GARDENS & MUSEUMS
Introduction to IT

Version 10.0 – April 2023

An introduction to IT within the Gardens & Museums

IT within the Gardens & Museums of the University of Oxford is provided by several Services and supporting Teams across the University.

This document introduces the key services you will be using, and how to get support if you encounter any difficulties.

Please note all colleagues should read pages 2 to 12 (pages 9 to 11 cover the use of a CONNECT Computer). The remaining pages offer instruction on configuring regularly used IT Services within the University.

How to obtain IT Support

IT within the University of Oxford 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 Desktop Services Team who fully manage and support the CONNECT Managed Windows Desktop and Laptop Provision. In the event that any request reaches the incorrect team they will be able to pass on to the correct team or provide relevant guidance on who to contact.

This document covers…

- Gardens & Museums IT
- IT Services Desktop Services Team: CONNECT Managed Desktop Service
- Who to contact for IT Support – Common Scenarios

Gardens & Museums IT

As a member of the Gardens & Museums you have the benefit of Local Support from the Gardens & Museums IT Team. We are a small team of IT professionals who provide IT solutions and support exclusively across the Gardens & Museums Estate.

If at any point you find yourself unsure as to who to contact please feel free to reach out to Gardens & Museums IT via it@museums.ox.ac.uk, and we can advise, direct or take action as is required.

We are….

- Haas Ezzet: Head of IT
- Carl Parker: IT Service Manager
- Jona Young: Infrastructure Manage
- Amanda Clarke: IT Officer (Apple)
- Alex Duta: IT Officer
- Spiro Vranjes: IT Infrastructure Support Officer
- Daniel Pull: IT Systems Officer
- Calum Smythe: IT/AV Officer

Gardens and Museums IT can be contacted via it@museums.ox.ac.uk or 01865 2 88188, and we support the following services…

- IT advice on the use of computer equipment and software
- IT Inductions
- Apple Computing Service and Jamf OSX and iOS Management
- Email Configuration and Nexus Account Requests
- Information Security
- IT Communications
- Printing
- Phones & Chorus
- Network Connection Problems & Requests (Wired & Wireless)
- Audio Visual Systems & Services
- Discuss upcoming projects, office moves etc. that require IT input
- And all other items not detailed as part of CONNECT Service

IT Services Desktop Services Team: CONNECT Managed Desktop Service

CONNECT is the Managed Windows Desktop Service, offering Windows Computers, Windows Log in and File Server. The CONNECT Service offers a number of benefits to users being…

- You will be able to log in at any Managed computer at any building which is part of the CONNECT service.
- Your user experience will be the same when you login from any CONNECT workstation, meaning your desktop will be the same, as will access to your home directory (H:Drive) and your group file shares (O:Drive).
- Your files will be backed up securely, and your computer will automatically update the Operating System and Antivirus, meaning full security.

As CONNECT is fully managed and supported by IT Services, *all* requests and issues related to the CONNECT Service, or your CONNECT Desktop or Laptop should be directed to the IT Services Helpdesk via https://help.it.ox.ac.uk/service-desk or by calling 01865 6 12345. Examples of such support instances can be found below…

- CONNECT Login, User Account and Password problems and queries
- PC Hardware advice, issues and requests appropriate to CONNECT Machine
- Software advice, issues and requests appropriate to CONNECT Machine
- Network File Share access requests and problems
- Remote Access
- Printing (from a CONNECT machine)

The IT Services Service Desk Team will look to resolve the issue, and if unable to do so will escalate to the Desktop Services Team to investigate and resolve. Further information on the CONNECT Service can be found at: http://help.it.ox.ac.uk/connect/index.

Who to contact for IT Support – Common Scenarios

There are a number of support scenarios which occur regularly, a number of which have been detailed below, with details of who to contact and how, and any information which may assist in a resolution.

I have a problem with my CONNECT (Windows) Computer – who do I contact for help?
Please either call 12345, or via https://help.it.ox.ac.uk/service-desk detailing the Asset Number of your machine.

I have an IT question or problem that is unrelated to CONNECT – how do I get support?
Please write to Gardens & Museums IT at it@museums.ox.ac.uk

We have a new member of Staff starting soon. How do I arrange a computer log in for them?
If for a CONNECT Machine, please follow the guidance here:
https://help.it.ox.ac.uk/connect/requests#newuser and make a 'Self Service Request'. Please ensure a University Card is in place and a weeks' notice is given. If for an Apple Computer, please write to it@museums.ox.ac.uk.

A member of Staff needs access to a File Share – how do I request this?
Please follow the guidance here: https://help.it.ox.ac.uk/connect/requests#folder and create a 'Self Service Request' for the permissions to be granted.

I've forgotten my CONNECT Password – how can I reset this?

If you forget your CONNECT login password, it can be reset online via:
https://password.connect.ox.ac.uk/PMUser/ or you can call 12345 for assistance.

We need to a new computer for our department – how do we arrange this?

Please write to it@museums.ox.ac.uk with your requirements. Please give 5 weeks' notice for this requirement.

I require some software for my Computer

If you're a CONNECT User (non-Apple) a number of standard applications can be installed via the 'Oxford Applications Installer' within the Programs menu, and the available applications are detailed here: https://help.it.ox.ac.uk/connect/usingconnect/applications.

If the application is not listed or if you're using an Apple Machine, please contact it@museums.ox.ac.uk for guidance.

Quick Reference IT Support Contact Table

REQUEST OR ISSUE	CONTACT
Issue with a **CONNECT** computer (too slow; frozen; request to install software; software support; password issues)	Service Desk (https://help.it.ox.ac.uk/service-desk or 12345)
Issue with the **internet/network connection**	it@museums.ox.ac.uk or 88188
Apple Mac computer issue	it@museums.ox.ac.uk or 88188
Creation of a **new generic/project Nexus Email** account	it@museums.ox.ac.uk or 88188
Delegated access to a Nexus Mailbox (personal or generic)	Service Request (https://oxford.saasiteu.com) or it@museums.ox.ac.uk
New IT Hardware Request	it@museums.ox.ac.uk or 88188
Request access to a File Share/Drive	Service Request https://oxford.saasiteu.com) or Service Desk (https://help.it.ox.ac.uk/service-desk or 12345)
Chorus Telephone System	it@museums.ox.ac.uk or 88188
Adobe & Software Purchases	it@museums.ox.ac.uk or 88188
New Microsoft Teams Request	Service Request (https://oxford.saasiteu.com) or it@museums.ox.ac.uk

University of Oxford IT User Accounts and their associated Services

Within the University of Oxford, and as a member of the Gardens & Museums you use a large number of different user accounts which offer access to differing associated services.

This document outlines the three key user accounts within the Gardens & Museums and what they offer you.

- SSO (Single Sign On)
- Remote Access Services Account
- CONNECT Windows Login
- Local Computer Login

Please note: This is not an exhaustive list and dependent upon your role within the Gardens & Museums you may need to utilise other accounts such Teamseer, R12 Financials (Oracle) and HRIS.

SSO (Single Sign On)

Each member 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.

Before being able to use your Single Sign On Account and the assocaited services, you will need to activate the account. To do so you need an Activation Code, and your University card barcode number. If you have not been supplied by these details please get in touch with your Line Manager, HR Officer or write to Gardens & Museums IT (it@museums.ox.ac.uk).

1. Access the Web Authentication Service (Webauth): https://webauth.ox.ac.uk/
2. Select 'Activate a new account'.
3. Choose a password for your Oxford SSO account (Read the security advice about choosing your passwords: https://www.infosec.ox.ac.uk/strong-passwords)
4. Set a security question and answer in case you ever forget your password

For more comprehensive information on your Single Sign On Account please visit: https://www.it.ox.ac.uk/welcome/sso. And if you ever need to change your SSO password this can be via https://webauth.ox.ac.uk.

Your Oxford Single Sign-On (SSO) account entitles you to use a number of University resources, the most pertinent being…

- Nexus365
- Microsoft Teams
- Oxford VPN Service
- Webauth Self-Registration

Nexus365

The University of Oxford email service is called Nexus365, which is part of the Microsoft 365 Platform. You will have been registered automatically for an account as soon as you were issued with your University Card and said account should be available within 48 hours of your University Card

having been created. Nexus365 is a full collaborative service offering Email, Calendar and OneDrive File Storage of up to 5TB.

Nexus365 can be accessed in two ways, being via a Web Address or through configuring an Email Client on your computer, preferably Outlook. Instructions are provided within this document in the section titled: **'Nexus365 – Access and Setup'.**

Self-Registration

Self-Registration offers a number of options by browsing to: https://register.it.ox.ac.uk/self/index and logging in with your SSO (Single Sign On) details.

From here you can change your SSO and Remote Access Password, and also manage certain Nexus mailbox settings, including your Preferred email address and any Email forwarding you wish to set up.

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, or more particularly the University of Oxford Network, which does not include the Eduroam Network. Using the Cisco VPN Remote Access Service resolves this, and when running allows access to these resources - this is very important if you use Eduroam as all services won't be accessible without running this.

Instructions on configuring Cisco VPN on your computer can be found on the 'Remote Access - Using the University of Oxford VPN Service' section of this document.

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 two functions (listed below). The Remote Access Account is critical if you intend to work from home or utilise the Eduroam Wireless Service.

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. Eduroam and Cisco are only available if you have set up and know the details of this account, and if you ever need to change your Remote Access password this can be done via: https://register.it.ox.ac.uk/self/index and selecting 'Change a Remote Access (Eduroam WiFi/VPN) account password'

- Eduroam Wireless Network
- Cisco VPN Remote Access Service

Eduroam

Eduroam is the principle wireless network within the University of Oxford, and is available in nearly all University spaces. Once configured Eduroam 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 on the Eduroam instructions page.

CONNECT Windows Login

CONNECT is the University of Oxford IT Services provided Windows Managed Desktop which offers a number of services, including CONNECT workstation authentication and network file share access. Nearly all users across the Gardens & Museums will have a CONNECT account. For those using a CONNECT Windows Computer this will give access to their computer and the associated servers, for all other users (Apple and Non-CONNECT computers) this will provide File Share Access.

If you need to reset your CONNECT password at any point please go to: https://password.connect.ox.ac.uk/PMUser. You will need to be either at your computer in your office to do this, or have the Oxford VPN connected.

Full and comprehensive information on the CONNECT system can be found on the University of Oxford IT Services Help pages: https://help.it.ox.ac.uk/connect/index.

- CONNECT Managed Desktop Login
- CONNECT File Share Access

CONNECT Managed Desktop Login

If you use a CONNECT Managed Desktop you will be asked for this information on initial log in. Once logged in you will have access to your CONNECT Desktop and associated File Shares and settings, such as Default Printer.

Your CONNECT Login can be used on any CONNECT Machine within the University, and your user experience will be the same on these machines (with the exception of any specially installed software).

CONNECT File Share Access

If you do not use a CONNECT Windows Machine, for example if you are an Apple user you may still need to access the CONNECT File Shares where most of the Gardens & Museums data resides. To access these, you will need your CONNECT Username and Password.

Instructions on how to access the File Shares can be found in the 'CONNECT – Adding a CONNECT File Share to your Computer' document.

Apple Computer Login

Your Apple iMac or Apple MacBook login is via the University of Oxford SSO (Single Sign On) system.

There are two login options available on Apple Computers, both of which use the SSO System, but work on slightly different ways depending on whether the machine is a 'Single-User Computer' such as a laptop, or a 'Multi-User Computer' such as one used in a space accessible by a number of people.

Each of these scenarios are detailed further within on page 2 of the 'GMIT Your New Apple Computer' document which is available to view and download from the Documents section of the Gardens & Museums IT website: https://it.museums.ox.ac.uk/article/documents .

Information Security & Staying Safe On-Line

Introduction

Information Security is very important within the University of Oxford. All members have a responsibility to ensure the information which they access doesn't get hacked, infected or abused.

Full and detailed information on Information Security and Staying Safe On-Line can be found on the University of Oxford Information Security Pages: https://www.infosec.ox.ac.uk/stay-safe-online-oxford. Detailed within this section are a number of key components to ensuring you, and the University's data is protected.

Information Security Awareness Training

The University of Oxford have developed an On-Line Security Awareness Training Module. The training module takes you through your responsibilities, spells out the risks, and explains how to protect the information you work with.

The Information Security Awareness Module can be taken from here: https://online.learning.ox.ac.uk/login/index.php. New Staff to the University must take the Module on the commencement of their role, and all Staff need to re-take annually. A score of 75% or more is required to successfully complete the Information Security Awareness module.

Passwords

As described in the previous section (University of Oxford IT User Accounts and their associated Services) you will use a number of different accounts within the University – it is incredibly important to ensure each account is secured with a strong password that only you know. Advice on creating a strong password can be found at: https://www.infosec.ox.ac.uk/strong-passwords.

Also, please remember to never reveal your passwords to anyone, including University IT Staff.

Avoiding Email Scams

As the University of Oxford is a high-profile institution our various accounts and their details are a prime target for email phishing attacks. A Phishing Email can look extremely convincing, so it is incredibly important to know how to identify a Phishing Email – elements to look out for are:

- Asking you for a password, PIN or other personal information.
- Asking you to open an attachment or "make a donation".
- Poor spelling and grammar.
- Using generic greetings such as "Dear Bank Customer" or "Dear Email User".
- Using a fake ('spoofed') email address - perhaps even your own!

Please familiarise yourself with the information on this page: https://www.infosec.ox.ac.uk/phishing#tab-450976 and if you're ever in doubt as to whether an email is legitimate or not please write to it@museums.ox.ac.uk for advice.

CONNECT – Useful Information & Process Guidance

Introduction

The CONNECT Managed Desktop Service has been deployed across the Gardens & Museums Estate. This document outlines certain processes regards the Service that may be useful.

Full and comprehensive information and guidance can be found at: https://help.it.ox.ac.uk/connect/index, where these processes and others are documented with more extensive detail.

User Login & Managing Passwords

Your CONNECT Log in is your University of **Oxford Single Sign On Username**, for example GLAM0000 and a **CONNECT password** – please remember this is *not* the same as your Single Sign On or Nexus Email Password it is unique.

If you forget your password this can be reset via: https://password.connect.ox.ac.uk/PMUser or by calling 01865 6 12345.

The CONNECT Service allows you to log in to any CONNECT Workstation in any location, with the same experience you would have at your usual computer – this means that if your computer is unavailable at any point you can easily use another without needing to be setup.

CONNECT File Share – Drive & Folder Access

The CONNECT File Shares are where the majority of Gardens & Museums data is held. The data is segregated into a number of different folders with permissions based access - people will be given access dependant on their location, department or role.

If you need access to a particular File Share which is restricted or unavailable to you, a request for access will need to be made. Please visit: https://help.it.ox.ac.uk/connect/requests and select **'Drive/Folder Access'**.Please fill out the requested information, including the details of someone who can act as an approver for the request.

New Member of Staff – CONNECT New User Account

If you have a new member of staff beginning in your department a CONNECT Log in Account needs to be created in order for them to obtain access.

If this is required **Line Managers** will need to visit: https://help.it.ox.ac.uk/connect/requests and select the **'CONNECT New User'** option. During this process please be sure to enter any CONNECT File Shares the new user will need access to.

This request needs to be submitted a **minimum of one working week** before the start date and is dependent upon a **University Card** and **Single Sign On Account** being in place.

CONNECT Hardware – New Equipment Request

If you have a new member of staff and subsequently require new hardware please write, **at least a full month** in advance of appointment to it@museums.ox.ac.uk detailing the requirements for a laptop or desktop and any special requirements, such as number of monitors.

Please include the following…

- Name:
- Role:
- Location:
- Hardware Required
- Start Date:
- Any Special Requirements

Software Installs – Requests for Software

CONNECT gives a number of pre-installed applications with each Laptop and Desktop being…

- Adobe Reader DC
- Cisco AnyConnect VPN Client (laptops only)
- Microsoft Office 2016 (32-bit)
- Power PDF Advanced (from August 2016 - was previously Nuance PDF Converter Enterprise)
- VLC Media Player

Additionally, there are a number of additional applications which are available for 'self-service installation' via the **'Oxford Applications'** menu found by clicking the Windows logo in the bottom left corner of your machine, including…

- 7-Zip
- Adobe Creative Cloud
- Audacity
- EndNote
- FileZilla
- Firefox
- GIMP
- Google Chrome
- iTunes
- KeePass
- Microsoft Teams
- Kofak Power PDF Advanced

Please visit: https://help.it.ox.ac.uk/connect/usingconnect/applications for a full list of these applications and what they do.

If you require software which isn't detailed here please call **01865 6 12345** to organise installation if you have the software, or appropriate licence. If the software needs to be purchased, please write to it@museums.ox.ac.uk for further guidance.

GMIT Jamf Apple Service - Useful Information

Introduction

Gardens & Museums IT have deployed Jamf across the Gardens & Museums estate to ensure that all Apple macOS devices are correctly managed in line with University of Oxford Information Security guidance, and to offer improved services and support to Gardens & Museums Apple users.

These pages outline the service and some of the key features.

What is Jamf? And what does it do?

Jamf is the leading Apple (macOS and iOS) device management platform, allowing for simple and efficient administration of all Apple devices, including iMacs, MacBooks and iPads.

Jamf offers the following functionality:

- Apple Deployment and Management
- System Security and Software Updates
- Software distribution and Application Management
- System Administration and Inventory

Jamf is a Cloud Service and therefore has no dependencies on the University Network so once an Apple Device has joined it can be looked after wherever it may be – so will be safe, secure and supported at all times as long as it has an internet connection.

Jamf Security and Software Updates

Jamf offers increased security to the Gardens & Museums Apple Computers, ensuring that they reach key parts of Information Security guidance. The following security elements have been implemented.

- Password Policy (min 8 characters, age 365 days)
- Screensaver password & timed activation (15 mins)
- File Vault Encryption – All MacBooks and offsite iMacs are encrypted
- Sophos Endpoint Security – Antivirus and Malware Protection
- Gatekeeper - restricting Malware and malicious software installs
- Lock & Wipe - If machine is lost or stolen it can be remotely locked or wiped.
- Managed Software Updates – the system will prompt on the availability of software updates, and force if not carried.

Jamf Self Service - Software Applications

Software Applications, the access to, and installation of is a major advantage which Jamf offers via a list of standard applications which will be installed when the Apple device is added to the service, and a number of pre-approved applications which are available via 'Self Service'.

'Self Service' is one of the key components of Jamf, and allows for commonly used Applications and System Configuration items to be made available for simple installation or access by the end user without the need for Administrative access. Additionally, it also holds links to a number of helpful websites in the 'Bookmarks' pane.

Access to 'Self Service' is either through a University of Oxford icon on your dock or in the 'Applications' window.
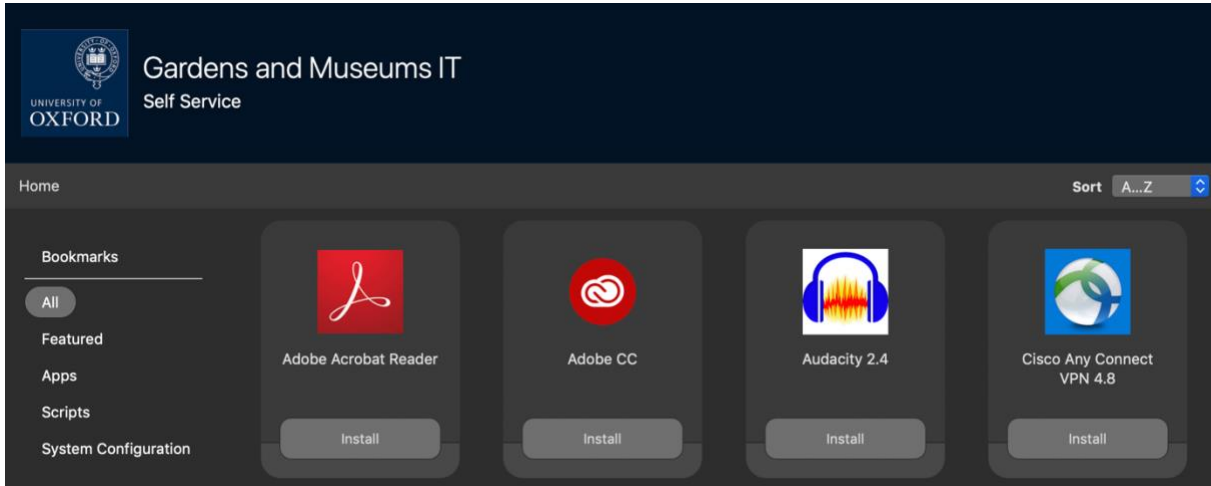
Standard Applications Installed by Default:

- Microsoft Office (Word, Outlook, Excel, Power point
- Sophos Endpoint Security
- Safari Internet Browser

Applications available in 'Self Service':

- Mozilla Firefox Web Browser
- Google Chrome Web Browser
- Microsoft Teams
- Zoom
- Adobe Creative Cloud
- Adobe Acrobat Reader
- VLC Media Player
- Cisco AnyConnect VPN

System Configuration Items available in 'Self Service'.

- Mount Connect Shares
- System Updates (if available)
- Temporary Admin Access (please see below)

If there are other commonly used applications which you think would be beneficial to be added to 'Self Service' or an application which you require please write to it@museums.ox.ac.uk.

User Login

Your Apple iMac or Apple MacBook login is via the University of Oxford SSO (Single Sign On) system.

There are two login options available on Apple Computers, both of which use the SSO System, but work on slightly different ways depending on whether the machine is a 'Single-User Computer' such as a laptop, or a 'Multi-User Computer' such as one used in a space accessible by a number of people.

Each of these scenarios are detailed further within on page 2 of the 'GMIT Your New Apple Computer' document which is available to view and download from the Documents section of the Gardens & Museums IT website: https://it.museums.ox.ac.uk/article/documents .

Please note: Despite the Apple Service using your SSO System, some backend configuration is required if required to allow access to an Apple Computer. Therefore in order to afford access we require advance notification of new starters – please see below.

New Member of Staff – Apple Desktop or Laptop User

If you have a new member of staff beginning in your department who will be using an Apple Computer a request will need to be made to it@museums.ox.ac.uk in order for that user to be afforded access.

Please supply the following information **at least one working week** before the start date so that this can be facilitated.

- Name:
- Department:
- Line Manager:
- Apple Asset Tag or Name (if known):
- Location of Apple:
- Start Date:

Additionally, if access to the CONNECT File Shares is required the new member of staff will also require a CONNECT Account. In this instance **Line Managers** will need to visit: https://help.it.ox.ac.uk/connect/requests and select the **'CONNECT New User'** option. During this process please be sure to enter any CONNECT File Shares the new user will need access to.

A CONNECT New User request can take **up to one working week** to be provisioned and is dependent upon a **University Card** and **Single Sign On Account** being in place.

Admin Access

We understand that there are times when software needs to be installed or certain things can require Admin Access, and in some instances over a period of time. With this in mind a feature which is available is the temporary allocation of admin rights to your computer.

We can, if a justified reason is given, allocate administrative access to your Apple computer. If this is given it will appear within 'Self Service'.

If at any point you require Admin Rights to your Apple Computer please send an email to it@museums.ox.ac.uk with the reasons why Admin Access is needed and for how long and we can assess the requirement and establish the best means forward.

IT Problems – Self Service Resolution and How to continue working

Introduction

Although best efforts are always made to be available if you have an IT problem, there are certain situations and times where support is not available as quickly as needed.

In a large number of instances there are simple Self-Service steps that you can make to get working again. In instances that these steps do not help please follow standard reporting methods (call 01865 6 12345 for CONNECT issues and it@museums.ox.ac.uk for all other instances), unless special circumstances are in place, such as Christmas closure where you should contact 01865 6 12345

Please Note: Restarting any device is an important first step, and something we suggest in all instances if something isn't working – please try this if possible in each instance. As well as checking that the device is plugged in and turned on.

Desktop or Laptop Computer

Restart PC
If your PC or Apple is showing any sign of error or fault, be it software or hardware related, the first thing to try is restarting your Computer. Restarting your Machine *can* and often does resolve a fair proportion of minor computer issues.

Check all cables are plugged in
Cables can easily become disconnected from a computer and as such you could experience issues with Monitors, Keyboards, Mice, Power and Network Connection. Please check that these are connected, and additionally please check your PC is plugged in and turned on at a power connection, as power can often be disconnected by other colleagues trying to plug in other items, such as fans and chargers.

Use another PC
The CONNECT Service (if applicable to you) offers a large number of benefits, one of them being that if your computer itself is not working you can use any other CONNECT Desktop and have your standard desktop experience on this machine – therefore if your computer or laptop is not working please try another machine.

Printing

Power to Printer/ Restart Printer
If you've sent a job to a printer and it has failed to print, please check that the printer itself is powered on and has a network cable plugged in. If these are both in place, please restart the printer to see if this resolves the issue.

Restart Computer

In certain circumstances it can be the computer that is failing to fully send the job. Please restart your PC to see if this resolves the issue.

Ask a Colleague to Print

Often the best solution is the simplest one, and on occasion when you can't print a colleague may be able to. This can be to the same printer or another one.

If Microsoft Office document save as PDF

Microsoft Office documents can be saved as PDF via the save as option. If you have trouble printing a Microsoft Office document (Word, Excel, PowerPoint) try saving as a PDF and then printing the PDF.

PDF not printing (Windows)

PDF's for a number of reasons sometimes do not print - for example size of document, number of images in file, or special fonts used. There is an option called 'Print as Image' which can get around this.

If you're struggling to print a PDF, select the 'Advanced' within the Printing Menu and check the 'Print as Image' option.
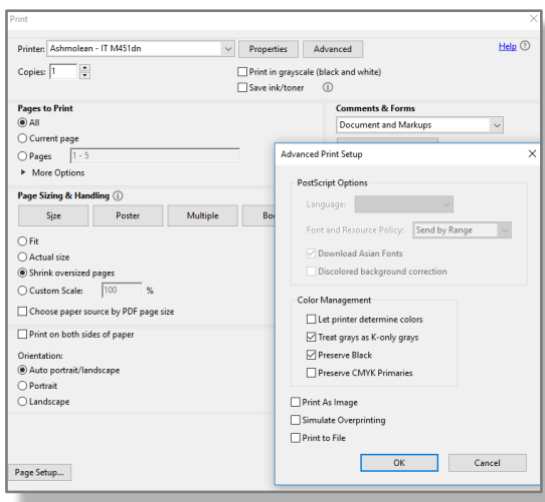
Chorus Phone

Restart Phone

Chorus handsets can experience issues – the first cause of action in any such instance is to reboot the phone. This can be achieved by disconnecting the coloured network cable and plugging back in.

The reboot phase can take up to 10 minutes – please allow this time before taking any further action.

Use another Phone

There are a substantial number of phones about – if yours doesn't work please try another to make your call and then report that yours isn't working.
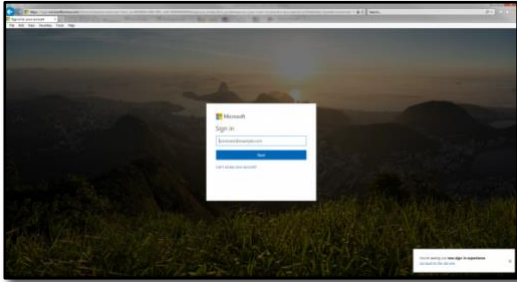
Use a Critical (Analogue) Line (in strictly urgent scenarios)

If no Chorus phones within the business are working, please see your local front desk or security to ascertain where the nearest Critical Line is within your building.
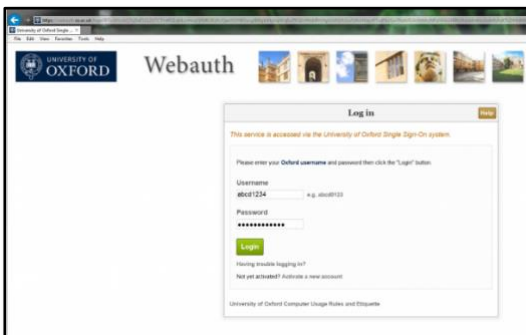
Nexus365 - Access and Setup

Accessing Nexus365 via the Internet

1. Open any web browser

2. Navigate to https://outlook.office.com

3. Enter your Oxford Username with the suffix **@OX.AC.UK** (making sure it is capitalised).

For example, **ouit1234@OX.AC.UK**. No password is required at this stage. This will redirect you to the standard University of Oxford Webauth login screen:


If you need help with your Oxford Username and understanding SSO (Single Sign-On) please visit http://help.it.ox.ac.uk/webauth/oxfordusername

4. Log in with your **SSO** (Single Sign On) username and **password** as usual. If it is the first time you are logging into Nexus365 you will be prompted to enter a language and time zone into a pop-up box. Select those most appropriate to you and click **SAVE**. You will now be taken directly to you email.

5. To see your **calendar** and **contacts**, click the relevant icon on the bottom left of your screen:
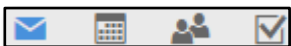
Or to access these and other Nexus365 functionality available to you click the app launcher 'waffle' icon in the top left of your screen.
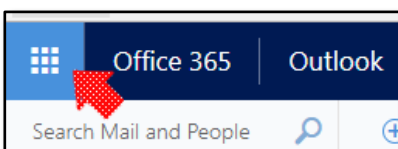
Configuring Outlook for Windows (2016 or 2019)

To set up Microsoft Outlook to check your Nexus365 email account, follow these steps:

1. Open Outlook 2016. You will be presented with the Welcome screen.
2. Click **Next** to continue to the **Account setup Wizard**.
3. Select **Yes** to set up an email account and click **Next**
4. Enter your **name**, your **full email address** (e.g. larry.parker@ouit.ox.ac.uk) and your **password** (created at account activation).
5. Click **Next** and wait for Outlook to be configured. This can take a few minutes.
6. At the Windows Security screen for Microsoft Outlook, enter your Single Sign On (**SSO**) username plus **@OX.AC.UK** (note the capitalisation) in the format abcd1234@OX.AC.UK and then your **password** (created at account activation) to allow Outlook to complete the setup process.
7. Click **Finish** to complete.

Configuring Outlook for Mac (2016 or 2019)

1. Start Outlook for Mac using the Outlook 2016 or 2019 Icon.
2. You will see the "**Set Up Your Email**" splash screen.
3. Enter your Single Sign On (**SSO**) username plus **@OX.AC.UK** (note the capitalisation) in the format abcd1234@OX.AC.UK
4. You may get the "**Choose Provider**" option, if so, select "**Office 365**"
5. You will (briefly) see a splash screen connecting to Office 365.
6. After a few seconds the University Webauth authentication screen will appear. Enter your **SSO** (lower case, no need for @OX.AC.UK here) and then your **password**, then click the **Login** button to continue.
7. If you are not already logged in to the University's Webauth service then your University of Oxford SSO is confirmed by this screen; click the green **Continue to Shibboleth Identity Provider** button.
8. Finally you will see the "**Success**" screen.
9. Click **Done** to begin using Outlook with your account. You can now access Outlook mail with your client.
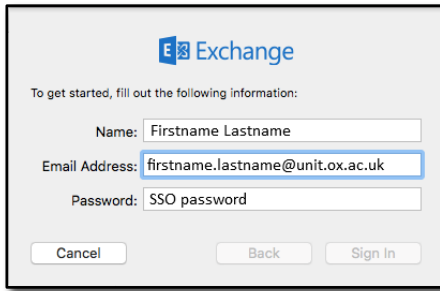
Configuring Mac Mail

To set up Mac Mail to check your Office 365 email account follow these steps:

1. Open Mac Mail as normal and from the "**Mail**" menu choose "**Accounts...**"

2. Choose **Exchange** from the list. If you have an existing email account already configured, click the "Plus" button under the list of accounts to add your office 365 account.
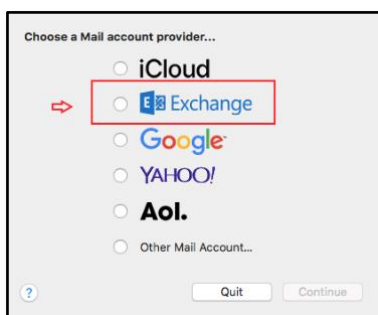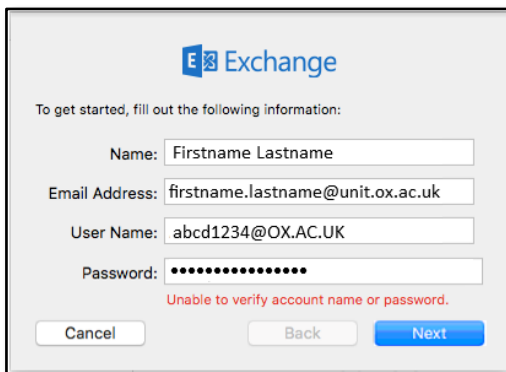
3. Enter your **name** (first name and last name) and then **department email address** and then your **SSO password** (created at account activation, the one tied to your email account).

4. Click **Sign In**; wait a short while…
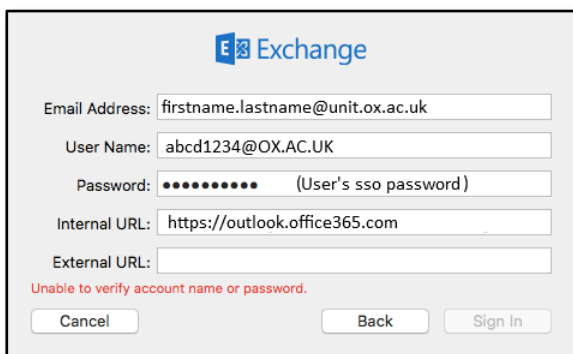
Note: If you see the following dialogue box click the **NEXT** button

then:

- Email Address: firstname.lastname@unit.ox.ac.uk (normal University email address)
- Username: enter just your Single Sign On (**SSO**) in the format **abcd1234** plus **@OX.AC.UK** (this address is case sensitive!)
- Internal Server Address: https://outlook.office365.com (Depending on which version of OS you're using, you may need to try the address with or without the https:// in front of it)
- External Server Address: Leave blank.

5. Click **Sign In**

6. Choose which features you want to sync. For example, if you want to bring over your contacts and synch Apple Calendar with your exchange calendar, select those options from the list in addition to email.
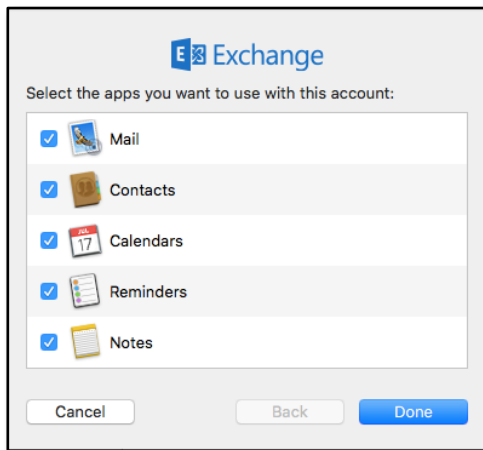
7. Click **Done** to complete the set-up process.

To add your proper email address go to Mail/preferences/accounts/email address and drop down to edit email addresses, click on + sign and add your proper sender address as firstname.lastname@unit.ox.ac.uk

Finally, when you compose a new email, the **From** address has a drop down menu where you can chose your proper address (e.g. larry.parker@ouit.ox.ac.uk)

Microsoft Teams & Remote Meetings

Introduction

Microsoft Teams is a component of Nexus365, and is a video conferencing, file sharing and message application used for collaboration in and out of the University. Microsoft Teams is the University of Oxford's preferred and fully supported video conferencing and collaboration application.

A Team can be created and can be made up of channels allowing conversations and collaboration with other teammates. Each channel can be dedicated to a specific topic, department, or project and members can have chat conversations, store and work with files, and initiate video or audio meetings from within the Team.

As the University's preferred solution extensive guidance and information is available on the IT Services webpages: https://help.it.ox.ac.uk/teams-getting-started.

What does Teams offer?

Microsoft Teams is a tool which provides groups of people or 'teams' the ability to work together and share information within a common space, and integrates into other Nexus365 applications including Office and OneDrive. Crucially it also offers internal (University of Oxford) and external audio, video and chat communication facilities.

Please see a list of some of the features below…

- Share and work on content
- Set up Private Channels for selected Team members
- Schedule team meetings
- Audio and Video communications and Instant Messaging facility
- Use Chat and share files with other people within the University who have access to Teams.
- Video and Audio meetings with people outside of the University

Please see the following pages for further information and guidance…

- Getting started with Teams: https://help.it.ox.ac.uk/nexus365/teams-how-do-i
- Teams Owner's Guide: https://help.it.ox.ac.uk/nexus365/teams-owners-guide

How do I access Teams?

Microsoft Teams is available to you in two ways, and is compatible on all platforms via at least one of these two means - via the Teams website or via locally installed Teams application.

Website:

You can log in to Teams via the Teams website: https://teams.microsoft.com . You will be asked to enter your SSO (Single Sign On) login information to gain access (e.g. oxfd1234@OX.AC.UK).

If you are an Apple user please use Google Chrome, as functionality works best from this internet browser compared to Safari.

Application:

The Microsoft Teams application can be installed on your device, and is often the preferred means of access - it can be downloaded from https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app, , or if trying to access via an iOS (iPhone or iPad) or Android (Smartphone or Tablet) device then it can be installed from the Apple Appstore or Google Play Store.

For those using a CONNECT Computer Microsoft Teams can be found in the Oxford Application Installer for simple installation.

If using an Apple Computer within the Jamf Service, Microsoft Teams can be found in the Self Service application for simple installation.

Once installed you will need to enter your SSO details (e.g. oxfd1234@OX.AC.UK) to access, but once configured (much like email via Outlook) it is accessible via the application icon on your device.

Meetings in Teams

You can use Microsoft Teams to conduct remote meetings using its audio, video, and sharing capabilities. Microsoft Teams allows for presenting, screen sharing and the ability to work on and edit files within the Team meeting. It offers a text chat option for use throughout the meeting and after for sharing of further information, or asking complex questions.

External guests (non-University of Oxford members) can join a Teams meeting via an email meeting invite, and do need a Nexus365 account to so. The invite will include a link, which allows direct access via an internet browser.

Further guidance on 'Meetings in Teams' and also 'Recording in Teams' can be found here…

- Arranging a meeting in Teams: https://help.it.ox.ac.uk/nexus365/arranging-meeting-teams
- Recording a meeting in Teams: https://help.it.ox.ac.uk/nexus365/recording-meetings

How do I request a new Team?

If you need a new Team creating you can do so via the IT Services Self Service options here: https://oxford.saasiteu.com/.

You can also send an email to it@museums.ox.ac.uk, and we can fill out for Self Service form for you. If using this option please include the following details.

- Name of Team:
- Purpose of Team:
- Owner / Administrator 1:
- Owner / Administrator 2:

Adding a Printer – How to install a Networked Printer to your Computer

Introduction

Printing is a key component of any IT setup, and within the Gardens & Museums there are a number of printers available to print from, which are usually labelled with P0 (zero) numbers/asset tags. Adding the relevant printer is a straightforward process but differs slightly, based on device and whether you are on CONNECT on not. Instructions on adding the printers are detailed within this document.

If you find you need additional information (IP address) or print driver software (non-CONNECT) to add the printer please write to it@museums.ox.ac.uk for assistance.
Note: please you ensure you attempt this connected via an Ethernet cable.

CONNECT Windows Managed Desktop

Full detailed instructions are available on the University of Oxford IT Services Website:
https://help.it.ox.ac.uk/connect/usingconnect/printing

1. Open **'Devices and Printers'** by clicking the Start button, and select '**Devices and Printers'**.
2. Click '**Add a printer'**
3. In the Add Printer wizard, click '**Add a network, wireless or Bluetooth printer'**
4. Click '**The printer that I want isn't listed**'.
5. Select '**Find a printer in the directory, based on location or feature and click next**'.
6. Enter the Printer Name (e.g. P0926) into the Name box and click '**Find Now**' to narrow the search (please note it's Pzero)
7. Click '**Next**' after the printer driver has installed and select '**Set as the default printer**' if applicable, and '**Finish**' to complete.

Windows (non-CONNECT)

Please note you may need the Print Driver Software to add this printer:

1. Open **'Printers & Scanners'** by typing Printers in Windows 10 search box.
2. Click '**Add a printer'**
3. Click '**The printer that I want isn't listed**'.
4. Select '**Add printer by name or TCP/IP address or hostname'** and select **'next'**.
5. Enter the '**IP Address**' (e.g. 163.1.45.225) into the '**Hostname or IP Address**' box and click '**Next'.**
6. Select the defaults and '**Set as the default printer**' if applicable, and '**Finish**' to complete.

Apple

Please note you may need the Print Driver Software to add this printer:

1. Select '**System Preferences**' from the Apple menu in the upper left-hand corner.
2. Select '**Printers & Scanners**'
3. Click on the '**+**' sign (lower left) to add a printer.
4. In the 'Address' field enter the '**IP Address**' (e.g. 163.1.45.225) and add any appropriate information manually in the '**Name**' and '**Location**' fields.
5. Select '**Add**'.

Adding a CONNECT File Share to your Computer

Introduction

Adding a CONNECT File Share is something that we all need to do from time to time – this document details the process for doing this and functions both on a CONNECT desktop or laptop, and one's own machine through 'Remote Working' with Cisco VPN.
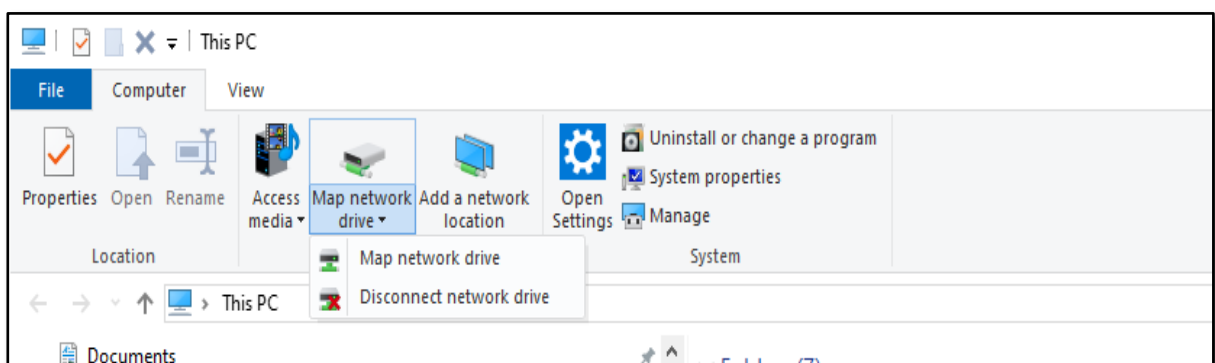
If you have simply lost the CONNECT File Share, please try rebooting the computer before following these steps.

Adding a CONNECT File Share within Windows

1. On the Start menu, click search 'This PC' within Windows 10.
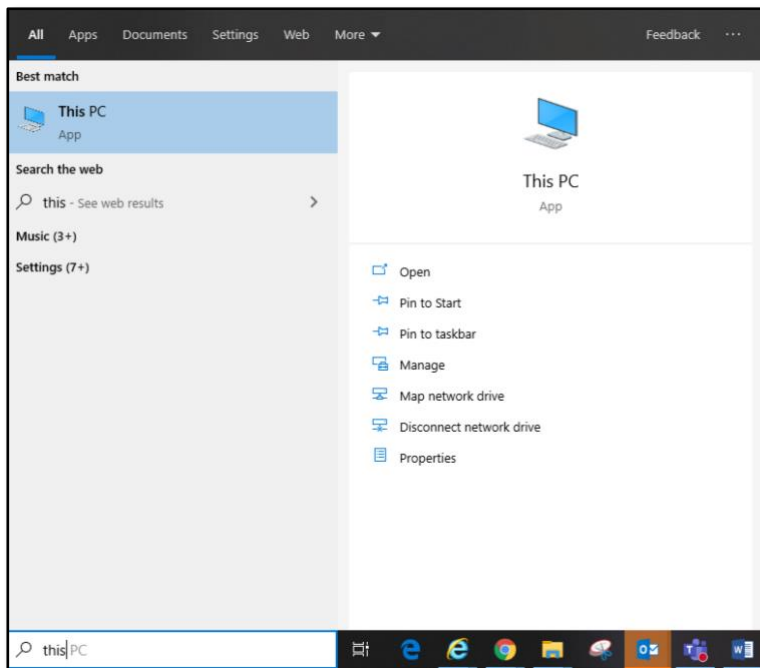
2. In the next window, select **'Map Network Drive'** as displayed.

3. In the **'Drive'** field, select the drive letter **'O'** (O is the standard convention for the organisational file shares and should always be used if possible)

4. In the **'Folder'** field, enter the path to the CONNECT File Server:

\\connect.ox.ac.uk\glam\xxxx

- Ashmolean = ASH
- Natural History Museum = MNH
- Pitt Rivers Museum = PRM
- History of Science Museum = MHS
- Botanic Gardens & Arboretum = OBG
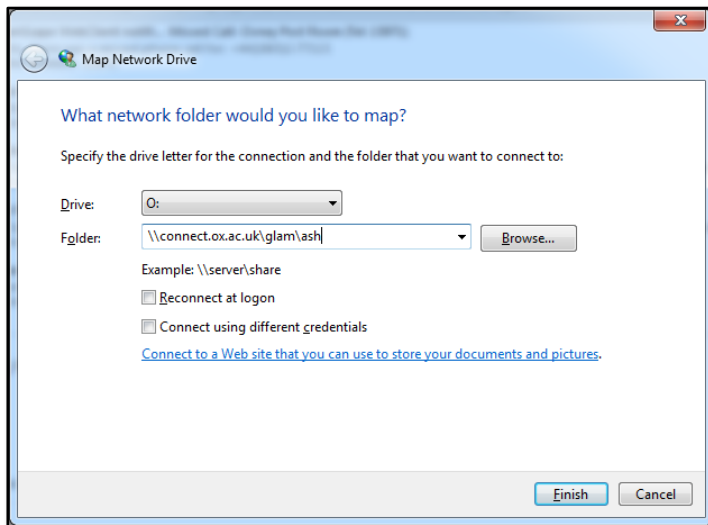
- Check **'Reconnect at logon'**
- Check **'Connect using different credentials'**, and then click **'Finish'**.

5. In the User name box enter your CONNECT username (Single Sign On or SSO, such as glam0001) prefixed with **'CONNECT'** as shown below.
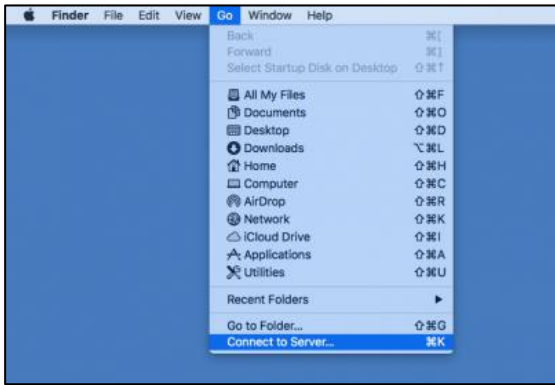

- Check the box **'Remember my credentials'**

6. In the Password box, type your CONNECT password and then click OK.
7. Your drive should now be mapped and accessible via Windows Explorer.

Adding a CONNECT File Share within Apple OS X

Connecting to the CONNECT File Share

1. Go to the **'Go'** menu
2. Scroll Down to **'Connect To'** (or press CMD +K)

3. Put in the path as above in the format: **smb://connect.ox.ac.uk/glam/XXXX** (please see below)

- Ashmolean = ASH
- Natural History Museum = MNH
- Pitt Rivers Museum = PRM
- History of Science Museum = MHS
- Botanic Gardens & Arboretum = OBG
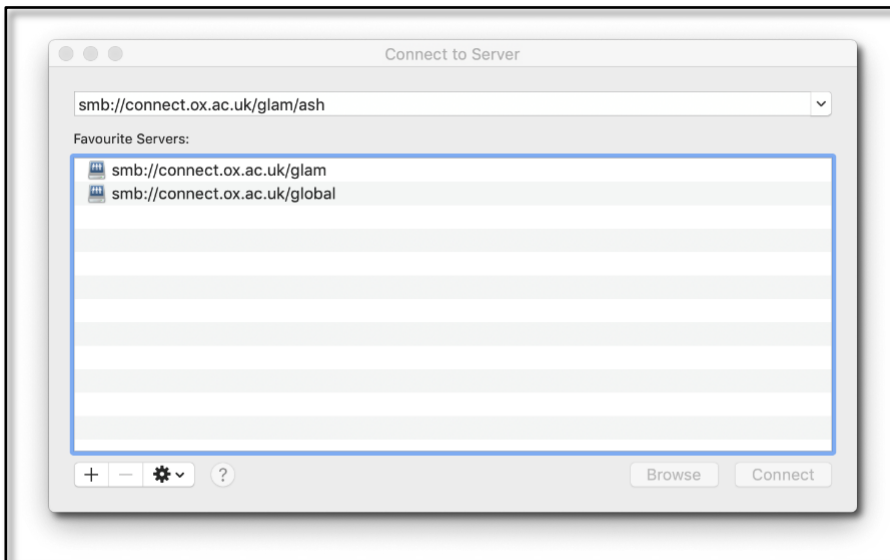
4. Click '**+**' to add it to the list below
5. Click **'Connect'**
6. You will then be asked for **CONNECT credentials (username & password)** – please enter
7. The Connect server, and subsequent shares beneath, will now appear in the Finder Side bar under Shared down the left hand side.

Add CONNECT File Share as Startup Item
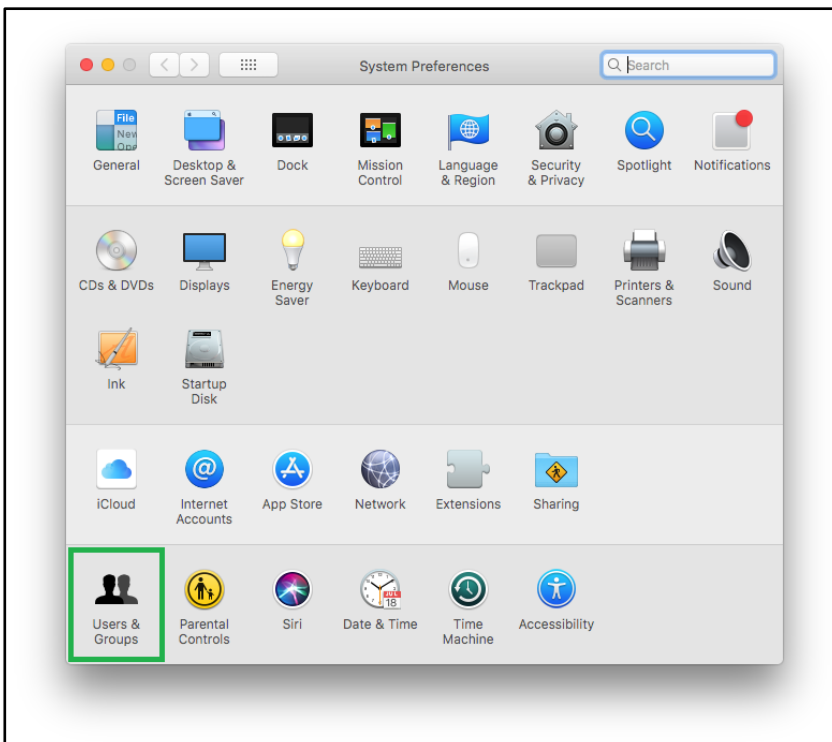
If you'll need regular access to the CONNECT File Share on your Apple Computer then you will need to add as a Startup item. The process for doing this is described below.
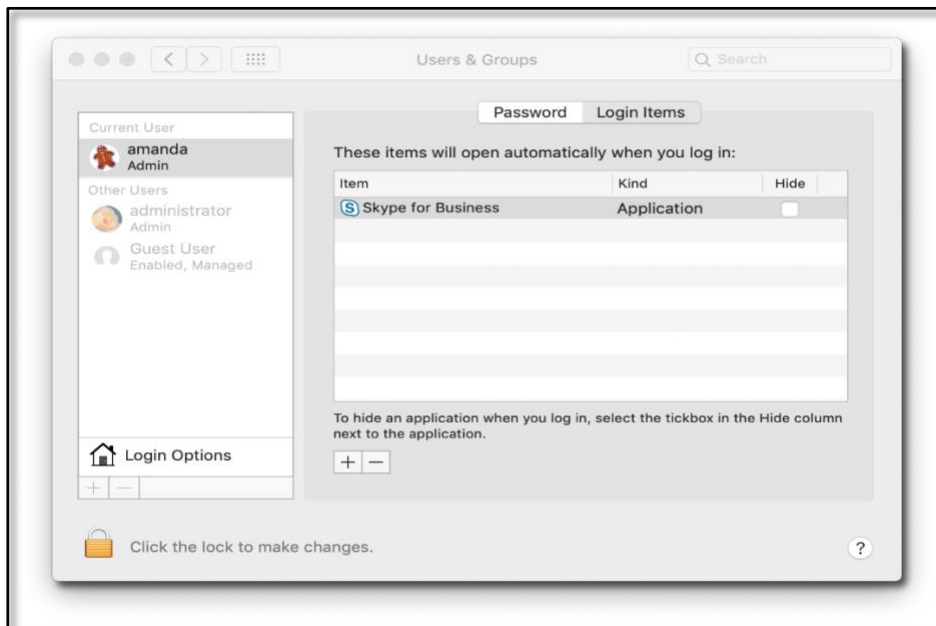
1.   Click the **Apple** logo from the top-left corner and select **System Preferences**.
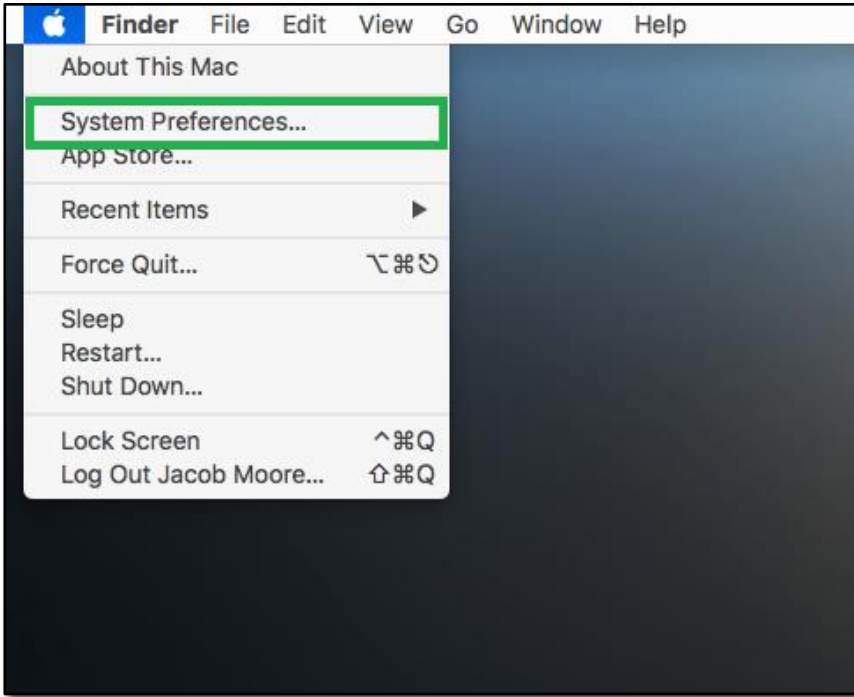
2.   Within System Preferences click '**Users & Groups'**, and the '**Users & Groups'** window will subsequently open.

3.   From here you can add or remove new users or groups, change password for the users, change users' profile picture, etc.

4.   Select your name from the left pane and click the '**Login Items'** tab in the right pane.

5.   Click the **'+'** (Add) icon from the lower section of the right pane, locate and select a share from the next window and click **'Add'** - Add any other Shares, folders or applications in the same way.

.
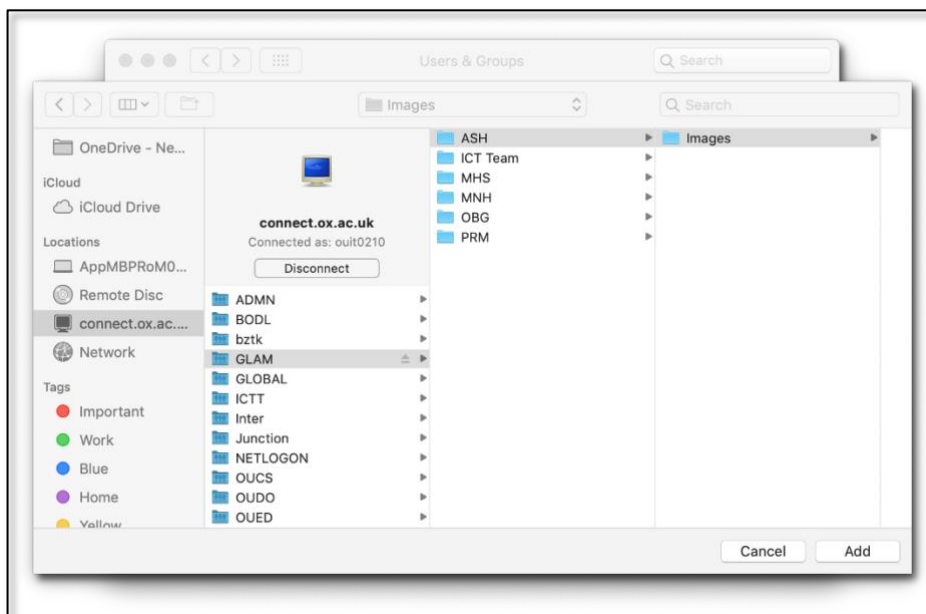
6.   Finally, close System Preferences, and now on restart the CONNECT File Share will automatically be mapped for you each time you log in.

eduroam: Device Configuration Instructions

Introduction

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.

Full and comprehensive information and guidance can be found at:
https://help.it.ox.ac.uk/network/wireless/services/eduroam/index. This includes specific information

This document details the ways and means one can connect to eduroam and how. In the first instance one should try the simple instructions if applicable, and if this doesn't work move on to the other options.

Prerequisites

You will first need to set up a Remote Access Account, often referred as an Eduroam or WiFi Account. This can be set up at: https://register.it.ox.ac.uk/self/index. Your remote access account is different from your Single Sign-On (SSO) account.

Simple Instructions

Configuration of eduroam can differ per device, but on most with the exception of Android can be achieved by following these simple instruction. Please beware that these are generic instructions so do not be dismayed if you don't see the exact questions or prompts.

1. Turn on Wireless Adaptor and connect to the eduroam wireless network
2. You will be asked to enter a 'Username' and 'Password'
   - Username: Enter your SSO username followed by @OX.AC.UK eg. abcd1234@OX.AC.UK
   - Password: Enter your Remote Access Password (NOT your SSO/email password)
3. Click 'Join' or 'OK' to continue with the connection.
4. Accept or click Continue on any authentication or security prompts.
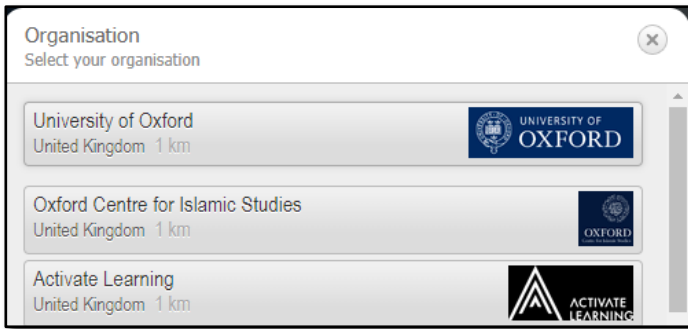5. If successful eduroam will state as connected.

eduroam Configuration Assistant Tool (CAT)

If you experience difficulties a configuration client called the eduroam CAT tool can be downloaded on to your device to configure the eduroam connection, this can be done by…
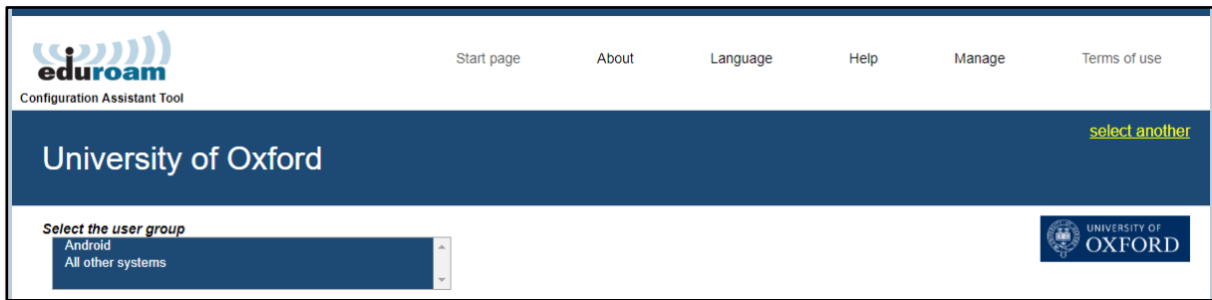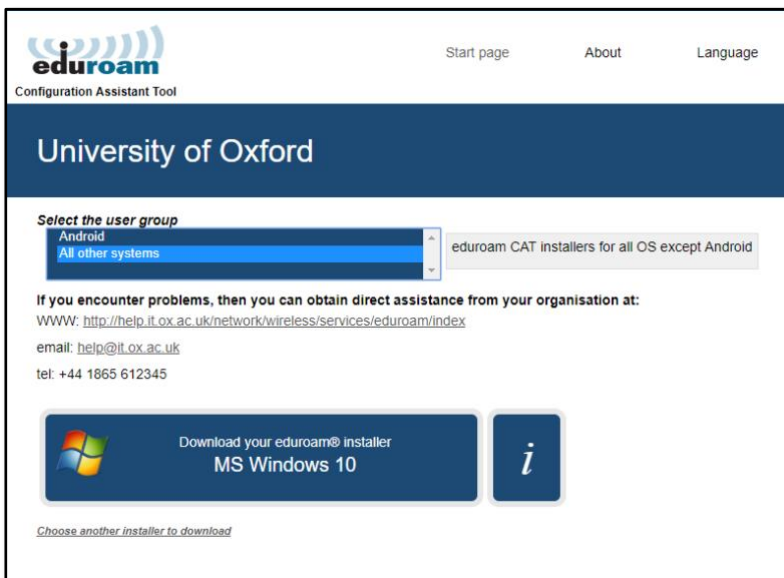
1. Go to https://cat.eduroam.org

2. Select your Organisation: University of Oxford.

3. If you have an Android device, click 'Android', otherwise click 'All other systems'.

4. Click the 'Download your eduroam installer' button for your system (it should be automatically detected, but if not, please click on the 'Choose another installer to download' link).

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.

For more detailed instructions on installing the eduroam CAT tool please visit: https://help.it.ox.ac.uk/network/wireless/services/eduroam/wifi-eduroam-cat/index.

Remote Access – Using the University of Oxford VPN Service

Introduction

Being able to access internal University resources remotely is an important part of anyone's operational role, therefore Remote Working is becoming a critical component of people's working practices within the University.

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. But there are various systems and services throughout the University of Oxford which have a dependency on the University's Campus Network, examples being the CONNECT File Shares on Apple Computers, the Oracle R12 Financial System, and the University of Oxford HR Self Service System.

This means that these services and systems will only be accessible and function if your computer is connecting from an Internal Oxford IP address, essentially requiring you to be within Oxford for access to be obtained. In the circumstances of those working from home, or other networks which do not give a University of Oxford IP Address (including Eduroam) there is a VPN (Virtual Private Network) Service which affords access named the Oxford VPN Service.

The Oxford VPN Service is accessible through an application called the Cisco AnyConnect VPN Client, alongside your SSO (Single Sign On) details.

This page outlines Oxford VPN Service, the Cisco AnyConnect VPN Client, and where to find information on obtaining, installing and configuring the client for use.

Please Note: There is an additional and fully supported CONNECT Remote Desktop Option available as a paid for service, which duplicates your CONNECT Desktop including common applications available. For further information please see: https://help.it.ox.ac.uk/connect/index

Please Note: This document covers making a Remote Connection to the University Network by VPN, it does not cover making a Remote Desktop Connection to your PC. Please call 01865 6 12345 or via https://help.it.ox.ac.uk/service-desk if you require this.

Remote Access Guidelines

This page details a process which makes use of the University of Oxford IT Services VPN Service. This service has its own distinct guidelines which are detailed below – if you intend you use this solution you must adhere to these guidelines.

Written by IT Services. Latest revision 29 November 2017

Users connected to the IT Services VPN Service must treat their connection as though they were in their office. Users must never leave their device unattended whilst connected to the Remote Access Service. Users must be particularly aware when using a personal device (e.g. home PC) and consider particular applications running whilst connected to the Remote Access Service, e.g. Peer-to-Peer (P2P) software. Any P2P applications left running will therefore be running over the University network and subject to University IT regulations [2]. Further information is available on the VPN help pages (http://help.it.ox.ac.uk/network/vpn/index).

Users must consider the risk in accessing documents from home or when away from the office. Further guidance can be found on the Information Security website (https://www.infosec.ox.ac.uk/).

It is the responsibility of the user to ensure antivirus and personal firewall software is installed and up-to- date, as well as ensuring security patches are applied to personal devices, before accessing University services remotely. Failure to do so may result in access being removed.

Single Sign On Account Integration

The University of Oxford VPN Service has Single Sign On (SSO) and Multi-Factor Authentication (MFA) integration, so once you select Connect you will be prompted for your Single Sign On Username and Password followed by Multi-Factor Authentication Approval.

Please see Page 6 of this document for further information on Single Sign On .

Cisco AnyConnect VPN

The Cisco AnyConnect VPN application is a piece of VPN software which the University of Oxford utilises and allows to access certain University resources remotely, such as CONNECT File Shares on Apple Computers, the Oracle R12 Financial System and HR Self-Service.

The Cisco AnyConnect application is available for download for University of Oxford members via the IT Services Self-Registration pages at: https://register.it.ox.ac.uk/self/index and selecting software, and then the appropriate client for your machine.

As there are a number of application variants, and because the IT Services CONNECT Managed Service and Gardens & Museums IT Managed Apple Service, both provide the Cisco AnyConnect VPN Client in others means we have provided additional documentation outlining these methods, alongside guidance on how to install, configure and use.

These documents are available as separate versions for Windows and Apple, and can be found in the 'Documents' section of the Gardens & Museums Website: https://it.museums.ox.ac.uk/article/documents

If you are a Windows user, either CONNECT or non-CONNECT please select the document titled '**Windows Computing – Cisco AnyConnect VPN Guide'**.

If you are an Apple user, either GM IT Managed or not, please select the document titled '**Apple Computing – Cisco AnyConnect VPN Guide**'.