

IT at St Hilda's – Freshers' Guide

IT in Oxford can be confusing. We've tried to keep this guide short; but bear with us!

The most important distinction to make is the difference between **University IT** and **College IT**.

University IT covers the **Eduroam** wireless network, **Nexus 365** email, and student information systems.

College IT consists of the SHIL-WIFI wireless network, any wired networking on a St Hilda's College site, and various servers including the College website, and student file and print services. You can always find additional information about University IT at <https://help.it.ox.ac.uk/> or by contacting Tom, Rob or James in the College IT department either in person (Anniversary Building, weekdays 9am to 5pm) or via it-support@st-hildas.ox.ac.uk

The University provides two sets of credentials:

- the 'Single Sign On' – SSO - account is used for email and access to most central administrative systems, and a few other things usually (but not always) related to the central University;
- an 'Eduroam' account that provides access to the Eduroam wireless network, which is available all over Oxford as well as nationally and internationally at academic institutions.

Wireless Networking

Partially thanks to the distinction between College and University, connecting to the local wireless networks is a little bit more complex than you would usually find at home. This allows the Collegiate University to know *who* is connected rather than just *what*. It allows a device to be associated with you – not just being there as an unidentified piece of hardware. It means that if your computer is compromised or illegal software is downloaded, we know who to contact (and the Copyright holders know that too)!

To have Eduroam Wi-Fi network access you must activate your Eduroam remote access account yourself, which you can do by visiting IT Services Self Registration at <https://register.it.ox.ac.uk/>. After a short (15 minute) wait, the account will be "live" and you'll be able to use your newly created credentials to sign into the 'Eduroam' network when it is available. Note that when connecting to Eduroam, you'll need to append @OX.AC.UK to your username – e.g. shil1234@OX.AC.UK – or else it won't work! This is the best network to use on your 'phone as it will give you Internet access all around the city.

If you want to connect your personal devices such as Google Hubs, Amazon Alexas and the like, please register (using your SSO) for a SHIL-WIFI code at <https://eu1.cloudpath.net/enroll/StHildasCollege/>. The code you generate should be used for all your devices – as you would at home. You are responsible for all the devices on your own Wi-Fi code: do not share the code with others.

If you set these things up before you arrive – it's much easier for you!

Setting up your College IT identity

Before you gain access to the College IT facilities, you need to complete College Registration. This is where things get a bit more complicated as you need to use a different set of credentials, twice. These are your College credentials and they are by default your 'shil' username (e.g. shil1234) and your password is A[your University card barcode number]b – for instance, A2812345b as well as both a Password and a MFA device. (please note that this will need changing ASAP, you can only log in using that base password a certain number of times before it locks your account, so please set a new password!)

First – to set your password: using your SSO/shil username and base password log into <https://register.sthildas.ox.ac.uk/> and set a new password.

Second – To set your MFA device: using the credentials you just set above, log into <https://aa.sthildas.ox.ac.uk/> and set up the **TOTP** device using the “Microsoft authenticator app” on your phone to scan the QR code. Avoid SMS as many buildings around Oxford are not ‘phone friendly places owing to very thick walls.

A more detailed set of instructions can be found here <https://www.st-hildas.ox.ac.uk/content/it-frequently-asked-questions>

(Please note, your account will not work on the College PCs until you have completed both of these tasks)

College Computer Rooms

There are two computer rooms available to students in College: one in Anniversary Building by the IT office and one in the Library in Hall Building.

Printing

A monochrome (B/W) printer is in the Anniversary computer room, and a colour printer is available in the Library computer room. You are given £30 worth of printer credit at the start of each year, with single sided black and white costing 5p per A4 sheet, double-sided 6p, and single-sided colour costing 15p and double-sided colour costing 20p. You can top up your printer credit by visiting the Accounts Office in Anniversary Building. You can check your printer credit at <https://papercut.sthildas.ox.ac.uk:9192/users> - log in using your College computer credentials.

Backups and looking after your data

Please remember to take regular backups of all your essential files! We’ve been quite lucky so far at being able to recover files, but we can’t guarantee that we will be able to recover your thesis from a dead hard drive. The College and University do not provide a dedicated backup facility to students; however, you are of course welcome to use the student file server via College workstations. Emailing files to yourself via Nexus or the use of cloud storage providers such as Google Drive and Dropbox have been reasonably reliable in the past. However, if you are handling sensitive or personal information please come and talk to us before storing information outside the University as you could potentially be in breach of the law.

In short:

- You will receive SSO account credentials for email access a couple of weeks after the return of your card form. If you don’t complete the form properly and in a timely manner access to other things will be delayed!
- You must create a Remote Access account for Eduroam at <https://register.it.ox.ac.uk/> and connect to the wireless networks that way.
- Your College Computer room account password is A[your bod card number]b – e.g. A2345678b. You should change it by setting a new password and forgotten password questions at <https://register.sthildas.ox.ac.uk/>
- You should be on two mailing lists: sthildas-students and sthildas-[j/m]cr. If you’re not receiving emails from these lists, contact Becky in the Academic Office.
- Please back up your data!