IT Frequently Asked Questions

I need IT help, what should I do?

- First, check this FAQ!
- Then, if you can, access the IT help website at: https://orielit.web.ox.ac.uk/
- If the above does not resolve your problem, then email: it-support@oriel.ox.ac.uk.

If you are unable to e-mail, then call the team on (01865 2) 86546, or arrange and appointment with us in the IT Office (located in the basement of 9 King Edward Street – ask the lodge for directions). **Please only visit if you've made an appointment with us first.**

What wireless networks are there in College?

There are three wireless networks available throughout College and in offsite College locations.
Each of the wireless networks has its own advantages and disadvantages.

In general, we recommend the use of Eduroam wherever possible, with the others available as alternatives if there is any issue with the Eduroam system.

Wireless network	Advantages	Disadvantages
Eduroam	• Widely available throughout Oxford and other Universities • No special software required • Devices will automatically connect	• Access to certain University resources is restricted, requiring VPN software.
OWL	• No access restrictions to university resources • Guest-login system	• VPN software must be launched to establish internet connection each and every time.
The Cloud	• Easy to use and does not require University Credentials • Available all over Oxford and the UK	• This is an unsecure network and requires reauthentication

N.B. With the above wireless networks (apart from The Cloud) you will need to use a 'remote access' account. This is **not** the same as your Oxford single sign-on (used for e-mail).

To set up your **Remote Access** account, or reset a forgotten remote-access password, you should visit the following site: https://register.it.ox.ac.uk.

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?

Eduroam can be complex to connect to, but in general use the form:

Username: *orie1234*@OX.AC.UK
Password: <your **Remote Access** password>

Precise instructions differ depending on the hardware and software you are using, please refer to instructions: http://help.it.ox.ac.uk/network/wireless/services/eduroam/index

Do 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?

OWL is an older form of network technology and we would recommend using Eduroam instead if possible. The process of connecting to OWL is reasonably straightforward, but requires the use of a Virtual Private Network (VPN) client to connect to the Internet. 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

Further Questions

Q: I've forgotten my Single-Sign On (SSO) account password?

A: You can reset your password by going here, and selecting option C 'Reset a forgotten password'. If you have an issue or have forgotten your security question, please contact us.

Q: I have forgotten my Remote Access (Eduroam WIFI) password?

A: Remember, your Remote Access Password is not the same as your SSO/Nexus Password. You can test your Remote Access password here: https://www.networks.it.ox.ac.uk/university/remote-access-logs .If you're unable to remember your password you can reset it at https://register.it.ox.ac.uk After resetting, you'll need to wait 15 minutes for any password change to take effect.

Q: My Remote Access password is correct but still can't connect to Eduroam?

A: When connecting, don't forget that your username for Eduroam takes the format SSO_username @OX.AC.UK (ie orie1234@OX.AC.UK). With connection difficulties, it can also be helpful to 'forget' the old connection.

Q: How do I access my University emails?

A: You can access your emails via the web at the Nexus website here: https://outlook.office.com. You can also add your emails to an email client such as Outlook or Mail etc with the instructions here.

Q: What do I need to be able to use Multi Factor Authentication (MFA)

A: Most people use Microsoft Authenticator App on their mobile phone to use the University's multi-factor-authentication system to receive a code on their phone. Download MS Authenticator App on your mobile phone before you activate your Oxford University Single Sign-on as during this process you will be asked to set up your MFA method.

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Q: I have got a new mobile phone but I can't log in to my single sign on account anymore?

A: Whenever you obtain a new mobile phone you will need to ask IT to reset your Multi Factor Authentication method. You will need to setup multi factor authentication again from afresh with your new phone. Send a request to it-support@oriel.ox.ac.uk asking for a multi-factor authentication reset.

Q: Can I use a wired internet connection?

A: Wireless is the primary means of accessing the internet in College but in certain circumstances on request we can provide you with wired access. Please request this by emailing it-support@oriel.ox.ac.uk and giving us the reason why you need wired access. Also, we'd appreciate it if you could provide your room number and port number. Please be aware that a wired connection is not possible in all locations.

Q: How do I print to the College printers?

A: You can print from your own device by going here: https://print.oriel.ox.ac.uk. Please see Printing at Oriel for instructions here.

Q: Can I use my own printer in College?

A: You're welcome to use your own printer but you will only be able to connect to your printer using a USB cable, since wireless printers cannot authenticate to Eduroam.

Q: Can I download Microsoft Office for free?

A: A free download of Microsoft Office 365 is available to all University members. More information is available at the IT Services website here.

Q: Do you have any Anti-Virus software I can use?

A: Yes, Sophos Anti-Virus is free to all active University members from Registration here: https://register.it.ox.ac.uk/self/software. It is a requirement of the University

Q: Do you do laptop repairs?

A: We're happy to look at your laptop and diagnose any faults with software or hardware but we don't have the facilities to repair hardware faults but will try to point you in the right direction to local repairers. With laptop faults, we work with a 'best endeavours' approach and you will probably need to leave your device with us. Please email ahead on it-support@oriel.ox.ac.uk.

Q: Do you have a laptop I can borrow?

A: We have a very limited number of spare laptops available for short-term borrowing. To request one, please email us in advance at it-support@oriel.ox.ac.uk. Availability is not guaranteed and is handled on a first-come, first-served basis.

Can I let you know my ideas and experiences?

Please let us know if you have any ideas for the IT facilities in the college, or if you have feedback on the services you have received, via: it-support@oriel.ox.ac.uk . We hope you find these facilities useful.