GETTING ONLINE GUIDE
2018

www.brookes.ac.uk/it

IT SUPPORT
Drop in and see us
JHBB Forum
Wheatley Library
Harcourt B104
Marston Rd MRG47
Swindon Library
Welcome to Brookes!
Now you have arrived on campus you will want to get online. We offer two free wifi options to University staff, students and guests.

**Brookes WiFi**
This is our guest wifi service, available from the moment you arrive, across all campuses and most halls of residence. Please ask for the password at any reception or help desk.

**eduroam**
This internet service allows you to stay connected at other organisations around the world. It is used at most Universities and other public organisations.

**To get connected to Brookes WiFi:**
Ask at your nearest reception, help desk or IT Service Desk Point for the guest wifi password. Open up your device wifi settings, choose the network called ‘Brookes WiFi’ and enter the password supplied.

**To get connected to eduroam:**
We recommend you move over to eduroam (as soon as you have your student number and password) because it can be used in many other places all over the world!

**iOS and Windows devices**
To connect all your iOS devices to eduroam, visit [https://cat.eduroam.org/?idp=409](https://cat.eduroam.org/?idp=409) and select the blue ‘installer button’. This will automatically download the correct wifi access for your device.

**Android devices**
To connect all your Android devices to eduroam, go straight to Google Play and install the eduroamCAT app.

Select Oxford Brookes from the list of institutions and log in.

When asked to log in to eduroam, you will need to enter your University email address eg 12345678@brookes.ac.uk and password.

**For more information, take a look at:**
[www.brookes.ac.uk/it/essentials/wi-fi](http://www.brookes.ac.uk/it/essentials/wi-fi)  |  [www.eduroam.org](http://www.eduroam.org)

**Remaining online after your completion date**
If you stay in halls after you complete your course, you will need to use Brookes WiFi to access the internet after your 50 day extension.
To connect to the wired internet in your hall room you will need:

- 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](https://home.sophos.com)
- the latest security updates installed relevant to your device.
- completed Hallnet registration.

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

GAMES CONSOLES:
If using gaming consoles in your hall room, please use the guest wifi network Brookes WiFi. Ask at your hall reception for the password. Devices need to be set to DHCP.

GETTING HELP:
Please visit one of the IT Service Desk Points, call 01865 483311 or log the issue at [https://service.brookes.ac.uk](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 - **MON-FRI 8.30-9.30am,12.30 - 2pm**

HARCOURT HILL, B104 - **MON-FRI 8.30-9.30am,12.30 - 2pm**

SWINDON, LIBRARY - **MON-FRI 8.30-9.30am,12.30 - 2pm**

MARSTON, MRG47 - **MON-FRI 8.30-9.30am,12.30 - 2pm**
Please note that use of University IT systems (whether via University or personally owned equipment) must be 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. The University reserves the right to terminate a connection at any time.

YOUR PERSONAL DATA

**What is my personal data?**
Your name, address, contact details, qualifications, nationality, disability and special needs, employment history, parental details and fee payment details are all considered your personal data.

**Why do we need your data?**
The personal data we ask you for helps us to administer your studies, fulfil our legal responsibilities and it also helps us to offer extra support if you need it.

**Where do we get your personal data from?**
Most of the personal data we process will have been collected directly from you, either at enrolment or as and when you use University services such as IT, libraries or sports centres. We may also receive it from third parties such as UCAS, associate colleges or the Student Loans Company.

**Who do we share your personal data with?**
The University has legal obligations to share your data with some external organisations eg government bodies like Higher Education Statistics Agency (HESA) and Office for Students (OFS).

ARE YOU CYBERSAFE?

- Change your passwords regularly.
- Protect your mobile devices.
- Look out for fake emails and websites.