IT Frequently Asked Questions

I need IT help, what should I do?

First, check this FAQ!

Then, if you can, refer to the IT help website at:

http://tinyurl.com/corpusit.

If the above does not resolve your problem, then email it-support@ccc.ox.ac.uk.

If you are unable to email then call the team on (01865 2) 86546 or pop into the IT Office (in the Old Lodgings).

What wireless networks are there in College?

There are three wireless networks that you can use that are available throughout College and in many offsite College locations. Each of the wireless networks has its own advantages and disadvantages:

Wireless network name (SSID)	Advantages	Disadvantages
Eduroam	- Used widely throughout the University and in other academic institutions. - No client software required so devices can automatically connect to this SSID when available.	- Access to certain University resources is restricted. - Speed throttled by the University. - No access to internal College IT resources.
OWL	- No access restrictions to University resources. - Available widely throughout the University.	- Speed throttled by the University. - Client software is required to establish an Internet connection. - No access to internal College IT resources.
Corpus-Members	- Speed is not currently throttled. - Access to internal College resources may be made available via this SSID in the future. - No access restrictions to University resources. - No client software required so devices can automatically connect to this SSID when available.	Only available in Corpus.

N.B. With all the above wireless networks as well as the wired network you will need to use your remote access account credentials. This is **not** the same as your Oxford single sign-on account credentials (used for Nexus). To set up your remote access account or reset a forgotten password you should visit the following site: https://register.it.ox.ac.uk/self/index. **It is highly recommended that you set this account up before arriving at College.**

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How do I connect to the "Eduroam" wireless network?

The Eduroam wireless network can involve a number of steps to set up and the instructions differ depending on what client hardware and software you are using. Please refer to the following for detailed instructions for most of the main client hardware/software combinations:

http://help.it.ox.ac.uk/network/wireless/services/eduroam/index

If possible, it is highly recommended that you print out the instructions relevant to your personal equipment before you arrive in College. Do also be sure to read and follow all the instructions carefully as it is otherwise easy to miss a step or carry out a step incorrectly. Happily, once your device is successfully configured for Eduroam, there is typically no need to go through the same process again on that device.

How do I connect to the "OWL" wireless network?

The process of connecting securely to OWL is reasonably straightforward, but does require the use of a Virtual Private Network (VPN) client to connect to the Internet successfully. Guidelines on connecting to OWL, including VPN client instructions can be found here:

http://help.it.ox.ac.uk/network/wireless/services/owl/vpn/index

How do I connect to the "Corpus-Members" wireless network?

It is not possible to succinctly describe the process to connect to the Corpus-Members wireless network for all types of IT equipment in this one document. However the section below describes the process for Windows and OS X. The principles of the processes described within these instructions can be applied to other client hardware/software combinations.

First, select the option on your computer to view the available wireless networks.

From the list of available networks, select **'Corpus-Members'** and then enter your remote access (not your Oxford single sign-on) credentials when prompted to do so. When connecting to "Corpus-Members" you may see a message pop-up regarding the validity of the certificate *(see below)* – select **'Connect'** *(Windows)* or **'Continue'** *(OS X)* to continue.
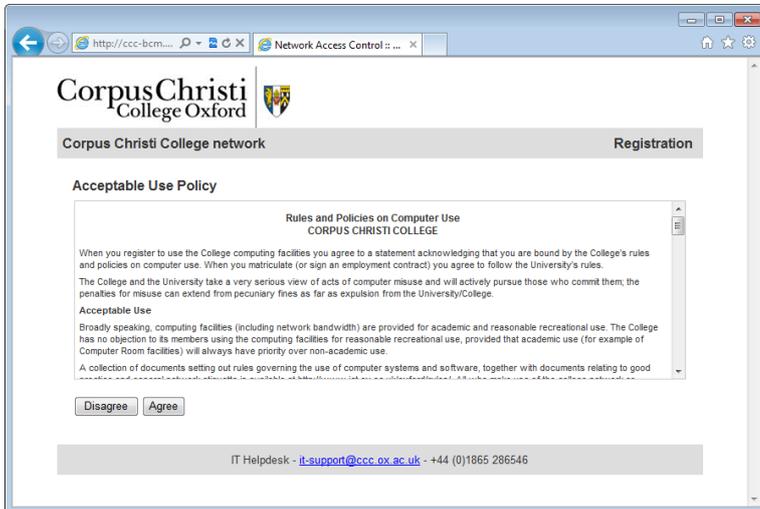

Windows 7 and above

OS X

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Once connected, open a web browser which will be re-directed to the Corpus Christi College network Acceptable Use Policy page (see below). Once you agree you can then select the login option for **'College members and visitors',** and follow the on-screen instructions.

Once you have authenticated, allow up to 45 seconds for your computer to be switched to the correct part of the network. When you receive the network reconfiguration message please restart your web browser for the changes to take effect.

How do I get a wired Internet connection?

You will require a standard category 5 network cable and will need to plug this into a live network port *(every College room has one such port)*. Network cables are available from the lodge for £2.50.

As long as your computer is configured to get an address from the College network automatically *(via DHCP)* you should find you can get access to the online registration system via your web browser. Most computers by default are set to get an address automatically via DHCP, but further information if required can be found on the College IT WebLearn site (http://tinyurl.com/corpusit), via "Connecting to the network", then "Wired".

I've plugged my computer in to the network port in my room but I still can't get a connection. What should I do next?

1. Ensure your computer is set to get an address automatically via DHCP *(see above for further information)*.
2. Double check you are using a category 5 *(or RJ45)* network cable and not a telephone *(or RJ11)* cable. If you find you have the wrong cable, network cables are available from the lodge for £2.50.
3. If the above does not work, to narrow down the reason why you cannot connect try using another network cable that is known to be working.
4. If you still have not managed to get Internet access, try connecting from another socket somewhere else on the College network that is known to be working.

If you have carried out all the above and need more help, call the IT department on (01865 2) 86546 when you are in front of your computer so we can troubleshoot the problem over the phone.

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How can I access the computers in the Library and the Computer Suite?

There is a Computer Suite in the Old Lodgings and there are also several PCs in the Library. The login credentials required are your single sign-on username and password.

Do I have to have anti-virus software installed?

Yes. It is both a College and University rule that you must have anti-virus software installed and up to date. You must also keep your operating system up to date with security patches. This applies to OS X and GNU/Linux as well as Windows devices.

There are several free reputable anti-virus software packages available on the Internet. All College members also have access to download Sophos anti-virus for free from the University. This is available from the University's self registration software page at https://register.it.ox.ac.uk/self/software . Be sure to only run one anti-virus software package.

How do I use the printing/copying facilities in College?

Printing and photocopying facilities are available in the Computer Suite (Old Lodgings) and the Corpus Library. Print jobs should be submitted from the Computer Suite and Library PCs to the 'Follow_Me' and then presenting your university card at either the library or computer suite devices will release your print job.

It is also possible to print from your own computer using the college printing service which is accessible via the following link: https://print.ccc.ox.ac.uk. You can access this service from anywhere providing you have access to the internet.

All printing costs incurred using the facilities will be added to battels. There are detailed instructions on how to print and also how to use the devices in other ways can be found on the College IT Weblearn site (http://tinyurl.com/corpusit), via "Printing" under "IT Services" on the right hand side.

Are the any rules relating to IT of which I should be aware?

Yes. College rules can be found via the College IT Weblearn site at http://tinyurl.com/corpusit and the University rules at http://www.it.ox.ac.uk/policies-and-guidelines.

Can I make use of file sharing sites and/or peer to peer file sharing applications?

Yes you can but only for non-copyright material. Anyone caught downloading copyright material illegally will be subject to substantial fines and for repeat offenders there is the risk of disciplinary procedures.