- 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: **How to access the Internet from this room**

- This page offers the following two option. Please use one appropriate for you.

    o   Self-registration using Raven login

    o   Submit an online application to the IT Office

- Both options will present a copy of the **College Network Policy**. **All users** of the network 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

How long will it take?

The self-registration option will let you access the Internet within 5 minutes. If you submit an application to the IT Office then it will be processed as soon as possible – usually within one working day of receipt.

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 **helpdesk@wolfson.cam.ac.uk**

If urgent help is required, you may also call the IT Support Office which is located in the Jack King Building on the first floor, and is staffed by:

- **Alex Rizzo and Luke Reid**   t: (3)35977

Further help

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

www.uis.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.uis.cam.ac.uk/contact-us

Revised August 2018

IT Facilities @ Wolfson: a guide to getting started

Wolfson has good IT facilities for resident and non-resident members.

Full details of Wolfson's IT services, including sources of help, are described on the 'IT 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

- **WiFi** is available via **eduroam** and other networks in all bedrooms and other areas at Wolfson**.**

- **College Bedrooms Wired Network** – connections for use with your own computer are available in all College accommodation on site. *You will need to sign up for a room connection when you arrive (see instructions overleaf).*

- **Gordon Johnson Computer Room** on the ground floor of the Lee Library building (Managed Cluster Service or 'MCS Computers') – 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 Raven password (see below) to log on to the machines.* These computers can also be used to activate your Cambridge Computing account.

- **Lee 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/WiFi.*

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 password to authenticate you as a member of the University for access to restricted websites, e-resources, etc. – your **Raven** password

- a Cambridge email address (*e.g.* abc123@cam.ac.uk)* – accessed with your **Raven** password

- access to software and secure file space on the University's MCS computers (including the Wolfson Computer Room) – accessed with your **Raven** password

* This email address is used for all official correspondence from the 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 Cambridge 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 before arriving at Wolfson or as soon as possible after your arrival.

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) **Online**

   - 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 **Raven** password (see above)

For information about changing your passwords, please visit:

https://password.csx.cam.ac.uk/

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.

Using WiFi at Wolfson

Personal WiFi routers are not allowed at Wolfson so please do not bring one. The College has deployed WiFi hotspots in all bedrooms and other areas of the College offering wireless Internet access via **eduroam** and other networks. For detail please visit

https://www.wolfson.cam.ac.uk/computers/wifi

Members are encouraged to configure their devices before arriving at Wolfson so that they connect with the Internet immediately on arrival.

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.

WolfsonCollege network is designed for devices that are not compatible with Eduroam. It works through a personal WiFi key that you can obtain from

https://www.wifi.wolfson.cam.ac.uk/wifikeys/

How to set up a wired network connection in your College Room

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

Many people choose to set up a wired network connection in their College bedroom for a faster network access.

What you need:

- A personal computer (desktop or laptop, PC or Mac) with a **network interface** and **network cable**. *You can obtain a network cable from the Porters' Lodge if you need one.*

- 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 network socket in your room. If your room has two network sockets then use **left-hand** socket. If your bedroom is in R block or S block then use the **right-hand** network socket.

- Now restart your computer.