

## BEFORE YOU ARRIVE...

You will receive an email from University IT Services, sent to your personal email, with information about activating your Oxford account. This account is called Single Sign-On (SSO), and it gives you access to many University resources including email and WiFi.

You can activate your SSO account as soon as you receive your account details.

### Email: Nexus365

Once your SSO account has been activated, you can access your University email using a web browser. This feature is called Outlook Web Access (OWA). To login, use the OWA link below with your SSO account.

- OWA: <https://outlook.office365.com>

### WiFi Access

You will use your Remote Access account to connect to the University's WiFi service. This account requires a Remote Access password, which you create using the **Self-Registration** web page below. We suggest you create this password in preparation for your arrival at GTC where Eduroam and the GTC WiFi service is available.

- <https://register.it.ox.ac.uk/self/index>
  - Login with your SSO account.
  - Select the **Request a Remote Access Account** link, and then create your password.

## ONCE YOU ARE HERE...

Welcome to Green Templeton College!

This guide will provide much of the information you need about the IT facilities that are available at the College and University.

### IT Department

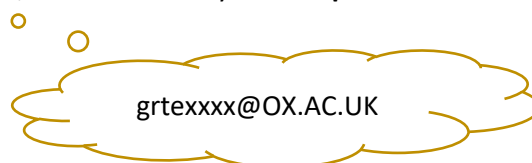
Green Templeton has its own IT department which provides support to all users of the College's IT systems during their association with the College. If you would like IT assistance or have any particular questions about IT at GTC, then we recommend that you book an appointment with the IT department.

To book an appointment, email [it-support@gtc.ox.ac.uk](mailto:it-support@gtc.ox.ac.uk) and include your full name and student number if you have it.

### College PCs

There are 6 PCs available for your use within the Walton Building and 1 PC in the Hayloft. Colour printing, copying, and scanning facilities are also available.

To log onto a PC enter your **SSO username** followed by **@OX.AC.UK**, and then enter your **SSO password**.



### Using WiFi in Oxford

Once you have set up a Remote Access account, you will be able to use Eduroam to connect wireless devices to the network.

Eduroam is the wireless access service used by the research and education community around the world, so you can use Eduroam at any organization that makes the service available. It is widely available across Oxford University buildings.

Connecting your device to the wireless service should not require any additional configuration. When the service is in range, simply enter your Remote Access account credentials to connect.

Oxford University IT Services provide further information about using Eduroam.

- For further information see: [Access WiFi](#)

If you experience any problems, please contact the GTC IT department: [it-support@gtc.ox.ac.uk](mailto:it-support@gtc.ox.ac.uk)

## Software

### User Guides

There are documents on our College Sharepoint site that will help you with the setup of software, including email and WiFi, on your devices.

- Select this link: [User Guides](#)

### Firewall software

All devices connected to the University and GTC network must have firewall software installed and configured. This comes as standard with all PCs and Macs. Please ensure it is running when using our networks.

### Anti-Virus software

Similarly, all computers must have up to date anti-virus software. If not already installed, the University can provide a free copy of Sophos Anti-Virus software for PCs and Macs.

This and other software can be downloaded from the Self-Registration site:

- <https://register.it.ox.ac.uk/self/index>
  - Login with your SSO account.
  - Select the **Software** link, on the left of the screen.

## Hardware repair of IT equipment

An **Out-Of-Warranty** service for Microsoft Windows computers; Apple computers; printers and scanners by **Equinox Maintenance Ltd**. If your equipment is no longer covered by warranty, Equinox may be able to repair or replacement it.

- For further details see: [Hardware Repair](#)

If your equipment is still under warranty, you should have it repaired by an authorised repairer.

Apple repair: <https://support.apple.com/en-gb/repair>

**Note:** Apple repair also support Apple equipment that is out of warranty.

## DOs

- Ensure you follow the Acceptable Use policies when using the University and College IT networks. They will be made available to you during account set up. Please ensure you read the Terms and Conditions carefully.

- Backup your data regularly. You can backup data to external devices like USB drives, but it is strongly recommended that you also use the backup service provided by the University:
  - <https://help.it.ox.ac.uk/hfs/index>
- Make sure your anti-virus software and operating system's security patches are kept up to date. Without these, your equipment and the network are exposed to vulnerabilities like viruses.
- Ask the IT Department if you have any questions regarding policies, issues, or just general help. We are here to help you and wish to provide a positive IT experience, so you can enjoy your time at GTC.

## DON'Ts

- We take the security of the IT systems and the security of your data very seriously. So, please create strong passwords and do not allow anyone else to use your account.
  - For password guidance see: [Manage Passwords](#)
- It is an illegal copyright infringement to install peer-to-peer file sharing software such as uTorrent, Napster, LimeWire etc. Installing unlicensed software can result in fines and for serious offences, further action could be taken.

## Useful Websites

- For College members: <https://www.gtc.ox.ac.uk/for-college-members>
- College website: <https://www.gtc.ox.ac.uk>
- University IT Services: <https://help.it.ox.ac.uk>
- Self-Registration: <https://register.it.ox.ac.uk/self/index>

We hope you have a wonderful time with us. Please let us know if there is anything we can do to improve the service we provide, or if we can help you in any way. We want to provide an IT environment that is stable, secure, and flexible, and meets your on-going needs.

## THE IT Team

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