GETTING ONLINE GUIDE

www.brookes.ac.uk/obis

ARRIVALS WI-FI (temporary)
EDUROAM (permanent Wi-Fi)
HALLNET (wired access in halls)

IT SERVICE DESK POINTS
JHBB Forum
Wheatley Library
Harcourt B104
Marston Rd MRG47
ARRIVALS WI-FI

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/obis/it-essentials/wi-fi

At Brookes we use a Wi-Fi 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 Wi-Fi coverage.

Please change from ‘Arrivals’ to eduroam as soon as you have enrolled!

To register and get your device connected:
- search for connect@brookes in your Wi-Fi settings
- enter ‘connectme’ into the password box
- wait for the welcome box to appear and follow the instructions on screen (if the Welcome box does not appear, just open the built in web browser on your device to get going.)

These pages take you to a configuration tool that, once downloaded, makes your mobile device safe and secure while using the University network. 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 Wi-Fi - 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 (wired) for 300 days but access to wi-fi (eduroam) runs out after 50 days. You will then need to talk to your hall manager about a Guest Wi-Fi account.
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 www.brookes.ac.uk/obis/it-essentials/sophos/
- the latest security updates installed relevant to your device
- completed Hallnet registration.

To register, plug your laptop into the wall, go to an (http) website like http://example.com and the registration page will automatically come up. If this doesn’t work you can go directly to the registration page using this URL address: https://hallnet.brookes.ac.uk/admin/ldap/hallnet

GETTING HELP:
If you have any issues with Hallnet - please visit the IT Service Desk Point on your campus.

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.

Consent to intercept and disclose data: The University’s policies and regulations on the use of computer facilities apply to the users of ALL connected machines, not just those owned by the University. By connecting to the University’s network you give the University the right to access your computer to examine any data stored or transmitted in order to ensure compliance with the law and with University regulations.
SERVICE DESK
https://service.brookes.ac.uk

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

SOMETHING NOT WORKING?
Need to report a fault?
(eg PC or Wi-Fi help)

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

Phone
01865 48 3311

See us
At one of our Service Desk Points

Chat to us
Via our web portal

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     -  MON-FRI 8.30am - 5pm
HARCOURT HILL, B104   -  MON-FRI 8.30am - 5pm