



LMH

Lady Margaret Hall

LMH ICT Office

Telephone: +44 (0)1865 619111

e-mail: it-support@lmh.ox.ac.uk

Important ICT Information

Dear Student,

This letter contains important information on IT within LMH and the University. Please take the time to read through this document, since it will most likely save you time, hassle, and even money.

If you are bringing a computer to LMH, it will need to adhere to the rules and regulations set out by LMH and the University. The rules and regulations are there to help protect the University network and your computer. Rules and regulations can be found at <http://www.ict.ox.ac.uk/oxford/rules/>.

What methods of connection are there?

- Wireless. The College makes use of the University wide Eduroam network (<http://help.it.ox.ac.uk/network/wireless/services/eduroam/>).
- Wired (via an RJ45 Ethernet patch cable). Please note that the university wireless network cannot be used by wireless printers, smart speakers, smart TVs or games consoles, and you may need an adapter for your games console/TV to connect it to the wired network.

How can you prepare?

Prior to access being granted on the LMH network (wired or wireless), you will need to have performed the following steps:

1. Activate your Single Sign-On account

In advance of arriving, you will be sent your Oxford Single Sign-On account details via the personal email you supplied to the University, you will use this "Single Sign-On" to access central student IT services. You will need to activate this account in order to make use of key ICT facilities within the University and College. Activation is done via <https://webauth.ox.ac.uk/activate>.

2. Start the University registration process

You need to register in order to print a Certificate of Enrolment, attend your programme of study, release your loan from the UK Student Loans Company/sponsor/awarding body, use your University email account, obtain your University Card, and be eligible to take examinations. Your status as a member of the University is not confirmed until registration is completed by your College/PPH/Course Administrator at the start of your course. As a new student you should complete the first step of the registration process by verifying your details online (http://www.ox.ac.uk/students/registration_self_service/) before you arrive at the University using your Oxford Single Sign-on account details.

3. Create your Remote Access Account

The Remote Access Account is used for authentication to access both the wired and wireless networks within the University and College. It can be activated by visiting <http://help.it.ox.ac.uk/network/remote/index#div.2> and following the link to IT services self-registration where you will be able to create a Remote Access Account.

4. Register your machine on the College network (for wired connections)

The College has a Campus Network Manager that performs a registration process before allowing your computer onto the network. Registration requires a Remote Access Account and requires you to download a small program that checks your computer for OS updates and anti-virus software.

Make sure your operating system is fully patched and up-to-date and that you have antivirus and antispyware applications installed and updated. If you do not have any antivirus or antispyware, or your subscription has expired, you can download a free copy of Sophos Anti-virus from <https://register.it.ox.ac.uk/self/software> once you have registered as a student.

You can then register your computer before you arrive at college by visiting <https://bradford.lmh.ox.ac.uk> via the computer you want to register. You can also register games consoles and other devices by visiting <https://bradford.lmh.ox.ac.uk> and selecting the Games console link.

Not all games console or smart TVs are recognised by Network Sentry and your device may need to be manually registered by the ICT office. Please send an email to IT-support@lmh.ox.ac.uk with the subject 'Device registration request', and containing your name, your SSO username, the type of device, and its mac address.

What other things should you consider?

Other things to consider are **insurance, support, warranty and backup** for your computer. We find that there are always a few students who come to us with broken laptops who do

not have any warranty or backup. Your files and work are very important, so make sure that you have the necessary protection and cover prior to your arrival. Oxford University has negotiated a discounted rate for a hardware warranty service provided by Equinox Maintenance Ltd, details can be found at <http://help.it.ox.ac.uk/breakdown/>. Please remember that, if you need to have your computer repaired, you may need any operating system licence codes, application disks and original disks that came with your computer when you purchased it, so please bring them to Oxford with you.

You can back up your files on to a USB memory stick or external hard-drive, or you can sign up for one of the many internet based backup services available e.g. iDrive, Microsoft Onedrive, Dropbox, Google drive, iCloud. The use of these systems needs to be carefully thought about and if you need any advice on the best backup system for you then please call in to the ICT office on your arrival at college.

If you have any questions or concerns please drop us an email or give us a call, we'll be very happy to help.

Contacting the ICT Office

The best way of contacting us is via our service desk account at it-support@lmh.ox.ac.uk. You can also call us on 01865 619111 or drop in to the ICT office on Wolfson Quad once you have arrived at College.

See you soon,

LMH ICT Office.

Email: it-support@lmh.ox.ac.uk
Telephone: +44 (0)1865 619111