LMH

Lady Margaret Hall

Connecting to the wired and wireless networks

LMH ICT Services

9 August 2019

Connecting to the LMH wired and wireless networks

Before you start:

To connect to the wired or wireless networks at Lady Margaret Hall you will need a **Remote Access Password**. This is NOT the same as your Single Sign On (SSO) password that you use for accessing Oxford University email.

If you have not setup your remote access password (or have forgotten what it is) then you will need to visit https://register.it.ox.ac.uk . Log in to the site using your SSO username and password, click on the "Continue to IT Services Registration Services" button and you will be taken to the Self-registration home page.

Near the top of the page will be a link to "Set up a Remote Access Account" or, if you have already set up Remote Access, then the link will be "Change a Remote Access password". Follow the instructions on the next page carefully to create/reset your password.

Remote Access password changes are activated in batches so you may have to wait a short while for the new password to become active.

Connecting to the Wireless networks

You should be connection to the Eduroam network.

You will also see other wireless networks being broadcast in the College; you may connect to TheCloud, but it is not recommended, as it intended for non-university visitor use only, is an open network so potentially insecure, and can also be very slow. OWL is for University visitors although it can be used as a temporary connection for setting/changing your wireless password and downloading the Eduroam configurator file.

Connecting to Eduroam

It is usually best to use the Eduroam CAT (Configuration Assistance Tool) to set the network settings for Eduroam wifi. If you are on the University campus you can temporarily connect to the OWL Wi-Fi network without a password to set up your Remote Access Account and download the eduroam CAT tool.

There are two options for accessing the CAT tool:

1. On mobile devices, visit the app store and download the **eduroamCAT** app
2. On laptops go to https://cat.eduroam.org
3. Click **eduroam user: download your eduroam installer** and then select **University of Oxford**.(this may look a little different on the mobile app)
4. Click the **Download your eduroam installer** button for you system (you may need to click *All platforms* if you do not see the right one listed)
5. Run the installer. When prompted enter your Remote Access username and password. Your username is in the following example format: abcd1234@OX.AC.UK - enter the OX.AC.UK part of your username in uppercase as some devices will not connect to eduroam if this is lowercase.

There are more detailed instructions on how to download and install the eduroam CAT at https://help.it.ox.ac.uk/network/wireless/services/eduroam/wifi-eduroam-cat/index

Connecting Printers or other devices

Due to the authentication method provided by the University, it is not possible to add wireless printers or other devices such as games consoles, smart speakers or smart TVS to the eduroam. You may need to buy a USB cable to connect your printer to your laptop/PC directly. For other devices you will need to connect them to the wired network if they have that facility (you may need to purchase an adapter) In exceptional circumstances we can connect devices to the college private wifi network, please call in to the IT office to discuss your requirements.

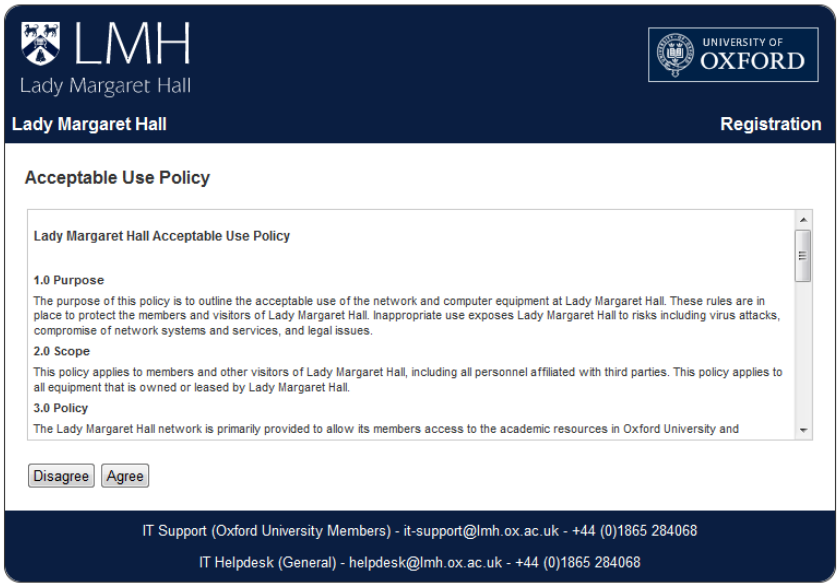
Connecting to the wired network

Connecting a laptop or desktop PC to the wire network

1. Connect the network cable to the computer and to the wall socket. If want to use the wired network, but don't have a network cable then they can be purchased from the ICT office.
2. Start an Internet Browser such as Internet Explorer, Safari, Firefox or Google Chrome etc. and follow the instructions below for registering with Bradford Network Sentry.

Registering with Bradford Network Sentry

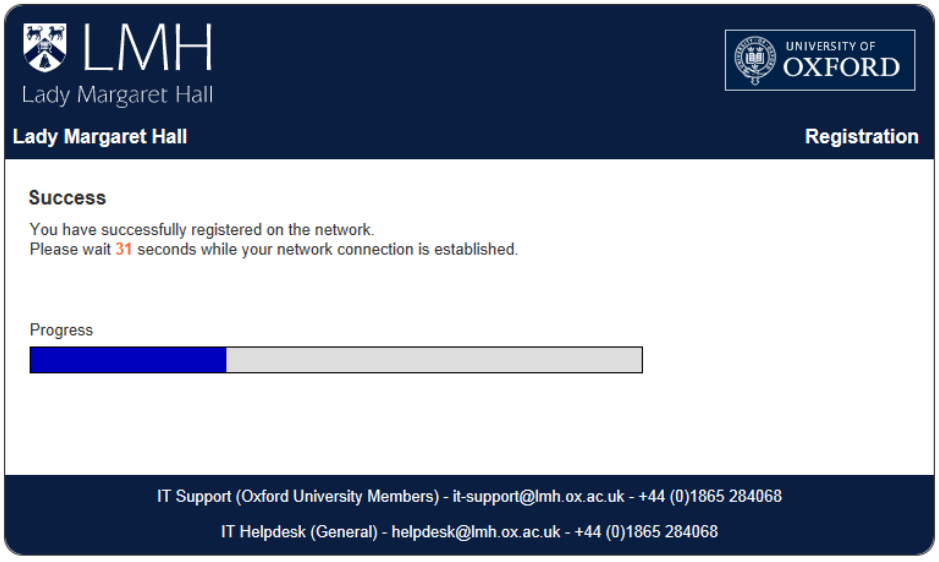
1. Start an Internet Browser such as Internet Explorer, Safari, Firefox or Google Chrome etc.
2. You should see the Network Sentry Registration page:



If you do not see this page then type http://bradford.lmh.ox.ac.uk into the address bar and press enter, the registration page should then load.

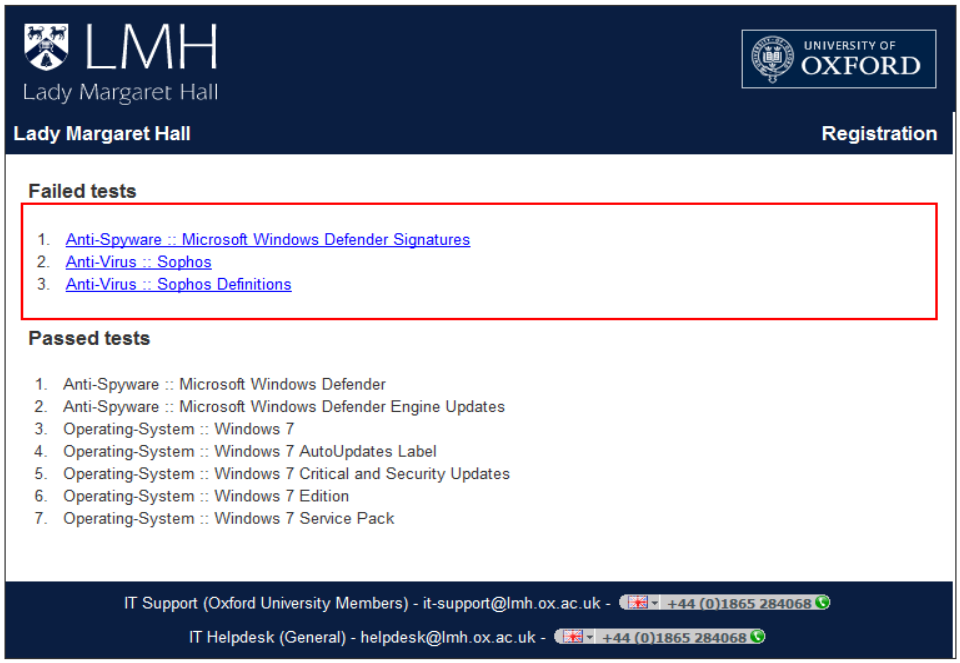
3. Read the policy and click on the Agree button if you agree to abide by the policy.
4. In the next screen click on the Start link to the right of "Select College Member – You are an LMH student or staff member."

5. Enter your SSO username and **remote access** password and click on the continue button.
6. The Bradford Dissolvable Agent will be downloaded. When prompted run the software. On Internet Explorer you may receive a warning that Bradford Dissolvable Agent.exe is not commonly downloaded; click Actions, then More Options and then click on Run this program. The Bradford Agent will then run and check that your operating system has the latest security updates installed and that you have an up-to-date anti-virus program.
7. When the agent has completed you should see the screen below.



You will need to close and reopen your browser to access internet sites.

8. If there is a problem with your computer you will see a screen similar to this:



If you have failed then it will be because you do not have anti-virus software installed, your anti-virus is not up to date, or your operating system does not have the latest security updates installed. Click on the links in the failed tests box to get more information on how to resolve the problem.

If you fail the test because you do not have anti-virus installed you can obtain a free copy of Sophos anti-virus from the Oxford University IT services website. Go to help.it.ox.ac.uk and select the *Get Software* link in the "How do I" section. On the *Get Software* page use the *Self Service Students and Staff* link where you will find the Sophos Anti-virus available to download.

Once you have resolved the problem try connecting to the LMH network again.

Connecting other devices to the wired network

Self registration

From a PC or mobile device with an internet connection browse to https:\\bradford.lmh.ox.ac.uk. Wait for the system to redirect you to the registration pages, accept the user agreement and then on the next screen click on the link for "Game Devices -College members in residence ONLY". Enter your SSO username, remote access password and the MAC address of your device. Not all devices are recognised by Network Sentry so you may need to have your device manually registered.

Manual registration

Please send an email to IT-support@lmh.ox.ac.uk with the subject 'Device registration request', and containing your name, your SSO ID, the type of device, and its mac address.

Problems Connecting?

DHCP

The most common hurdle for people not being able to register their PC on the network, is that they do not have their DHCP enabled. Make sure this is enabled on your computer and if you're not sure how, then please call into the ICT office for help.

Still need some help?

The ICT team is available Monday to Friday to get new students connected and to help with any ICT issues or problems. Their office is in Wolfson West (opposite Talbot Hall) and is open from 9:00am to 4:00pm, with a break for lunch.