Using wi-fi (wireless Internet) at Wolfson

There are wi-fi hotspots in all public areas of College offering wireless Internet access via eduroam or the University’s UniOfCam Wireless Service. Both options should appear when you search for wireless networks on your device.

Eduroam is generally preferred because it is available in many places across the University and at participating Eduroam institutions worldwide, so you can access most of the services available to you in Cambridge when travelling. Eduroam can be configured on laptops (Windows, MacOS, Linux) and mobile devices (except the Amazon Kindle). Visit www.ucs.cam.ac.uk/wireless/eduroam/localusers and select the instructions appropriate to your operating system.

UniOfCam is only available in Cambridge, and is not fully comprehensive (limited to web browsing and secure/encrypted connections only). Check that Javascript is enabled in your browser before making a connection. You will need your Raven password to access the UniOfCam service.

For more information about UniOfCam and the services it supports, visit: www.ucs.cam.ac.uk/wireless

Sources of IT help at Wolfson

Please use the online contact form to report problems in the first instance:

www.wolfson.cam.ac.uk/computers/contact

or email student-helpdesk@wolfson.cam.ac.uk

If urgent help is required, you may also call the IT Department. Their offices are located in the Jack King Building, and are staffed by:

- Graeme Dyas (IT Officer) t: (3)35967
- Alex Rizzo (IT Technician) t: (3)35977
- Mirza Baig (IT Manager) t: (3)35966

Further help

University Information Services (UIS) provide help, advice and training on a very wide range of issues. Find their comprehensive site here:

www.ucs.cam.ac.uk

The UIS Service Desk is open weekdays and is the first port of call for problems relating to Computing Service facilities, including accounts, passwords, PWF issues, etc. Opening times and different ways to contact them can be found here:

www.ucs.cam.ac.uk/support/service-desk

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Computing facilities @ Wolfson: a guide to getting started

Wolfson is well provided with computing facilities for resident and non-resident members.

Full details of Wolfson’s IT services, including sources of help, are described on the ‘Computing Facilities’ pages of the College website. Please familiarise yourself with these as soon as possible, and bookmark them for future reference:

www.wolfson.cam.ac.uk/computers

This guide describes the basic steps you need to take to establish a network connection in College and to activate your Cambridge University Computing Service account.

Where to access the Internet at Wolfson

- **Club Room** – two open-access terminals, ‘internet-café style’ available 24/7. No password required. These are basic machines where you can quickly check email/internet when you arrive, before you set up your Cambridge account and room connection/wi-fi.

- **Gordon Johnson Computer Room** on the ground floor of the Lee Library building (Public Workstation Facility or ‘PWF network’) – 24/7 access to powerful networked PCs with dedicated file space and automatic back-up on the University server. Mono and colour printing and scanning are also available. You will need your University card to access this room, and your PWF password (see below) to log on to the machines. These computers can also be used to activate your Cambridge Computing account.

- **College Bedrooms** – network connections for use with your own computer (laptop or desktop) are available in all College accommodation on site. Basic Internet access from College Bedrooms is **free of charge**. You will need to sign up for a room connection when you arrive (see instructions overleaf).

- **Wi-fi** is available in most public areas in Wolfson (but not in most bedrooms), either via eduroam or the University UniOfCam Wireless Service.

Please see www.ucs.cam.ac.uk/wireless/eduroam/localusers for instructions on how to sign up to eduroam. Once enabled, you will be able to access wi-fi at any institution offering eduroam. UniOfCam wi-fi is available in Cambridge only, and you will need your Raven password to login (check that Javascript is enabled in your browser).
Your University (Cambridge) computer accounts explained

All students are assigned accounts for computing facilities by the University Information Services (UIS), and these remain active as long as your course is in progress.

Cambridge computer accounts provide you with:

- a Cambridge email address (e.g. abc123@cam.ac.uk) – accessed with your Hermes password
- access to software and secure file space on the University’s PWF computers (including the Wolfson Computer Room) – accessed with your PWF password
- a password to authenticate you as a member of the University for access to restricted websites, e-resources, etc. – your Raven password

* This address is used for all official correspondence from College, your Department/Faculty and elsewhere in the University. Messages can be forwarded to another address if you prefer, but you must ensure that, whatever email address or client you use for preference, you also receive and read your @cam email on a regular basis (i.e. at least daily).

Activating your Computer account and collecting your passwords

Messages will be sent to your Cambridge email address as soon as you arrive, and you will need to access secure websites via Raven straight away, so it is essential that you activate your Cambridge computer account as soon as possible.

This can be done in two ways:

1) From the College Computer Room
   - Log in to a computer with the username signup (no password required)

2) From your room (you can do this before your room connection application is approved, if necessary)
   - Connect your computer to the network (ethernet) socket in your room and visit the webpage: https://jackdaw.cam.ac.uk/signup

To complete the registration, enter your surname, date of birth and admission/registration code (found on your formal admission letter) where indicated.

You will then be supplied on screen with:

- your CRSid (a combination of your initials and some numbers e.g. abc123), which is used as your login name for all Cambridge computer systems, and forms the first part of your Cambridge email address, e.g. abc123@cam.ac.uk
- your Hermes, Desktop Services (DS) and Raven passwords (see above).

For information about changing your passwords, please visit: www.ucs.cam.ac.uk/docs/infosheets/is6

Remember that passwords should be kept safe and secure at all times, and should not be shared with anyone, whether inside the University or outside.

How to apply for and set up a network connection in your College Room

www.wolfson.cam.ac.uk/computers/roomconnection

Many people choose to set up a network connection in their College room for convenience.

What you need:

- A personal computer (desktop or laptop, PC or Mac) with a network interface and network cable (N.B. these are not the same as a telephone modem and modem cable). You can buy a network cable from the Porters’ Lodge if you need one – £5, non-refundable.
- Check that your computer is set to “Obtain an IP address automatically” from a DHCP server, and if not, adjust it accordingly. Most machines default to this setting, but if in doubt, check your network settings in the Control Panel (PC) or System Preferences (Mac).
- Plug one end of the network cable into your computer, and the other end into the left-hand network socket in your room. N.B. Most rooms have two network sockets: one on the left for data, one on the right for a telephone. Always use the left-hand socket for your computer.
- Now restart your computer.

You should now have limited network connectivity, which will enable you to access the Wolfson registration server. Start your chosen web browser (e.g. Firefox, Safari etc. – any will do) and type in the following web address: www.internet.wolfson.cam.ac.uk

You will now see a page entitled: Internet access from this room is disabled

Ignore this and drop down to Apply for a New Connection and click on the link labelled: Click here to apply for Internet access.

This will open a copy of the College Network Policy. All users of network connections at Wolfson must read, agree to and abide by the College Network Policy as a condition of access. The policy is also available to view at www2.wolfson.cam.ac.uk/files/IT/AUP.pdf

Once you have agreed to the Network Policy, an online application form will appear. Please follow the instructions to complete and submit it online.

How long will it take?

Applications for a room connection are processed as soon as possible – usually within one working day of receipt.