

The IT Team

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BEFORE YOU ARRIVE...

Single Sign-On (SSO)

You will receive an email from central 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 Wi-Fi.

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

Multi Factor Authentication (MFA)

MFA adds an extra layer of security to SSO accounts. When you log in to a university resource using your SSO account you will be prompted to authenticate using a second factor. See below for further information and setup guides:

- MFA Help: <https://help.it.ox.ac.uk/mfa>

Email: Nexus365

After the SSO account has been activated and MFA has been setup, you can access your university email using a web browser. This feature is called Outlook Web Access (OWA). To log in, use the OWA link below with your SSO account.

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

Wi-Fi Access

A Remote Access account is used to connect to the university's Wi-Fi 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 the Eduroam Wi-Fi service is available.

- <https://register.it.ox.ac.uk/self/index>
 - Log in 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 information about the IT facilities that are available at the college and Oxford University.

IT at GTC

Green Templeton College has its own IT department which provides support to all users of the college's IT systems. We are located on the ground floor of Fellowship House. If you would like IT assistance or have any questions about IT at GTC, please book an appointment: it-support@gtc.ox.ac.uk

Printing and college PCs

Colour printing, copying, and scanning facilities are available for your use. Printers are located on the ground floor of the Admin Building and in the IT Suite which is in the basement of the Walton Building.

To print using a personal device use the following web print URL: <https://print.gtc.ox.ac.uk/app>

There are PCs available for your use in the IT Suite.

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



Using Wi-Fi in Oxford

Once you have set up your 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 organisation 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, enter your Remote Access account credentials to connect.

Oxford University IT Services provide further information about using Eduroam.

- <https://help.it.ox.ac.uk/access-wifi-eduroam>

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

Software

User Guides

There are documents on our college Sharepoint site that will help with the setup of software, including email and Wi-Fi.

- <https://sharepoint.nexus.ox.ac.uk/sites/gtc/itlibrary/Pages/usefuldocuments.aspx>

Anti-Virus software

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>
 - Log in with your SSO account.
 - Select the **Software** link, on the left of the screen.

Hardware repair of IT equipment

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

- <https://help.it.ox.ac.uk/computer-hardware-breakdown-service>

Note: If the 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 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 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 team if you have any questions regarding policies, issues, or just general help. We are here to help 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.
 - <https://help.it.ox.ac.uk/it-services-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 one that meets your on-going needs.