

The University's computing services

ISS – Information Systems and Services – is the department which provides computer services and networks for the University.

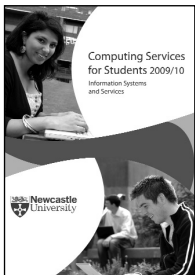
ISS provides excellent PC services for teaching and private study, but many students also have their own computer, which they wish to connect to the network. Well over 90% of rooms in Halls of Residence have a data connection, whilst on campus there are other cable connections as well as 100% wireless coverage.

Your ISS Login Name

You cannot use any computer facilities at the University – including the docking point in your room – until you have your University Login Name.

In 2009, most new students will have pre-registered for the University, and as part of that process you will have had the details of your Login Name by email. Details about this operation can be found at <http://www.ncl.ac.uk/iss/pre-arrival/>

After you arrive at the University you'll need to complete Registration by collecting your University Smartcard.



With your Smartcard, you'll receive ISS's handbook: this has all the information you need to start using the IT services.

This booklet is also online at <http://www.ncl.ac.uk/iss/welcome/>

For connecting your own computer, the booklet directs you to <http://docking.ncl.ac.uk/>

Using your own computer

You need to configure your computer to work on the campus network: the Docking website (above) describes how to do this.

You will then be able to use any docking point* in Halls or on campus, and also wireless access where available†.

There are strict policies for using the campus network:

- Only **you** may use your login name and the facilities to which it has access (e.g. the network connection to your computer).
- You must observe the *Conditions of Use* — see overleaf.

Support from ISS

ISS is not resourced to provide support for your computer except as described here in this sheet.

ISS will only visit rooms in Hall for **network** faults which have been officially reported by the **Halls Support Team**: see opposite.

Setting up your computer

Use the Web on University PCs until you have set up your own computer.

The **Docking Service** is used to connect privately owned computers to the campus network. The website gives step-by-step instructions on how to set up your computer:

<http://docking.ncl.ac.uk/>

What you need:

<http://www.ncl.ac.uk/iss/pre-arrival/your-computer/>

Remote Application Service –

ISS PC services on your own computer: <http://ras.ncl.ac.uk/>

Help in setting up

The websites above are designed to make it as easy as possible for you to set things up for yourself. If you have difficulty ...

- Read the documentation again(!). Or ...
- Ask the advice of a fellow-student who has succeeded. Or ...
- The Halls Support Team (*below*) may choose to offer informal advice (although advice is not really their job).
- “**Network Connection Clinic**”: ISS have Help Desk sessions at which the Advisers specialise in advice on **network connection**: these sessions are **1000–1600**, Monday to Friday, in the Old Library User Area (“**OLUA**”) in the **Old Library Building** on campus.

(Please note that these advisory sessions are for connection problems, not for computer system problems.)

The Halls Support Team (networking)

This team is made up of Hall residents who will come and test your network docking point if you think that it is not working.

The role of the Support Team is to ensure that **network faults** are reported **reliably** to ISS: **they are not expected to solve problems that you have with your computer.**

There are very few actual network faults: almost all problems are caused by inaccurate configuration.

To book an appointment with the Halls Support Team go to:

<http://www.ncl.ac.uk/warden.team/>

* Docking points are different from the points at which ISS PCs are connected.

You must not attempt to unplug a University PC and connect your own computer (disconnecting a PC is a disciplinary offence).

† Wireless access is widely available all over the central University campus. It is not available in most Halls of Residence because the structure of residential buildings makes it uneconomical to add wireless access to the cabled network which is in place.

Conditions of Use



Using the network in Hall and on campus

Conditions for use of the University's network apply in three ways:

- (a) You must **configure your computer** for a VPN connection, as mentioned overleaf.
- (b) Only certain kinds of network activity are enabled (**most** users will not notice any difference from using the Internet anywhere else). A detailed list of the services available is linked from: <http://docking.ncl.ac.uk/apps/>
- (c) You are subject to the *Rules of Use* when using the network, **even when you are using your own computer**: see <http://www.ncl.ac.uk/iss/rules/>

The Information Superhighway ... and the Wild West!



Why any restriction?

In its infancy, the Internet was called "the Information Superhighway".

It can also be said that the Internet is like the old American **Wild West**: opportunities for freedom and development have to survive alongside rapacious profiteering, criminal activities, incompetence, and vandalism on a colossal scale: the Internet can be a hostile environment in which to use a computer.

The University's campus network is a **private, enclosed** network. ISS takes all possible care to protect the campus network and its users (**you**) from the threats which inhabit the wider Internet.

Further, the campus network is part of the UK's Joint Academic Network, **JANET**. JANET is one of the most advanced education and research networks in the world. JANET also has Conditions of Use, based upon its purpose as an *academic network*.

Thus, any restrictions you may encounter are based upon **security** and upon the principles of the **academic network**.

The benefits are:

- You are in a reliable and relatively "safe" Internet environment (but do not ignore the precautionary advice which is regularly published by ISS).
- You will find that the University network is faster than most commercial gateways to the Internet.

The University's notice to users of IT facilities

Extract from the University's *Statement on Internet Use*:

"The University wishes to remind users that use of the computer facilities, including the network, is regulated by *Rules of Use*.

"Following concerns about misuse of its facilities, the University operates an automated process for monitoring network traffic.

"Users who are suspected of misusing the facilities will receive e-mail warnings: if these are ignored, disciplinary procedures will be invoked."

This Statement can be seen at

<http://www.ncl.ac.uk/iss/rules/>

The definition of unacceptable use of the national network is at the JANET website:

<http://www.ja.net/services/publications/policy/aup.html>

If you receive a warning about misuse, and you believe that it is a mistake, it is important that you use the contact procedure (given in the warning itself) so that this automatic process can be improved.

"So... what am I *not* allowed to do?"

The campus network is provided for academic purposes.

ISS is required to monitor use of the network for "**inappropriate activities**". (This is carried out by software, not by people).

Here are three examples which could be detected by the monitoring systems, and which could be investigated:

1. "Hacking" (i.e. attempting to enter other systems).
2. Running a "download site" (illegally supplying software or other materials), *or any other kind of server*.
3. Accessing pornographic websites.

These are examples, not a complete list.

Note also that if your computer is detected as a virus threat, it will be disconnected without notice.

Please remember that although you are using your own computer, it is the University's network!