Pembroke College IT Account Information

Notice: Before proceeding with this document please make sure you know your University SSO Username/password and can access online university services like email.

As a member of Pembroke College and the University, you have been provided with three different IT accounts which are listed below:

- **Oxford Single Sign On (SSO)** –
  - For all SSO enabled University services.
  - University websites that require SSO/Shibboleth/Webauth.
  - Managed at [https://webauth.ox.ac.uk](https://webauth.ox.ac.uk)

- **College Account** –
  - Used internally at Pembroke for wireless access and BYOD.
  - Logging into computers inside college.
  - Password can be reset at [https://college-account.pmb.ox.ac.uk](https://college-account.pmb.ox.ac.uk) (Requires SSO)

- **Remote access account** –
  - For eduroam wireless access.
  - For Oxford-VPN access.
  - Must be initially setup by you, visit [https://register.it.ox.ac.uk](https://register.it.ox.ac.uk) to set a password.

To activate your remote access account, you must visit: [https://register.it.ox.ac.uk](https://register.it.ox.ac.uk)

To activate your college account, you must visit: [https://college-account.pmb.ox.ac.uk](https://college-account.pmb.ox.ac.uk)

**Please Note:**

- When you visit Oxford University protected sites, you will be prompted for your University SSO credentials.
- Your college account is a **separate account** to your University SSO and only gives you access to the services listed, please use your university SSO account for university services.
- If you have any issues please contact JICTS support, details on the next page.

Please keep your passwords secret at all times; never let anyone use your password or IT accounts. You are responsible for the security of your accounts, if you feel that someone knows your password please inform the JICTS IT team immediately and visit the relevant site above to reset your password.
JICTS/IT SUPPORT

JICTS is the name for the joint IT collaboration for Pembroke, Christ Church and St Peter’s college. We can assist with all college member related IT matters and are usually the first point of contact if you have an IT issue.

JICTS IT Support
It-help@pmb.ox.ac.uk
01865 276430

If you do have an urgent IT query or need support with a device you can also visit the JICTS IT Office, which is now located in Albion house, just past the Rokos Quad, but it is best to book in advance.

Please also see our support page on the Intranet: https://intranet.pmb.ox.ac.uk/it-information

Central IT Support

IT Services are the University’s IT department and they should be contacted if you have any issues with your SSO or University services like email, OneDrive, Teams and eVision/SITS.

IT Services Helpdesk
help@it.ox.ac.uk
01865 612345

INTERNET ACCESS IN COLLEGE

Please Note: Pembroke is currently undergoing a Wi-Fi upgrade and this is gradually being rolled out across the college campus, you will be informed if there are any planned outages in your area of residence but please be aware of this if you do experience any Wi-Fi issues when roaming around college. Once completed information on how to connect to the new network will be circulated to you.

Until the network upgrades are completed, we recommend using eduroam for accessing Wi-Fi.

Take note that these services are monitored by us and inappropriate use will be investigated. If you experience wireless issues while on site or in accommodation please report this to JICTS.

Also note that copyright infringement notices will be enforced and a penalty will be charged, so please think carefully if you try and torrent over the Pembroke college or University networks.

The current Pembroke College wired and wireless access (PMB-Wireless) is managed by an automated registration process which is activated when you connect your computer to the college network. When you launch your web browser your computer will be automatically redirected to the college registration form and you will have to do a quick security scan to get online, however there are some issues with newer devices so if you experience any issues please use eduroam instead.
Useful Info and Links

Eduroam (Wireless):

To access Eduroam you must first register your remote access account by visiting the following link:

- [https://register.it.ox.ac.uk](https://register.it.ox.ac.uk)

Username for your (Remote access) eduroam account is in the format of:

- [pembxxxx@OX.AC.UK](mailto:pembxxxx@OX.AC.UK) (the suffix MUST be capitalised)

Please see this link for additional support: [https://help.it.ox.ac.uk/network/wireless/services/eduroam/index](https://help.it.ox.ac.uk/network/wireless/services/eduroam/index)

University SSO and Office 365:

Your University SSO account, managed by central IT services, gives you access to your University e-mail, Teams, OneDrive file storage and Office 365 applications.

You can also install Office 365 on to your own Windows/Mac devices. To access please visit [https://office.com](https://office.com) and log in using your University SSO account.

For more information please see: [https://help.it.ox.ac.uk/nexus365/index](https://help.it.ox.ac.uk/nexus365/index)

Your University SSO account can be reset by going to the following URL and following the onscreen options:

- [https://webauth.ox.ac.uk](https://webauth.ox.ac.uk)

Take note when resetting your password, you will then have to change the saved password on any of your devices otherwise you may run into issues.

Cyber Security:

Please stay safe online by following best practice, the University’s cybersecurity team has published information so you can keep yourself, others and your devices safe online.

[https://www.infosec.ox.ac.uk/want](https://www.infosec.ox.ac.uk/want) - Please familiarise yourself with these topics.

[https://www.infosec.ox.ac.uk/phishing](https://www.infosec.ox.ac.uk/phishing) - Phishing is a major problem when using university email.

[https://www.infosec.ox.ac.uk/news](https://www.infosec.ox.ac.uk/news) - Latest cyber news straight from the University Infosec team.