

# Gardens & Museums: New Starter Guide

Commencing work within GLAM and the University often requires the access and configuration of a number of key services, and their related systems.

In this guide you will find information on these systems and how to arrange access and any required further steps, including configuration, or where to obtain instructions for doing so.

## IT Support within the Gardens & Museums

IT within the University of Oxford and Gardens & Museums is provided by a number of teams across the University with specialist skills and knowledge in place to supply and support the various services.

Your two main providers of support will be the Gardens & Museum's IT Team, and the University of Oxford IT Services who fully manage and support the CONNECT Managed Windows Desktop and Laptop Provision, whereas Gardens & Museums IT look after most other things.

This is explained in greater depth, alongside lots of useful information and guidance in the [Gardens & Museum - Introduction to IT Document](#), and the Gardens & Museums IT Website: <https://it.museums.ox.ac.uk/>, where you will be able to find answers to most of your IT questions.

## SSO (Single Sign-On) Activation and MFA (Multi-factor Authentication)

### SSO (Single Sign-On)

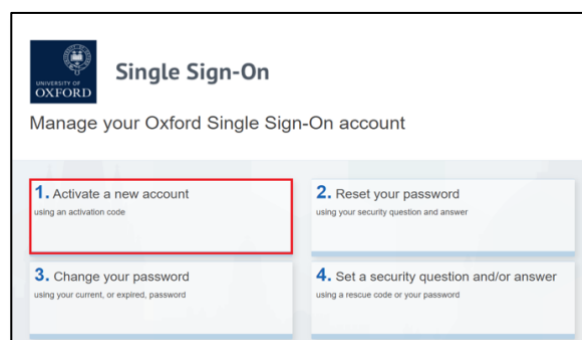
Most members of the University with a University Card has a Single Sign On (SSO) account, which is often referred to as an Oxford Account.

Your SSO username is usually of the form abcd1234, which represents a code from your initial Department or College when joining the University - even if you move roles within the University this \*will always\* be your SSO Username.

SSO controls access to a number of University of Oxford services, including the Nexus365 email system, Microsoft Teams and the Oxford VPN Service via the Cisco AnyConnect VPN Application. In order to access these services you will first need to activate your SSO Account. To do so you need an Activation Code, and your University card barcode number. If you have not been supplied with these details please get in touch with your Line Manager, HR Officer or write to Gardens & Museums IT ([it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk)).

When you have these details please go to <https://webauth.ox.ac.uk/> and select 'Activate a new account' and follow the on-screen prompts to activate your account.

Visit the Single Sign On Account page: <https://www.it.ox.ac.uk/getting-started#/> for more comprehensive information on how to manage your Oxford Single Sign-On account.

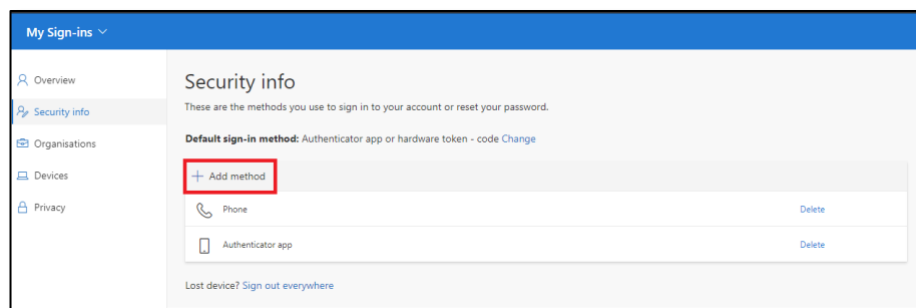


## MFA (Multi-factor Authentication)

Multi-factor Authentication, otherwise referred to as MFA, has been implemented on our Single Sign On accounts, meaning that you will be required to authorise access to any SSO Services before access is granted.

In order to do so you will need to set up an MFA method, of which there are a number. Information on MFA, and Instructions on setting up the various methods can be found via the addresses below.

- MFA Information: <https://itservicesprojects.web.ox.ac.uk/prepare-mfa>
- Microsoft MFA My Sign-In Page: <https://mysignins.microsoft.com/security-info>
- MFA set up instructions: <https://help.web.ox.ac.uk/mfa-help-and-guidance>



## Computer Log In

As a member of the Gardens & Museums you may use either a CONNECT Windows Computer managed by IT Services (<https://it.museums.ox.ac.uk/connect>), or an Apple Computer managed by Gardens & Museums IT (<https://it.museums.ox.ac.uk/apple-service>).

Logging into each is different, so please see below for guidance.

### CONNECT - IT Services Managed Desktop Service

Logging in to Connect is provided by a Connect Username and Password. The Connect Username and Password provides access to:

- Log In to Connect Computers
- Access to CONNECT File Shares (which is where most Gardens & Museums data resides)

If you do not have a CONNECT Account please discuss with your Line Manager who can request one via: <https://it.museums.ox.ac.uk/connect#collapse2627806>

In order to retrieve your CONNECT password, please contact the Service Desk @ IT Services (01865 612345 or via <https://help.it.ox.ac.uk/service-desk> ).

### Apple - Jamf Apple Service

Logging in to an Apple Machine is via your University of Oxford SSO (Single Sign On) Login.

Despite the Apple Service using your SSO System, some backend configuration is required to allow your account access to an Apple Computer.

If access to an Apple Computer is required please write to [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk) with the details of who requires access, and to what machine (asset tag or serial number) and please allow up to 7 days for completion.

## Nexus365 Email: Access Mail Online and Set up Outlook

Email is a key method of communication within the University of Oxford and the Gardens & Museums. The account you will use to login to Nexus365 is your SSO account, but there are a number of ways to access your Email Account – please see the web page below for access and configuration instructions.

<https://it.museums.ox.ac.uk/nexus365-email>

## Eduroam Account (Remote Access Account – Eduroam WiFi)

The Remote Access Account, more commonly referred to as your eduroam or Wi-Fi Account is different to your SSO Account and provides just one functions, being the use of the eduroam Wireless Network, which is detailed further at the below links

- eduroam: <https://it.museums.ox.ac.uk/wireless-network>

Registering for a Remote Access Services Account is a simple process and can be done via the IT Services Self-Registration Page: <https://register.it.ox.ac.uk/self/index>. Please allow 15 minutes for the newly created password to be effective.

### Connect to eduroam Wireless Network

eduroam is the principle wireless network within the University of Oxford, and is available in nearly all University spaces and once configured will give Internet Access in any of the providing departments or colleges. Due to its flexibility and availability across the University eduroam should be considered the primary source of Wi-Fi connectivity for personally used devices.

eduroam is configurable on most devices and Instructions on doing so can be found here:

<https://it.museums.ox.ac.uk/wireless-network>.

## Oxford VPN Service

A large number of the key University Applications are available online simply through logging in with your Single Sign On details, and are therefore available on any compatible device with an internet connection. Certain resources (CONNECT File Shares, R12 Financials etc) are only available within the University of Oxford Network (which does not include the Eduroam Network) - using the Cisco VPN Remote Access Service allows access to these.

Further information on the Oxford VPN Service, including how to obtain, install and configure for your device can be found here: <https://it.museums.ox.ac.uk/remote-access>

## HR Self-Service

Human Resources queries should be directed to either your Line Manager or Local HR Officer, but the University securely provides lots of useful information in its HR Self-Service system, including payslips, P60s and the ability to update certain personal information.

Access is via your SSO Log In to and you must be either on the University Network, or using the Oxford VPN.

Please see: <https://staff.admin.ox.ac.uk/working-at-oxford/you-and-work/hr-self-service> for further information and log in.