GETTING ONLINE GUIDE
2017/18

www.brookes.ac.uk/it

ARRIVALS WIFI (temporary)
EDUROAM (permanent wifi)
HALLNET (wired access in halls)

IT SERVICE DESK POINTS
JHBB Forum
Wheatley Library
Harcourt B104
Marston Rd MRG47
Swindon Library
ARRIVALS WIFI

Welcome to Brookes!
Now you have arrived you will want to get online. Until fully enrolled, you can temporarily use the online@brookes network with your applicant PIP password.

To get connected to online@brookes:
1. Using your mobile device, search for the network ‘online@brookes’ and select it.
2. In the password box, enter the password sent to you to access PIP.
You will now be able to get online.

EDUROAM www.brookes.ac.uk/it/essentials/wi-fi

At Brookes we use a wifi service called eduroam. It is free, secure and can be used by staff and students, both here, and when visiting other universities around the world. All campuses and halls have wifi coverage.

Please change from ‘Arrivals’ to eduroam as soon as you have your student number and password!

To get your device(s) securely connected to eduroam:
• search for connect@brookes in your wifi settings
• enter ‘connectme’ into the password box
• agree to the terms of use and follow the instructions on screen.

The Android button will take you to Google Play to install the eduroam app. The iOS/Windows button to the eduroam configuration tool.

You will need your full student email address, which is your student number followed by @brookes.ac.uk (eg 12345678@brookes.ac.uk) and password. Once connected to eduroam, please forget the online@brookes network.

During Arrivals weekend there is IT support in your Hall. Please ask at Hall reception for the details. Or visit the IT Service Desk Point in JHBB Forum.

TIP! Wired internet is much faster than wifi - plug a cable in when you can!

Remaining online after your completion date
If you stay in halls after you complete your course, you will have extended access to Hallnet and wifi (eduroam) for 50 days. You will then need to talk to your hall manager about a guest wifi account.
WIRED INTERNET IN HALL ROOMS
www.brookes.ac.uk/it/essentials/hallnet

TO CONNECT TO THE WIRED INTERNET YOU MUST BE IN YOUR ROOM AND HAVE THE FOLLOWING:

- your student number and password
- a network point in your bedroom
- a device with Ethernet port (or USB adapter) and cable
- current anti-virus software on your computer - available free from https://home.sophos.com
- the latest security updates installed relevant to your device
- completed Hallnet registration.

To register, plug your laptop into the wall, open up a browser and go to an (http) website like http://example.com and the registration page will automatically load.

GETTING HELP:
During Arrivals weekend there is IT support in your Hall. Please ask at Hall reception for the details. Or visit the IT Service Desk Point in JHBB Forum.

PLEASE DON’T:
Use wireless routers or any other networking kit in your room. This will not only disrupt the internet connection in your neighbours’ rooms, but also contravenes the Hallnet T&Cs.

The University reserves the right to terminate a connection at any time.

Please note that use of University IT systems (whether via University or personally owned equipment) must in accordance with the University’s IT Acceptable Use Policy. The aim of this policy is to secure the University’s compliance with its legal obligations and provide authorised users of the University IT with a safe and acceptable working environment. Users should be aware that breach of these rules may constitute a criminal offence or result in disciplinary action under the Student Conduct Regulations.

www.brookes.ac.uk/it/essentials/hallnet
IT SERVICE DESK
https://service.brookes.ac.uk

IT SERVICE DESK OPENING HOURS
(No need to book, just turn up)
HEADINGTON, JHBB FORUM - MON-FRI 8.30am - 8pm
- SAT & SUN 10am - 4pm
WHEATLEY, LIBRARY
HARCOURT HILL, B104
SWINDON, LIBRARY
MARSTON, MRG47

BROWSE OUR SERVICES
Make a service request or order an item?
(eg software)

SOMETHING NOT WORKING?
Need to report a fault?
(eg PC or WiFi help)

KNOWLEDGEBASE
Search here for information using key words
Search change password
Search

Phone
01865 48 3311

Drop in
At one of our Service Desk Points

Chat to us
Via our web portal