room port if such a device is plugged in.

Running Services (e.g. websites, mail servers, etc.)

You are not allowed to offer any services from your personal machine without the express and written permission of the College IT Officer. OUCS provides you with the facility to run your own web-site from their servers;

<http://www.oucs.ox.ac.uk/web/>

Hacking Activities

The College runs a local firewall, intrusion detection system, and full network monitoring. Activities such as packet-sniffing, n-map scan/port scan, Trojan use, etc., will result in the immediate termination of your connection rights. Such activities will always be reported to the College Authorities for action. If you are in any doubt as to whether an activity is permitted or not you should contact the College IT staff *before* proceeding further.

Network Security

If you wish to connect to the College or University network then it is a requirement that you maintain the security of your machine. You should pay careful attention to section 9. of this guide, *Securing your personal computer*, and ensure that you update both your computer operating system and antivirus software on a regular basis.

Machines on the College network are scanned regularly and insecure systems are isolated into a 'remediation' network. This prevents any network access other than to anti-virus and operating system update sites. Machines remain in remediation until the insecurity has been patched and the machine re-scanned and passed as secure.

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6. College Facilities

Internet Connection

All Student study/bedrooms provide internet access at 100Mbps. Wireless connection is available in the Library, common rooms, seminar rooms and other public areas.

Public Computers

For those who do not own a personal computer a modern well-equipped computer room is available 24hrs/day. The College also provides machines in JCR and MCR Common Rooms for more informal surfing, e-mail, etc.

Details of access codes for the various rooms are available from the College Lodge staff.

Trenaman Computer Room:

This is the main public computer room. All machines are equipped with CD/DVD-rewriters and scanners. Laser printers are also available.

Hartland JCR Common Room:

Computers for quick, less formal use.

Eleanor Plumer House

Computer room equipped with scanners and laser printers for MCR use only.

Library

Various OLIS/OxLIP terminals. These are provided for accessing library resources and should not be occupied for general browsing, e-mail etc.

RSH Study Room

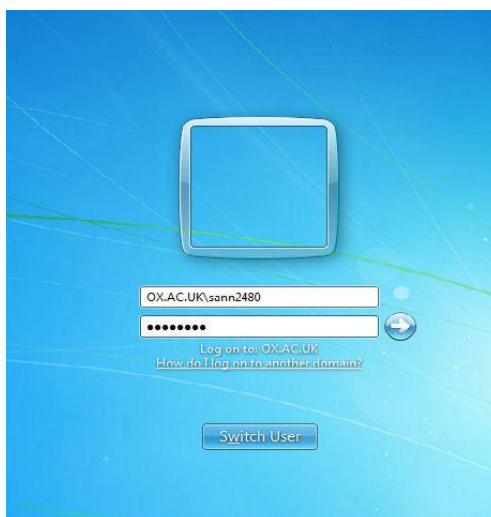
Single machine and laser printer.

Trenamen, EPH, and RSH Computer rooms also provide wired and/or wireless points and desk-space for student use so that you can, if you wish, use your own machines alongside College machines. Wired points in these rooms will be marked 'Student Use'.


Logging on to Computers in Trenamen and EPH

Although accounts do have a filestore allocation this is not a secure repository and **is not backed up**. You should not save any work directly onto these machines – work should be saved to CD/DVD/USB or to your OUCS file-store.

Press the **CTRL** **ALT** **DEL** buttons together to call up the logon prompt.



For St Anne's students the logon domain will be **OX.AC.UK**

Type in your University SSO (Single Sign-On) username and password and click on the  button to log on.

YOU MUST LOG OFF AT THE END OF YOUR SESSION –

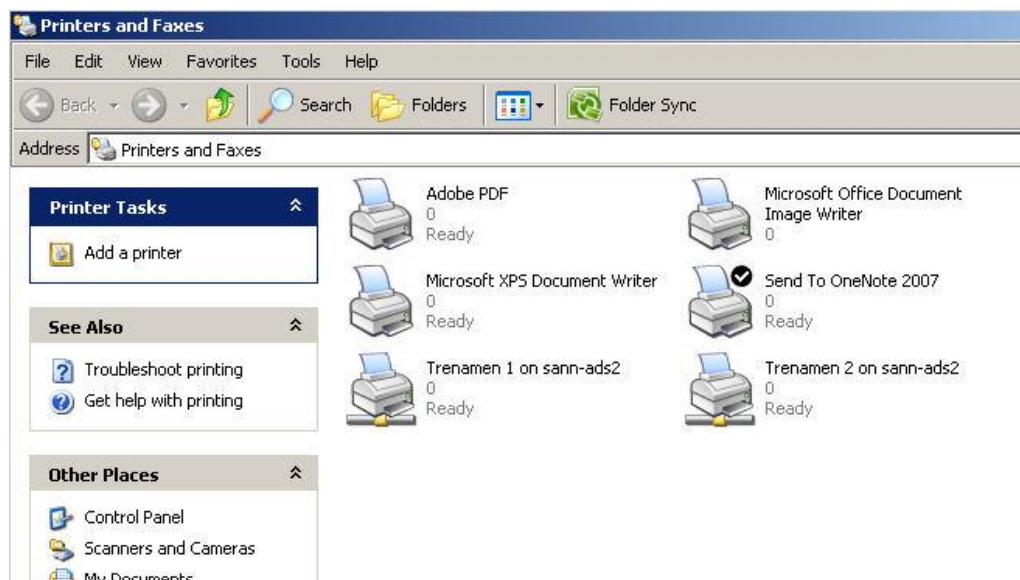
FAILURE TO DO SO MAY RESULT IN OTHER USERS ABUSING YOUR ACCOUNT OR RUNNING UP PRINT CHARGES AGAINST YOUR ACCOUNT.

Use of any College or University machine requires that you have read, understood, and agreed to abide by the University and College rules and regulations governing the use of computers and the University network.

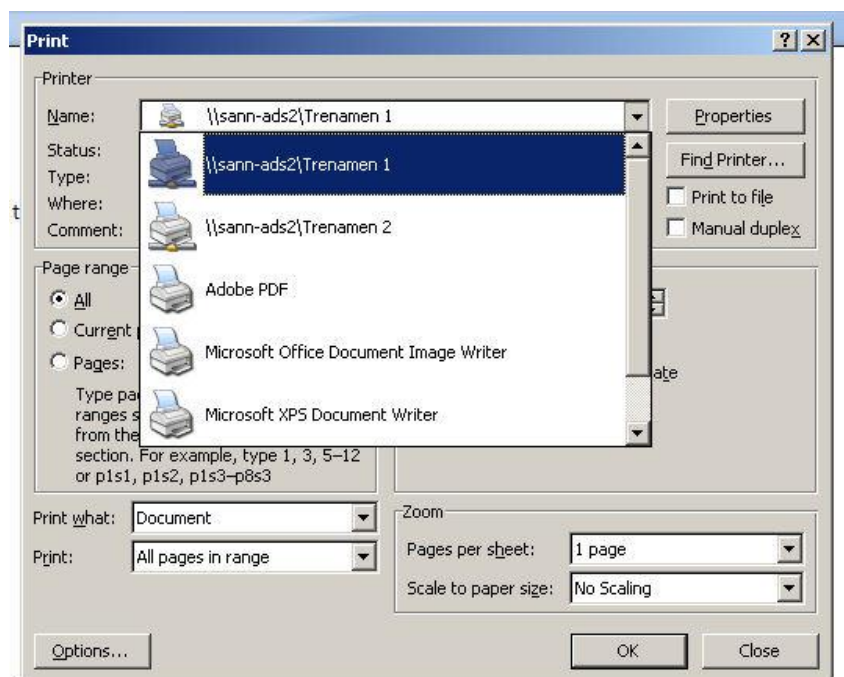
Printing

Printing in College is charged. Charges will be made each term in arrears against your College Battels. You will be notified of the cost each time you submit a document for printing and you have the option to cancel at that point.

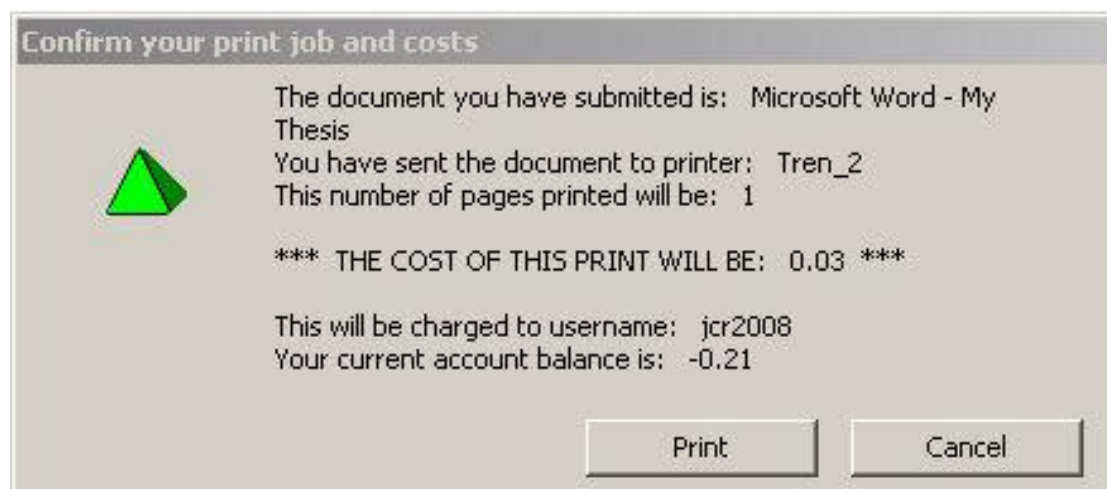
Depending upon where you log on you will have different printers available to you, e.g. a student logging on in Trenamen Computer Room will see printers Trenamen 1, Trenamen 2 etc.



When you want to print a document select your printer from the dropdown list in the print dialog box as shown below.



When you click [OK] to send your print you will be presented with a confirmation popup as shown below. This tells you which printer you are printing to and how much the document will cost you



Documents are queued for printing on the print-server, so if a document is submitted and the printer you have sent it to runs out of paper or toner your document will print (and you will be charged) when the printer is re-filled.

Printers are checked and stocked daily, but should there be an error or should a printer run out of toner or paper notify the Lodge.

YOU MUST LOG OFF AT THE END OF YOUR SESSION –

FAILURE TO DO SO MAY RESULT IN OTHER USERS RUNNING UP PRINT CHARGES AGAINST YOUR ACCOUNT.

Printing at OUCS

A range of printing services (colour, A3, transparencies, etc.) are available at OUCS, 13 Banbury Road.

<http://www.oucs.ox.ac.uk/printing/>

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7. University E-Mail Accounts

E-mail is the primary means of communication within the University. It is a College regulation that you have an email account **with a St. Anne's College address** (i.e. of the form **firstname.lastname@st-annes.ox.ac.uk**) and check it regularly - at least daily. The College and the University will send information to you using this account. Failure to activate and use your University e-mail account is a disciplinary offence.

The 'Nexus' E-Mail Service

The University e-mail system is known as Nexus. Your Nexus account offers a web-based interface accessible from anywhere in the world - e-mail can be accessed from any machine which has a www browser and internet access. A detailed guide to using the web interface can be found at;

<http://www.oucs.ox.ac.uk/nexus/>

Nexus email can also be accessed from your personal machine, PDA, or mobile phone using an e-mail client such as Outlook Express or Thunderbird. Details of how to set this up can be found online at;

<http://www.oucs.ox.ac.uk/nexus/>

How do I get my account information?

You will receive details of your Nexus e-mail account in a letter from OUCS (Oxford University Computing Services). This letter will contain instructions for activating your account.

Changes to e-mail addresses

Changes of e-mail address (e.g. if a mistake has been made when setting up your account, if you change surname, etc.) are dealt with by OUCS, but it is **essential that you notify the College** in such an event.

Details of any change to your e-mail address must be sent to the College's Registrar;
Christine Foard: christine.foard@st-annes.ox.ac.uk

Undergraduate e-mail

You will receive details of your Nexus e-mail account in a letter from OUCS (Oxford University Computing Services) which will be included in the Fresher packs which are sent out shortly after A-Level results have been announced. This letter will contain instructions on activating your account.

Postgraduate e-mail

You will receive details of your Nexus e-mail account in a letter from OUCS (Oxford University Computing Services). This letter will contain instructions for activating your account.

In some instances the University will set up a postgraduate account with a faculty address rather than with a College address.

If your e-mail account has been set up with a **firstname.surname@faculty.ox.ac.uk** address you are still required to set up an 'alias' which has the required **firstname.surname@st-annes.ox.ac.uk** format. Adding an alias does not create a second account which requires checking separately – it simply adds a second e-mail address to your existing account to which senders can address their mail.

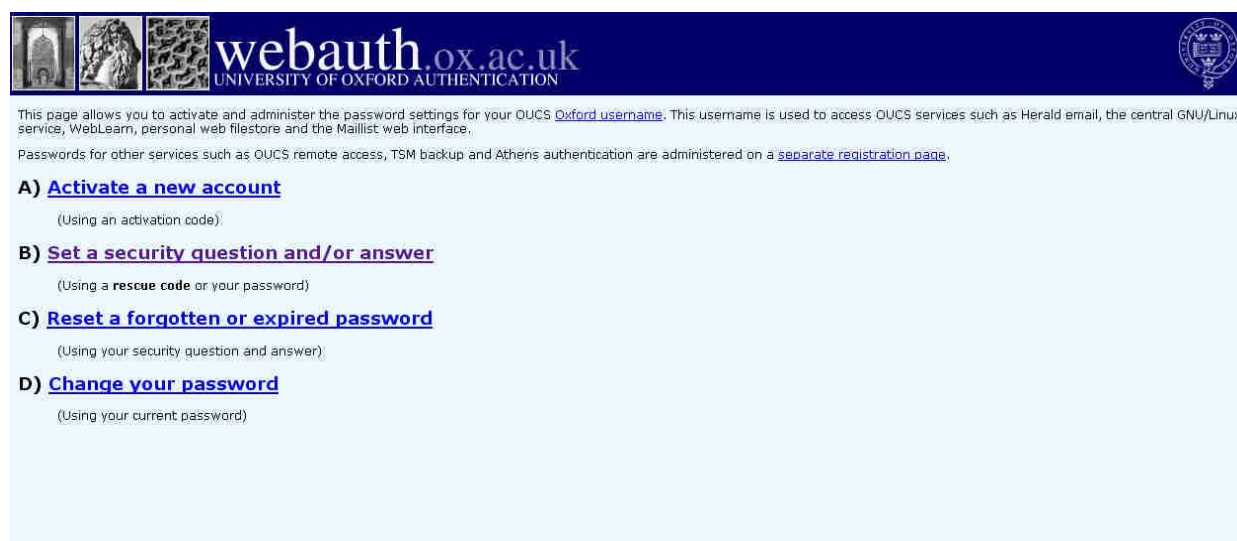
You can arrange an alias quite simply by sending an e-mail from your faculty account to **registration@oucs.ox.ac.uk** requesting the addition of a **firstname.surname@st-annes.ox.ac.uk** alias to your existing account.

Details of any changes to your e-mail address must be sent to the College's Registrar;
Christine Foard: christine.foard@st-annes.ox.ac.uk

Lost / Forgotten E-Mail Passwords

On receipt of your e-mail account you should ensure that you have set yourself a security question and answer. In the event of problems you can then reset a lost or forgotten e-mail password yourself.

Links to set your security question and links to reset a password using a previously set security question can be found at;
<https://webauth.ox.ac.uk/>



The screenshot shows the 'webauth.ox.ac.uk' website header with the University of Oxford logo. Below the header, there is a paragraph of text explaining the page's purpose: 'This page allows you to activate and administer the password settings for your OUCS Oxford username. This username is used to access OUCS services such as Herald email, the central GNU/Linux service, WebLearn, personal web filestore and the Maillist web interface.' A second paragraph states: 'Passwords for other services such as OUCS remote access, TSM backup and Athens authentication are administered on a [separate registration page](#).' Below this, there are four main menu items, each with a sub-description in parentheses: 'A) **Activate a new account** (Using an activation code)', 'B) **Set a security question and/or answer** (Using a **rescue code** or your password)', 'C) **Reset a forgotten or expired password** (Using your security question and answer)', and 'D) **Change your password** (Using your current password)'.

If you lose/forget an e-mail password and you have not previously set a security question and answer then you will have to visit the OUCS Registration help-desk in person in order to request a re-activation code. You must take your University Card with you as proof of identity.

OUCS is located at 13 Banbury Road. Registration help-desk hours are 08:30-20:30 during term-time.

College IT Staff can also generate a re-activation code for you. Contact the IT Office giving details of your name, University Card Number, and the SSO account for which you require a re-activation code.

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8. Connecting a Personal Computer to the College Network

Eligibility

The network is provided for registered St. Anne's College students only. Students' visitors and guests are not permitted access to the network without the express written permission of College IT Staff.

Purpose of the Network

The network is provided first and foremost for bona fide academic use. Whilst University regulations also permit 'reasonable personal use' any excessive activity which impacts upon the provision of the service for other users or which is detrimental to the academic functioning of the network is prohibited.

Your Responsibilities

As well as your responsibility for your own activities on the network you are responsible for any activity which takes place from a machine registered in your name. You should not allow guests or third parties access to the University network and the internet from your machine. If you do allow such access you will be held personally responsible should they contravene network rules and regulations and action will be taken accordingly.

Technical requirements for connecting

The College uses DHCP across all of its sites, which avoids the need for you to configure any network settings.

You will require an Ethernet cable for connecting to the wired network in your study/bedroom. If you don't have an Ethernet (network) cable these can be purchased from the College Lodge.

For wireless connection your machine will need to have a Wireless (802.11a or 802.11b) network card. OWL network points are 'open access' and require no WEP key.

Secure your machine

On large shared networks your system will be much more vulnerable than on a small home network. You should follow the advice in section 9. of this guide, *Securing your personal computer*, in order to protect your system and data.


Wired Connections in College

The online registration process records the specific hardware address of the machine used to register and it is this machine which will then be registered against your name and granted access to the internet. The online registration must be carried out using the actual machine that you wish to be registered for network connection.

N.B. although some bedrooms may pick up nearby wireless points, links to these will be weak and prone to drop out. You should disable wireless in your bedroom and use the provided wired network point instead.

- Plug your network ethernet cable into one of the network points provided in your bedroom. If you have forgotten your cable these are available to purchase from the College Lodge.
- Open a web-browser and attempt to connect to a web-site, e.g. <http://www.google.com> You will be directed automatically to a registration page;

Network Registration



St. Anne's College

Why have I arrived at this page?



You have arrived at this page because you have attached an unregistered computer to the college network.

In order to connect to the network you need to authenticate and submit your computer to be vetted to ensure that it meets the required standards to be allowed on the network.

If you are a **member of St Anne's College** please click on the **Member of College** button below.

If you are a **Conference Guest or Visitor** to the College please click on the **Guests and Visitors** button below.

IT Helpdesk - it-support@st-annes.ox.ac.uk



- Click on the Continue button and you will be directed through a series of pages.

-
- Fill in your authentication details when requested and click to logon. The username and password are your University SSO (single-sign-on) credentials. I.e. the same as the credentials you use to access your university emails.
 - You will be asked to download and run an online scan to check that your machine is patched up-to-date and has up-to-date anti-virus software installed. Further details are on p22 of this manual.
 - If you fail the scan you will be told why your machine has failed and placed into a remediation network. From here you will be able to take action to repair your machine (e.g. by installing Windows Updates or anti-virus software). Be patient with this process – if your machine is very out-of-date it may take several cycles of Windows Update before your machine is brought up-to-date. If you don't have anti-virus software the quarantine pages include a link for you to download Sophos anti-virus, which is free for Oxford students.
 - Following a successful security scan validation of your registration is automatic. It can take up to 10 minutes for the device to be authenticated and switched over to the student network.
 - Undergraduates are allowed to make two 'automatic' wired registrations in College, e.g. one notebook and one netbook. If you need to register more than two wired devices at any time you should contact College IT Staff at;
it-support@st-annes.ox.ac.uk

Wireless Connections in College

The College offers wireless internet access through the University's 'OWL' wireless network.
<http://www.oucs.ox.ac.uk/network/wireless/services/owl/vpn/>

For those with suitably equipped notebooks or handheld devices wireless connection is available in Hartland JCR Common Room, EPH MCR Common Room and Computer Room, Hartland Library, STACS, MOLT and Tsuzuki lecture theatres, and in other public areas around the site.

N.B although some bedrooms on the main College site may pick up wireless signal from nearby wireless points links to these will be weak and prone to drop out. You should disable wireless in your bedroom and use the provided wired ethernet point instead.

Pre-requisites for Wireless Connection

In order to connect to the OWL service you will need:

- A university 'Remote Access' account,
http://www.oucs.ox.ac.uk/network/remote/index.xml.ID=body.1_div.2
You can register for this Remote Access account at,
<https://register.oucs.ox.ac.uk/self/index>
- The University VPN software installed on your device,
<http://www.oucs.ox.ac.uk/network/vpn/>

Making a Wireless Connection

- Search for and connect to any OWL wireless access point.
- After you have connected to an OWL wireless access point start your OUCS Cisco VPN software and log in to the University VPN service using your University 'Remote Access' account username and password.
- Once your VPN connection is established you can browse the web and check e-mail etc. as usual.

Online Security Checking

In order to protect your system and the network machines on the St Anne's network are scanned in order to ensure that they are running up-to-date anti-virus software and that critical operating system security patches have been installed.

A scan is carried out on a machine the first time it is registered on the network and further scans take place at regular intervals thereafter.

Scanning is carried out online using a small piece of software called the *Bradford Dissolvable Agent*. During the registration process you will be guided as to how to run this Agent in order to scan your machine. The Agent is completely removed at the end of the scan and does not install anything on your machine. It only reports back the anti-virus and patch status of your system.

When your machine requires re-scanning you will be directed to a web-page and guided through the online scan process again.

If your machine fails a scan you will be told why your machine has failed (e.g. out-of-date anti-virus software) and your machine will be moved into a special 'remediation' network. This will not allow you to browse the web but will allow you to visit anti-virus sites, operating system update sites etc. in order to secure your machine.

Once you have taken the required action to secure your machine you can attempt to connect to the network again, re-run the security scan, and if your system now passes the security checks your machine will be moved back into the student network automatically.

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9. Securing your personal computer

Whilst the luxury of a high-bandwidth connection to the internet has obvious advantages it also means that your machines are more exposed to danger. Securing your machines is not a major chore, but will involve a few minutes each week ensuring that everything is up-to-date.

Anti-Virus Software

You must run antivirus software at all times. OUCS Virus Information Pages; <http://www.oucs.ox.ac.uk/viruses/> gives information about packages available free to Oxford students, as well as listing warnings about current viruses.

Once you have received your University SSO account details a free copy of Sophos AntiVirus can be downloaded online from; <https://register.oucs.ox.ac.uk/software>

Note that antivirus software is useless if it is not updated regularly. The updates inform the software of how to recognise and protect against new viruses as they appear. Simply running the initial software which came with your machine will not protect your system and sooner or later you will get infected by a virus.

The method of updating your antivirus software will vary depending on which product you are using, so read your manuals carefully and ensure that you update your software on a very regular basis (e.g. weekly as a minimum). The Sophos anti-virus program supplied by the University will automatically update itself over the network.

Linux and Mac users are not immune to virii and as the platforms increase in popularity more and more virii will appear. The University supplied Sophos Anti-Virus includes distributions for Unix/Linux/MAC operating systems. You should also be careful not to use 'root' as your day-to-day account.

Operating system security

Security holes are regularly found in all operating systems. You will need to keep track of fixes posted for your own operating system.

Windows users should make regular use of the Windows Update site in order to check for updates to the operating system and component software. Using Windows Update is as easy as clicking on **Start** then **All Programs** then **Windows Update**. Take particular note of anything labelled as a “Critical Update” - these are generally patches and fixes for security problems with the operating system and software. Follow the instructions on the site to download and install any fixes.

Linux Users need to keep a close eye on the site responsible for their distribution (e.g. www.redhat.com, www.mandrake.com, www.debian.org) or on one of the major Linux news sites such as www.linux.org. As things move quickly in the Linux world you should also subscribe to relevant newsgroups such as comp.os.linux.security or ox.os.linux for quick notification of security patches and fixes. Many linux distributions (such as Ubuntu or Suse) now include tools which take the pain out of maintaining updates.

In spite of myths to the contrary Mac OSX has been susceptible to a string of serious vulnerabilities over the last few years. Mac OSX users should ensure that ‘Software Update’ is set to update their machine automatically;

<http://docs.info.apple.com/article.html?artnum=106704>

Firewalls

The college network is protected from external attack by a firewall, however with so many mobile machines moving on and off the student network (as people move between home, faculties, libraries, etc.) infected machines are constantly being introduced onto student networks throughout the University.

It is recommended that you run a local firewall on your machine in order to protect it from attack. Windows XP / Vista/ 7, Mac OSX, and Linux distributions all have firewalls built in and at the very least users should enable the built-in firewall for their system.

E-Mail Security and Privacy

Whilst securing your PC with an up-to-date virus checker and up-to-date operating system will help protect against e-mail distributed virii, a bit of additional common-sense will also prevent infection.

- Do NOT open any attachment without first checking it for viruses with your antivirus software.
- If you receive an unexpected attachment – even from a sender you know - do NOT open it. Check first with the sender that they intended to send an attached file.
- If you send attachments with your e-mail help the recipient by stating in the body of the message that a file is attached intentionally, and tell them what that attachment is.

Running Network Services

Running network services (such as a web-server) can seriously compromise the security of a machine.

You are not allowed to run any network services from a machine connected to the St. Anne's network without the explicit written permission of the Computer Officers.

Ordinary network use (such as checking your e-mail, browsing the web, 'chatting' with AIM or Messenger) are fine, but attempting to run a web-server, mail-server, ftp-server, games-server, or similar is prohibited without explicit written permission from the Computer Officers. Some Linux distributions automatically install many network services by default - if you intend to run Linux you must learn how to disable all of these services before connecting to the St. Anne's network. The golden rule is: if in doubt ask first!

!! BACKUP YOUR DATA !!

Of course nothing can fully secure a PC, and aside from external attack there are still the risks of hardware breakdown, damage, system failure, etc. A fundamental part of any security regime is the regular and multiple backup of all personal data! A trashed PC may be a pain, but it is replaceable. A trashed thesis means back to the books and start again. Don't get caught out.

- Backup your data regularly (i.e. daily, not monthly).
- Make multiple backups.
- Check your backups (has the data copied correctly; are the disks OK?).
- Store backups in a variety of places (e.g. swap copies with a friend in a different building - a pile of smouldering backups in one place are no good to anyone).

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10. Getting Help

College IT Staff, Departmental IT Staff and OUCS all struggle to meet support demand at busy times of the year. Support for everyone improves if staff are not occupied addressing queries that are already answered elsewhere, or if staff are not occupied diagnosing issues from partial or misleading information. Following the points below will speed up the support response for everyone.

Read IT-Support E-Mails

Local IT Staff and OUCS both send important mailshots outlining current security issues and fixes, service problems, changes or additions to services, and giving reminders of actions you need to take e.g. before vacations.

Read Manuals and Websites before requesting support

Many support queries are already addressed on the OUCS website, on Faculty websites, or in guides such as this. Make sure that you have checked that your question is not already addressed before issuing a support request.

Be specific when requesting support

Before making any support request you should carry out as much basic diagnosis as you are able.

For example if you are unable to connect to the internet from your bedroom do not simply report (as many do!) that 'the network is down'. This simply delays the finding of a solution.

You can help expedite a solution to your problem by, e.g. taking your computer to a known working Network point (e.g. in a friend's room) or bringing a working networked machine (e.g. a friend's portable) to your Network point and seeing if it works. This will immediately diagnose whether it is a connection fault (e.g. the cable from your room to the network switch) or a problem with your computer. Staff can then respond appropriately.

Support for Undergraduate Students

When visiting any support centre within the University (College, Department, OUCS) you *must* take your University Card with you as proof of identity.

The College IT Staff support College supplied computers, College offices and academic staff, and the College network infrastructure. They are the first point of contact for advice on general computing issues.

College IT Staff can be contacted:

- by e-mail it-support@st-annes.ox.ac.uk
- by post (via the Lodge) St Anne's College IT Department
- in person 37 Banbury Rd, Mon-Fri 14:00-15:00
(during full-term)

OUCS Registration Desk will help with changing/resetting passwords on OUCS-maintained e-mail. College IT Staff can also generate a re-activation code for you so that you can re-set a lost or expired password.

A vast amount of help is available online via the OUCS website. This help covers most student computing needs, including step-by-step pictorial guides to connecting machines to the network and setting up e-mail.

Undergraduates are entitled to attend all OUCS training courses. Details are at;
<http://www.oucs.ox.ac.uk/itlp/>

Faculty support varies from department to department. As a general rule support is limited to support for subject-specific software and for Faculty hardware only. General software (e.g. Word) is covered in the OUCS training courses.

Many Faculties run training courses for subject-specific software (e.g. SPSS, Maple). These courses are listed in the Faculty lecture list or on the Faculty home-page.

Maintenance, setup and repair of personally owned student computers is the responsibility of the student. This includes routine updates of the operating system and virus checking software as detailed in section 9. *Securing your personal computer* in this guide. Free virus checking software is available from the OUCS shop.

11. College IT Staff



Ian Burnell
Computer Manager



Ben West
Deputy Computer Manager

IT Staff are based in 37 Banbury Road (entrance from back garden).



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Appendix A: Useful Online Resources

IT in Oxford - Getting Started

The best starting point for new members is;

<http://welcometoit.ox.ac.uk>

This outlines your entitlements, registration for e-mail & other services, and provides useful links to other information and resources.

College IT

Information is online at;

<http://www.st-annes.ox.ac.uk/study/undergraduate/computing-it.html>

<http://www.st-annes.ox.ac.uk/study/graduate/computing-it.html>

Oxford University Computing Services

Oxford University Computing Services is an excellent resource with a wealth of expertise. They provide a shop, a host of centralised services (e-mail, machine backup) and a range of facilities including training courses, a learning centre, and specialised equipment (plotters, CD duplication, scanners, etc.). The list is too long to duplicate here, but full details are online at the addresses below;

OUCS homepage is at;

<http://www.oucs.ox.ac.uk/>

A-Z of Services

<http://www.oucs.ox.ac.uk/atoz/>

Access to 'University-only' resources away from Oxford

If when away from Oxford you need to access web-pages or resources which are University domain only (e.g. much of OxLIP, Exams online) you will need to use the VPN (remote access) service.

Details of registering for and using VPN are online at;

<http://www.oucs.ox.ac.uk/network/remote/>

Departmental Facilities

Your Faculty or Department will provide additional specialist computing facilities. These are generally detailed on the Faculty web-sites;

<http://www.ox.ac.uk/departments/>

University Libraries IT Resources

The University Libraries provide extensive online resources, outlined at;

<http://www.bodleian.ox.ac.uk/eresources>

If you have a machine in your room you can connect directly to the library datasets;

<http://solo.bodleian.ox.ac.uk/>

OUCS Shop

Several software applications (such as SPSS statistical software) are available to students at minimal cost through the OUCS shop.

Details are online at;

<http://www.oucs.ox.ac.uk/shop/>

Hardware Maintenance and Repair Service

The University runs a subsidised hardware maintenance and repair service for student computers (the service also covers iPods from £7.50 per year).

Equipment must be in **full working order** when it is registered with the service.

Full details are online at;

<http://www.oucs.ox.ac.uk/pcms/>