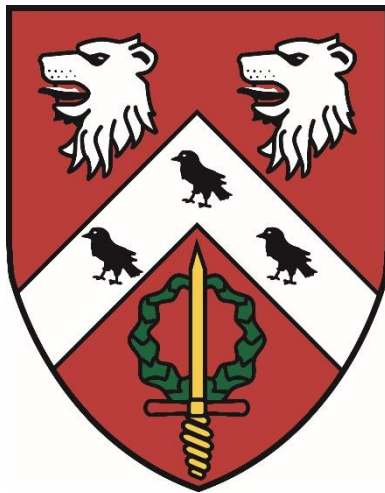


Guide to Computing at St. Anne's College



**Student Edition
2021 - 2022**

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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 central IT 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 the central IT Services.

2. Structure of IT in Oxford University

For most users services will be divided between four providers:

College • Department • IT Services • Libraries

College Provides:

- Network Connection from College rooms and buildings (see section 10. *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 13. *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
https://www.ox.ac.uk/about/departments-a_z

IT 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 <https://www.it.ox.ac.uk/>

Library Services Provides:

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

3. The 'Welcome to IT at Oxford' Website

An excellent starting point is the comprehensive 'Welcome to IT at Oxford' website at:
<https://www.it.ox.ac.uk/getting-started#/>

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

4. College Web-Site / Online Resources

Website

The College Web-Site can be found at;

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

Internal Resources/WebLearn

Copies of College Regulations, By-Laws, Grants & Application Forms, etc. are hosted on the College's University WebLearn website. You will need to log in using your University SSO username and password in order to see these resources.

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

College Meal-Booking and Battels/EPOS Payments Online

<https://meals.st-annes.ox.ac.uk/meals>

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);

<https://www.st-annes.ox.ac.uk/this-is-st-annes/events/>

College People

Lists of Academic and Administrative Staff can be found at;

<https://www.st-annes.ox.ac.uk/this-is-st-annes/people/>

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;

<https://www.facebook.com/StAnnesCollege/>

The Library has its own page at;

<https://www.facebook.com/StAnnesCollegeLibrary>

Instagram

The College Instagram page is at;

https://www.instagram.com/st_annes_college/

and the College Library Instagram is at;

<https://www.instagram.com/stanneslibrary/>

Twitter

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

<https://twitter.com/StAnnesCollege>

5. Rules and Regulations – Essential Reading!

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

<http://www.admin.ox.ac.uk/statutes/regulations/196-052.shtml>

Users are not permitted to use University and College IT or network facilities with the intention of drawing people into terrorism (contrary to the University's statutory duty under Prevent).

University IT Rules and Regulations

Rules and Regulations can be viewed online at;

<https://www.it.ox.ac.uk/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.

In certain circumstances it may be necessary for College or University 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>

Connecting Other Devices to the Network

N.B. Connection of any device to the network other than your laptop, desktop computer, mobile phone, or PDA is strictly prohibited without the explicit consent of College IT staff. This includes any wireless or wired routers, VOIP equipment, etc.

Network monitoring equipment in College detects routers, NAT devices etc. and use of any such equipment will result in suspension of your connection.

Illegal File-Sharing/Downloading/P2P (peer-to-peer)

The use of the network for the illegal downloading/sharing of copyright material is strictly forbidden. The University will charge you an administrative fee for *every instance* of illegal file-sharing activity they detect (currently £50 per event excl. VAT). This charge is simply to cover their investigation costs and is in addition to any disciplinary or legal action which may follow.

Disciplinary action will be taken in *every* case of illegal file-sharing/downloading.

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 11. 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 wired 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.

6. College Facilities

Internet Connection

All Student study/bedrooms on the main College site and at RSH provide wired and wireless internet access. Wireless connection is also available in the Library, common rooms, seminar rooms, lecture theatres and all other public areas.

If your study/bedroom hosts a wireless access point you must never disconnect it – this access point will serve other rooms in your area and unplugging it will disrupt the connection for other users. The network automatically logs any instance of interference with access points and alerts IT Staff.

Public Computers

For those who do not own a personal computer public machines are available around the main College site. Access to these is via your University SSO (single-sign-on) username and password.

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

Library

Machines, scanners, and printers are available in both library buildings.

Eleanor Plumer House

Computer room for MCR use only.

RSH Study Room

Two machines for RSH residents and a photocopier linked to the College's 'follow-me' print system.


7. Public Computers

Logging on to Public Computers in College

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 your Nexus365 OneDrive, to USB/CD/DVD, or to your own cloud file-store.

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



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

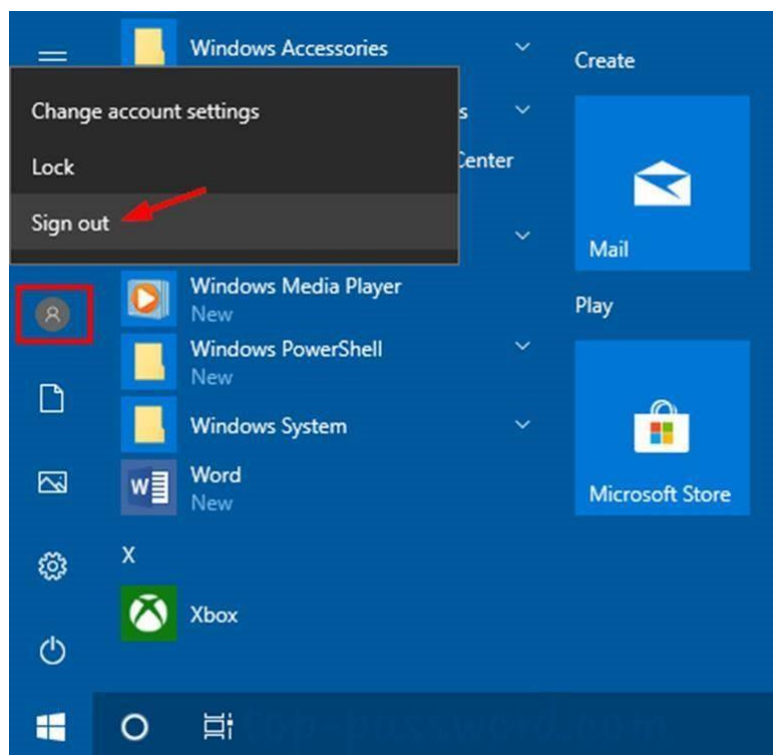
Logging off from Public Computers in College

SAVE WORK AND LOG OFF BEFORE LEAVING A MACHINE –

FAILURE TO DO SO MAY RESULT IN SOMEONE ABUSING YOUR ACCOUNT OR RUNNING UP PRINT CHARGES FOR WHICH YOU WILL BE LIABLE.

!! PUBLIC MACHINES IN COLLEGE WILL FORCIBLY LOG OFF AFTER 15 MINUTES OF INACTIVITY, LOSING ANY UNSAVED WORK. !!

In order to log off click on the start button, then click on the little person symbol, then click on 'Sign Out'

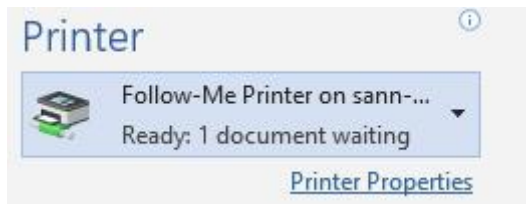


Alternatively, press the **CTRL** **ALT** **DEL** buttons together and select **Sign Out** at the next screen.

8. Printing

Printing from Public Machines

Select the 'Follow-Me Printer' as your printer from any College machine. Jobs sent to the 'Follow-Me Printer' queue are available for release at any printer/copier in College for up to 36 hours after sending.



- To release your print job(s) touch your University Card to the contactless card reader on any public printer or photocopier in College.
- Click on the on-screen **Print release** button. You will see the list of print jobs that you have sent to the 'Follow-Me Printer' queue (you only see the jobs that *you* have sent to the device, and no other users can see your print jobs).
- Click on any print job to see the cost and details of that job.
- If you are happy with the cost and details click on 'Print' to print the document.
- When you have finished printing click on the **Authentication/Logout** button (either on screen or on the physical button pad) to end your session. The copier will automatically log you off after a minute of inactivity, but you should log out manually to ensure no-one else runs up copy charges against your account.

E-Mail to Print

The e-mail to print service only accepts PDF documents. Most applications will save directly to pdf, or most computers have an option to print any document to pdf which you can then send via this service.

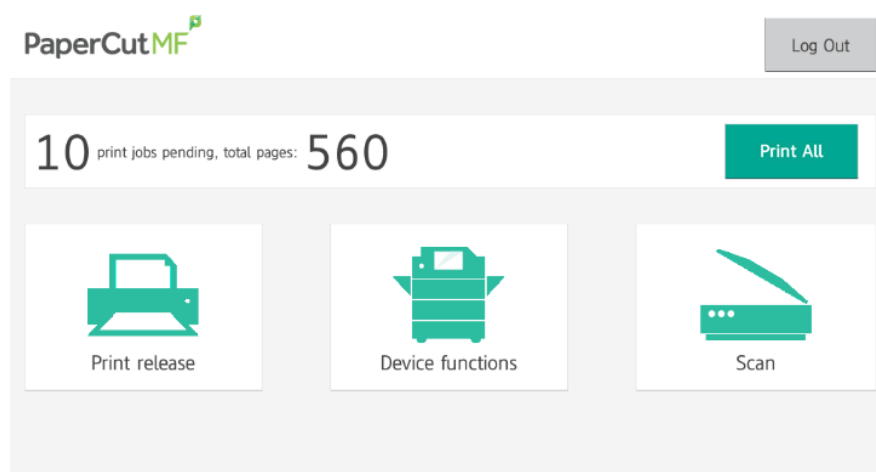
Documents will be printed A4 duplex black-and-white.

- Send your document to printing@st-annes.ox.ac.uk using your College e-mail account (e-mails sent from any other address will be rejected).
- Within a few minutes you will receive an e-mail confirmation that your document has been processed.
- Your document will appear in your print queue when you next touch your University Card at any print/release station in College.

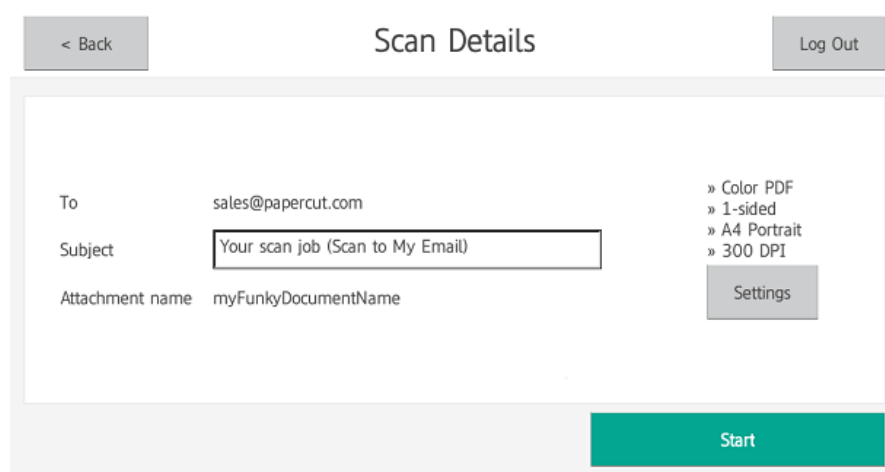
Scan to Your E-Mail

There is no charge for scanning to email. To scan a document directly to your College email address:

- Log on to the printer/copier by touching your University Card to the card reader on any public printer or photocopier in College.
- Press **Scan** on the touch-screen display.



- The next screen will show your Oxford email address pre-filled into the 'To' field. If your address is incorrect contact it-support@st-annes.ox.ac.uk



- *N.B. in our case the default scan settings are low resolution and are designed to minimise file size – you should adjust settings to a higher quality if required.* To do this press the **Settings** button on the touch-screen. This allows you to change the file format, scan resolution, colour mode, page size, and select double sided scanning.

Other Functions - Printing from USB / Sending to Another E-Mail Address

You can also print from (and scan to) a USB drive directly, or send a scan to another email address.

Click on the **Device Functions** on-screen button and then click on the physical 'Home' key just below the display.



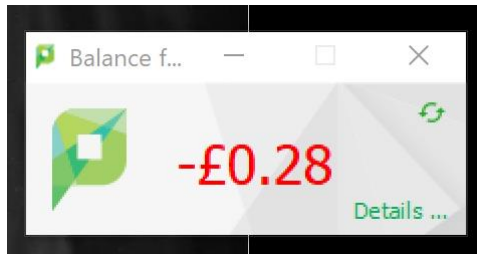
This will call up the programs menu, with options to **Send** to another e-mail address (e-mails will be flagged as sent from your email address) or to access a **USB Drive** to print from USB.



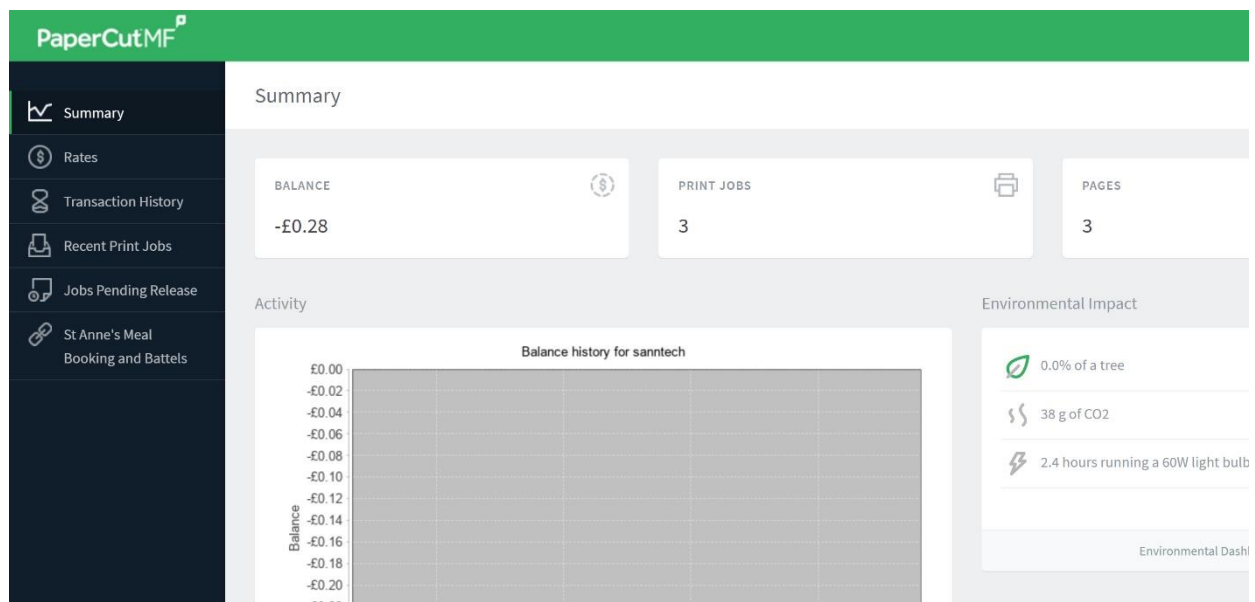
There is no charge for scanning.

Viewing Your Print History

When logged on to a public machine in College click on the 'Details...' link on the little PaperCut Balance window at the top right of your screen.



This will open your PaperCut print-details window.



From here you can review previous print jobs, look at your print charge and payment history, and view (or cancel) jobs you have queued for printing.

Requesting Refunds

From the 'Recent Print Jobs' page you can also request refunds if any jobs have gone wrong through machine or system fault (e.g. damaged paper, smudged print, faint printout, etc.). N.B. refunds are not available for print errors made through user error, such as accidentally printing in colour, or accidentally printing multiple copies – ALWAYS CHECK YOUR PRINT COST AND DETAILS BEFORE RELEASING YOUR DOCUMENT TO THE PRINTER. Retain any damaged prints so these can be confirmed before refunds are made

Click on the 'request refund' link next to the job that has a fault

DOCUMENT NAME	ATTRIBS.	STATUS
Microsoft Word - ... t System Status.docx	A4 (ISO_A4) Duplex: Yes	 Printed request refund

Fill out the request form that pops up

Refund Request

Give full details of the problem/reason for requesting a refund and this will be reviewed alongside the print logs. In the case of a refund requests relating to print output/quality etc. retain the print-outs so that they can be examined by staff.

Job Details

Time	02-Sep-2019 13:54:19
Pages	1
Cost	£0.05
Document Name	Microsoft Word - 190725 Papercut System Status.docx
Printer	sann-ad-02\Hartland Library Kyocera TASKalfa 6053ci KX

Refund Details

Refund Amount

☒ Full amount
☐ Partial amount:

£0.00

Reason for Request

Send

Cancel

9. University E-Mail Accounts and Microsoft Office 365

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 'Nexus365' E-Mail Service

The University e-mail system is known as Nexus365. Your Nexus365 account offers a web-based interface accessible from anywhere - e-mail can be accessed from any machine which has a www browser and internet access.

<https://outlook.office.com>

A detailed guide to using the web interface can be found at;

<https://help.it.ox.ac.uk/nexus365/index>

Nexus365 email can also be accessed from your personal machine, PDA, or mobile phone using an e-mail client such as Outlook or Thunderbird. Details of how to set this up can be found online at;

<https://help.it.ox.ac.uk/nexus365/index>

How do I get my account information?

You will receive details of your Nexus365 e-mail account in an e-mail from IT Services. This e-mail will contain instructions for activating your University Single-Sign-On (SSO) username and password. You will use your SSO username and password to activate and use your University e-mail 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 IT Services, but it is absolutely **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 Academic Administrator; academic.administrator@st-annes.ox.ac.uk

Undergraduate e-mail

You will receive details of your Nexus e-mail account in an e-mail from IT Services. This will contain instructions for activating your account.

Postgraduate e-mail

You will receive details of your Nexus e-mail account in a letter or email from IT Services. This 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.

Free Microsoft Office

Your Nexus365 account comes with online storage space (OneDrive) and the option to install Microsoft Office on up to five of your personal devices.

<https://portal.office.com/account/>

Lost / Forgotten E-Mail Passwords

On receipt of your e-mail account you will have been obliged to 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/>



Single Sign-On

Manage your Oxford Single Sign-On account

1. Activate a new account using an activation code	2. Reset your password using your security question and answer
3. Change your password using your current, or expired, password	4. Set a security question and/or answer using a rescue code or your password

If you lose/forget an e-mail password and have also forgotten your security question and answer, College IT Staff can generate a re-activation code for you. Contact the St Anne's IT Office giving details of your name, University Card Number, and the SSO account for which you require a re-activation code. If you visit the IT Office in person you must take your University Card with you as proof of identity. If you email for a code this must come from the address you registered as your alternative e-mail address.

10. Connecting a Personal Computer to the College Network

Eligibility

The College wired network is provided for registered St. Anne's College students only. Visitors from other Colleges/Universities can connect to the wireless eduroam service using their own eduroam credentials provided by their home institution.

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 or logged on in your name. **You must not allow guests or third parties to have access to the University network and the internet from your machine or from any machine logged on in your name. You must not register anyone else's machine in your name.**

Technical requirements for connecting

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

For wireless connection your machine will need to have a Wireless network card.

For wired connection you will require an ethernet cable. Machines that do not have an ethernet network port built-in will also require a USB ethernet adapter. **It is strongly recommended that you use your wired network for your primary laptop/device – it will provide much faster network access than wireless.**

Connection of any device to the network other than your laptop, desktop computer, mobile phone, or PDA is strictly prohibited without the express and written consent of College IT staff. This includes any wireless or wired routers, VOIP equipment, etc.

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.

Connecting to the Wired network in College

It is strongly recommended that you use the wired network for your primary device.

If your device does not have a wired ethernet port built in you can buy a 'USB to Ethernet adapter' online. You will also need an ethernet cable (3m is generally sufficient length).

Do make sure that you disable wireless when using wired to make sure your device is making use of the faster wired connection.

Pre-requisites for Wired Connection

In order to connect to the wired network in your study/bedroom you will need:

- A university 'Remote Access' account,
<https://help.it.ox.ac.uk/remote-access-services>

You can register for this Remote Access account at,
<https://register.it.ox.ac.uk/self/index>

Connection of any device to the network other than your laptop, desktop computer, mobile phone, or PDA is strictly prohibited without the express and written consent of College IT staff. This includes any wireless or wired routers, VOIP equipment, etc.

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.

- Plug your network ethernet cable into one of the wired network points provided in your bedroom.


Some rooms which host a wireless access point only have a single wired cable to the room. In this case a special wireless access point will have been fitted which provides further wired ports on the bottom of the unit. You may use ENET1-ENET4 for wired connection (n.b. the PASS THROUGH port will not work).



- Open a web-browser and attempt to connect to a web-site, e.g. <http://www.ox.ac.uk>
You will be re-directed to a registration page automatically.

N.B. if your home-page is set to a secure site (i.e. one beginning with https:// such as <https://www.google.com>) your browser may not re-direct. Type in a non-secure http:// address such as <http://www.ox.ac.uk> and hit return.

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 “Member of College” button and you will be directed through a series of registration pages.
- Fill in your authentication details when requested and click to login. **The username and password required are your University Remote Access credentials, i.e:**

Username: *your_University_SSO_username@OX.AC.UK*

Password: *your_University_Remote_Access_password*

You can register for your Remote Access account and set your password at;
<https://register.it.ox.ac.uk/self/index>

- In order to protect your system and the College network, machines on the St Anne's wired 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 permanent on your machine. It reports back only the anti-virus and patch status of your system.
- 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 or Apple Updates, or anti-virus software). Be patient with this process – if your machine is very out-of-date it may take several cycles of 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

11. 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.

Recovery Disks

Make sure that you have the recovery/re-installation disks that came with your machine. These days more often than not it is much, much quicker simply to re-install your system from recovery disks and then re-add the data from your backups rather than attempting to recover from a virus/malware infection.

If your machine was not supplied with recovery disks then generally it will have included a utility to make a recovery disk. Whilst this should be carried out immediately you get any new machine, **if you have not already done so create these recovery disks now.**

Anti-Virus Software

You must run antivirus software at all times. IT Services (OUCS) Virus Information Pages; <https://help.it.ox.ac.uk/sophos> give information about the Sophos package which is available free to Oxford students.

Once you have received your University SSO account details a free copy of Sophos AntiVirus can be downloaded online from; <https://register.it.ox.ac.uk/self/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 malware. 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** and typing **Windows Update** in the *Search programs and files* box. 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.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 feeds from your vendor for quick notification of security patches and fixes. Many linux distributions (such as Ubuntu) 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.

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 7/10, 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.
 - Do NOT automatically follow links in e-mails – even if apparently from people you know.
 - Never follow links purporting to be from banks etc. in e-mails – it is easy to make the text in an e-mail appear to point to http://www.your_bank.com when the underlying code actually points to http://www.fraud_central.com . Always type links such as your bank address into your browser yourself so that you can be sure that you are not being directed elsewhere.

Phishing Advice and Online Safety

Unfortunately high-profile institutions like Oxford University are subject to a fairly constant barrage of phishing attacks, some very highly targeted and (on first glance) quite convincing. The University has produced a useful guide to spotting and avoiding such scams:

Spot a phishing e-mail...

<https://www.infosec.ox.ac.uk/phishing/>

Stay safe online...

<https://www.infosec.ox.ac.uk/stay-safe-online-oxford>

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 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.

!! 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; can I see the cloud copies, are USB drives OK?).
- Store backups in a variety of places (e.g. in the Cloud using your University OneDrive and/or similar services, on USB,).

12. Meal Booking and Battels

You can book for special-event meals and make Battels/EPOS payments and top-ups online at:
<https://meals.st-annes.ox.ac.uk/meals>

Logon uses your University SSO credentials.

The screenshot shows the 'Online Payments' page for St Anne's College. The header is dark red with the college crest on the left, the text 'Online Payments' in the center, and the user name 'Ian Burnell' on the right. Below the header is a navigation bar with links: 'Meal Booking' (highlighted), 'Change My Normal Meals', 'Block Book/Cancel', 'EPOS', 'Fees and Charges', and 'Log Out'. The main content area is titled 'Friday 29 Nov 2019'. On the left is a calendar for November 2019, with the 29th highlighted in green. On the right, under the heading 'Sittings available on Friday 29 Nov 2019', there is a list of meal options: 'Breakfast - Fellow B/fast (Fellow)', 'Lunch - Fellow Lunch (Fellow)', and 'Dinner - Fellow Dinner (Fellow)'. Below this list, it says '0800 - 0930' and 'Booking closes on Friday 29 Nov 2019 @ 06:00'. A message states 'You have no meals booked' and '30 spaces available, 3 Max guests per member'. At the bottom of the meal options list is a red 'Book' button.

N.B. Your screen and options will vary depending upon your individual College status, and what meals and services are available to you.

13. Getting Help

College IT Staff, Departmental IT Staff and IT Services (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 IT Services (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 IT Services (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 in building x 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.

IT Support for Students

When visiting any support centre within the University - College, Department, IT Services (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)

IT Services offer a 24/7 helpline: (01865 6) 12345.

Or a support request can be generated online at;

<https://help.it.ox.ac.uk/service-desk>

A vast amount of help is available online via the IT Services (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 IT Services (OUCS) training courses. Details are at;

<https://skills.it.ox.ac.uk/courses-home>

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 IT Services (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 your IT Services portal: <https://register.it.ox.ac.uk/self/software> .

14. College IT Staff



Ian Burnell



Ben West

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

