

Connecting to OWL as a Visitor

1. Introduction

OWL is a wireless service very similar to that provided in coffee shops and airport lounges.

Accounts for OWL are available from nominated people within college. If you are visiting an academic at College, ask them to obtain an OWL account for you from the IT Office. If you are part of a group or conference, then your group organisers will be responsible for obtaining a batch of accounts and distributing credentials to you from the College Conference Office.

Please note that the OWL visitor service is provided as a service for Colleges visitors only. It must not be used by University members or College staff who should use Eduroam or the University VPN service to access OWL.

2. Connecting to the service

1. Make sure your device is associated to the OWL wireless network; no other special configuration is required
2. Open a web browser and attempt to view a standard http web page on the Internet eg <http://www.bbc.co.uk>. (NB – initially connecting to a secure https address may cause redirection issues.) You will be redirected to a secure login page which will ask for your Visitor Network credentials
3. There are also some terms and conditions that you must accept before being allowed full access
4. Your web browser will be redirected after the log in process completes, either to your original site or the main University website, signifying a successful login.
5. Sessions remain open for up to 10 hours, at which point you must log in again. This is a security measure, and will continue for the period that your account remains active
6. If you switch off your computer for more than 15 minutes, your session may also time out. Use the same web browser method described above to log back in - it may be an automatic login if your browser still has a valid cookie
7. If you use the login credentials on multiple devices then you will need to go through the registration process each time.

3. After Login

The OWL wireless service is *unencrypted*. We strongly recommend that you only use secure protocols when transmitting private information. Establish a secure VPN connection to your home institution, if one is available.

Many email clients are not configured to use secure protocols. However, many people use a web browser for their email and this will work fine. Be especially careful when sending and receiving email. *The University of Oxford will not be held responsible for loss or theft of data as a result of using an unencrypted protocol over this network.*

Connections to OWL are rate limited. Each client is capped to 8Mbps for download and upload. This measure has been introduced to provide fair service for all visitors.

Please treat this resource with respect. Do not give your username or password to any other person; notify your host or group organiser immediately if you have lost your account credentials.

In particular:

- Users are not permitted to use university IT or network facilities for any unlawful activity including unauthorised (re)distribution of copyrighted material.
- The University may bar access at any time to computers which appear to cause unreasonable consumption of network resources
- You must abide by our full IT regulations at <http://www.admin.ox.ac.uk/statutes/regulations/196-052.shtml>

You are reminded that the visitor service is provided as a service for Colleges to deliver to their visitors. You should note that there is no support available from University IT Services for visitors in configuring their devices to use the service. Visitors should not attempt to use the University IT Services helpdesk for assistance as you will be turned away.

Below are some “Brief Tips” for the most common issues we see when people cannot connect to OWL. Screenshot troubleshooting guides for Windows and Mac are available from your organiser. If after working your way through the troubleshooting guides you still have issues then ask your organiser to contact the College IT Office and we will arrange a time to meet you and your computer.

Connecting to OWL – Brief Tips

1. Restart your web browser and try visiting a non-https address eg <http://www.bbc.co.uk>
2. Try using a different web browser
3. Your IP Address and DNS settings must be set to obtain settings automatically.
4. There must be no Proxy server settings in place
5. Try connecting to a wired port
6. NB – Login credentials can only be used on one device at a time

Connecting to OWL with Windows 7 and 8

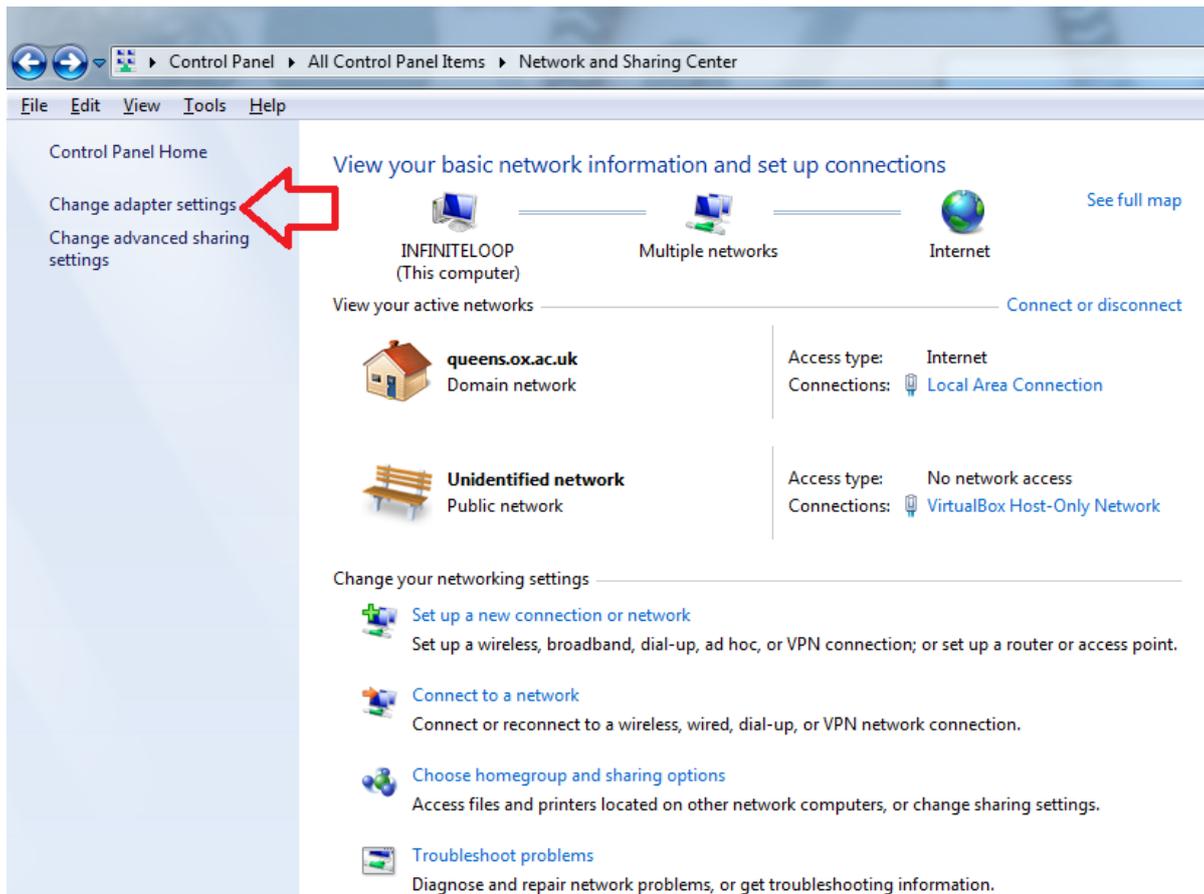
Go to Network Connections

Step 1

Press Windows logo key  +R

This will open a Run dialogue box. Type `ncpa.cpl` into the Run box. Now go to step 2

OR you can right click on the network icon in the bottom right of the system tray and choose “Open Network and Sharing Center” which will take you via this screen



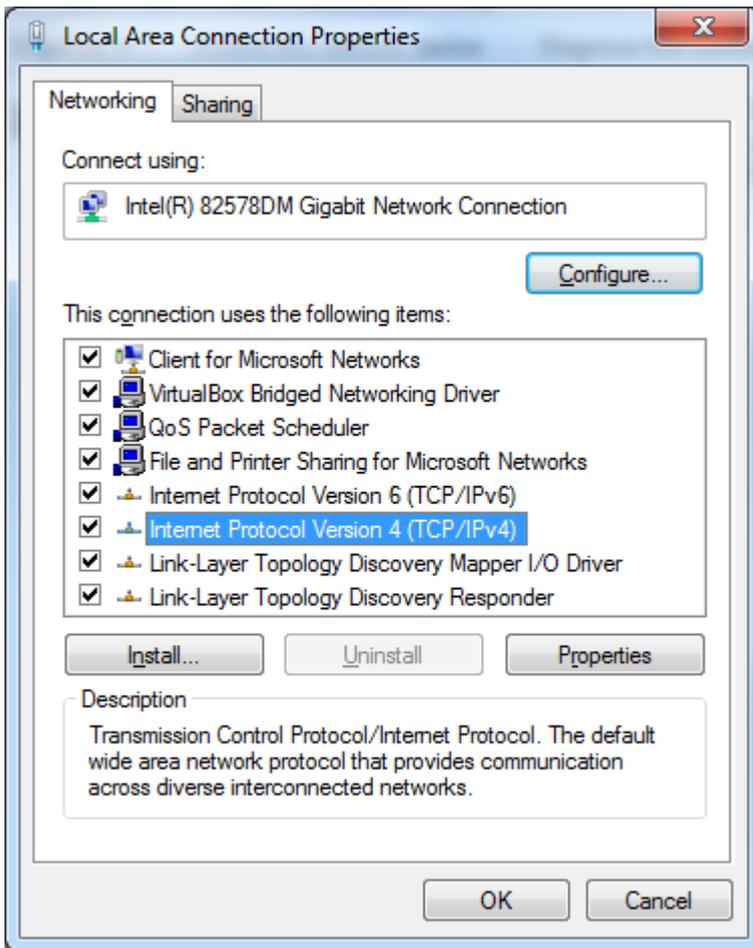
Choose “Change adapter settings”. Now go to step 2.

Step 2



Right click the appropriate (wired or wireless) network adapter and select “Properties”. Go to Step 3. (The wired network adapter maybe called Ethernet or Local Area Networking, the wireless Wi-fi or wireless.)

Step 3

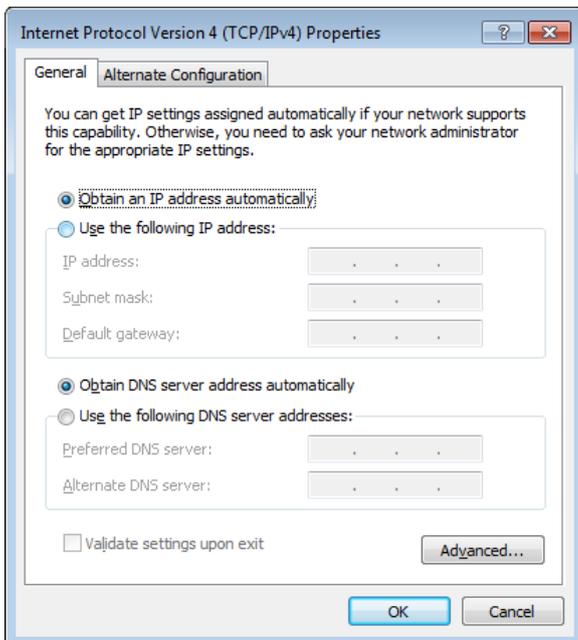


The dialogue window (left) should appear.

Highlight “Internet Protocol Version 4 (TCP/IPv4)” so that it turns blue and click the “Properties” button.

Go to step 4.

Step 4



Make sure “Obtain an IP address automatically” and “Obtain DNS server address automatically” are selected.

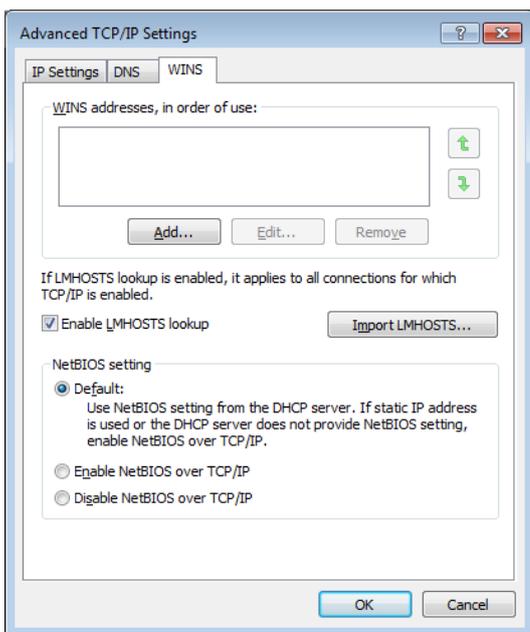
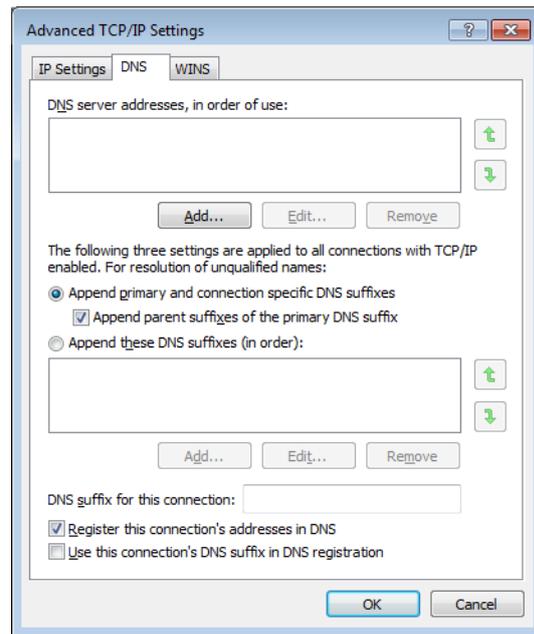
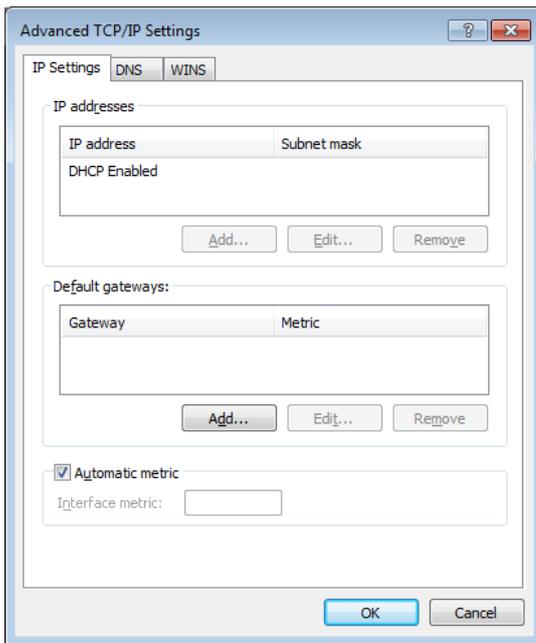
(If you have numbers entered on this screen then you may want to note them down so that you can reinstate when you get home.)

Now click the “Advanced...” button

Go to step 5.

Step 5

Check the following tabs / screens for non-standard settings. Here are some typical screenshots.

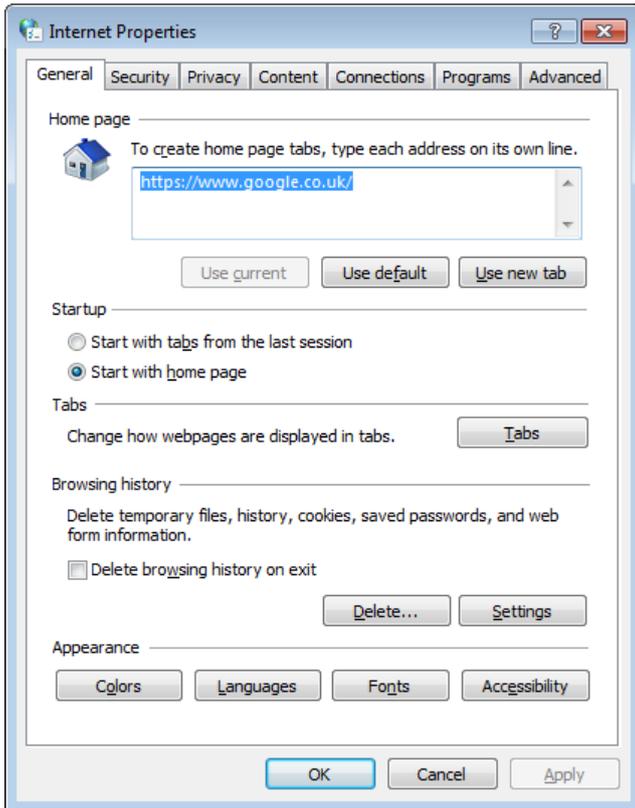


Now click OK all the way out of the Network Connections section.

We are now going to check your "Internet Properties".

Go to step 6.

Step 6



Open the Run box again
(Windows logo key  +R) and type :

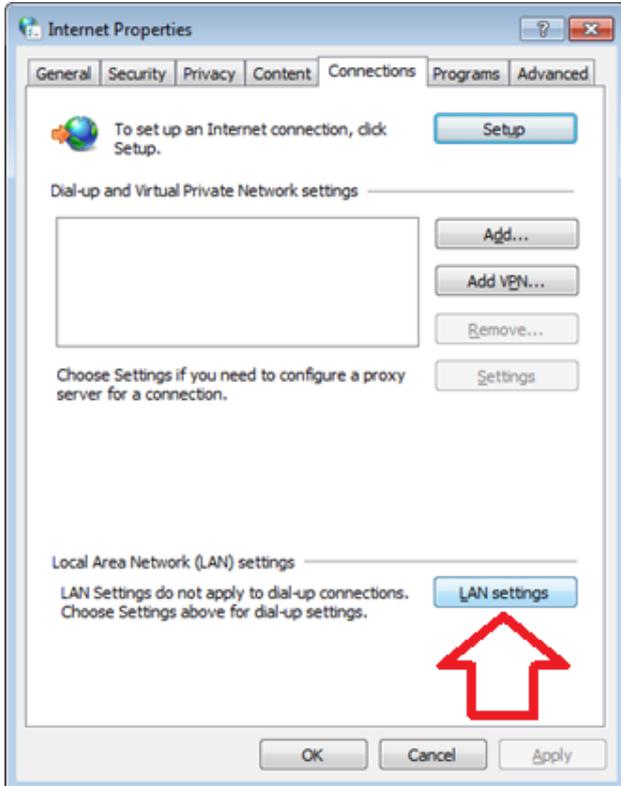
```
inetctl.cpl
```

This will open the “Internet Properties” dialogue window which has several tabs.

Select the “Connections” tab.

Go to step 7.

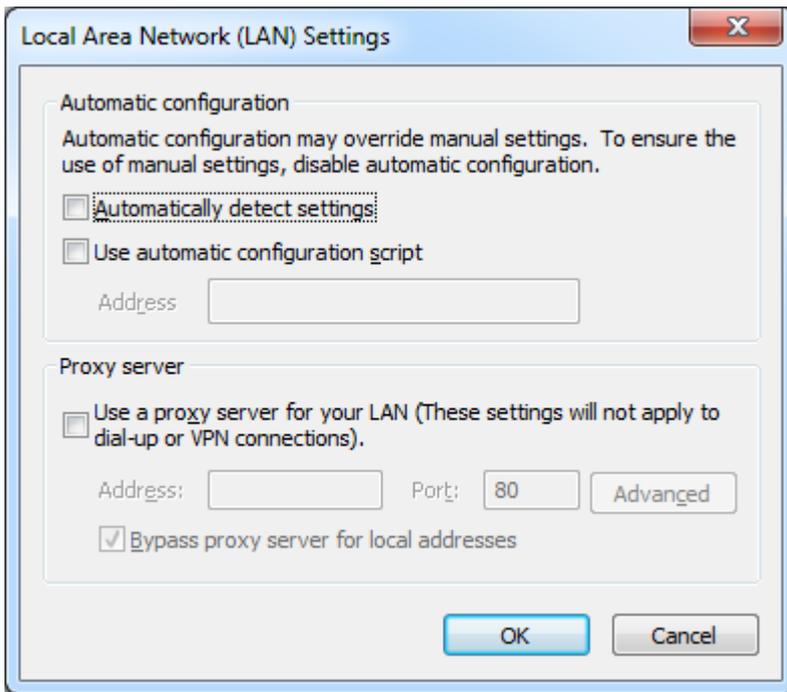
Step 7



Click the “LAN Settings” button.

Go to step 8.

Step 8



Make sure "Automatically detect settings" is UNTICKED

Also make sure no Proxy servers are set.

Proxy server tick box must be UNTICKED.

You can click OK all the way out of these dialogue boxes.

Still have problems?

If you are still having problems then ask your organiser to contact the College IT Office and we will arrange a time to meet you and your computer.

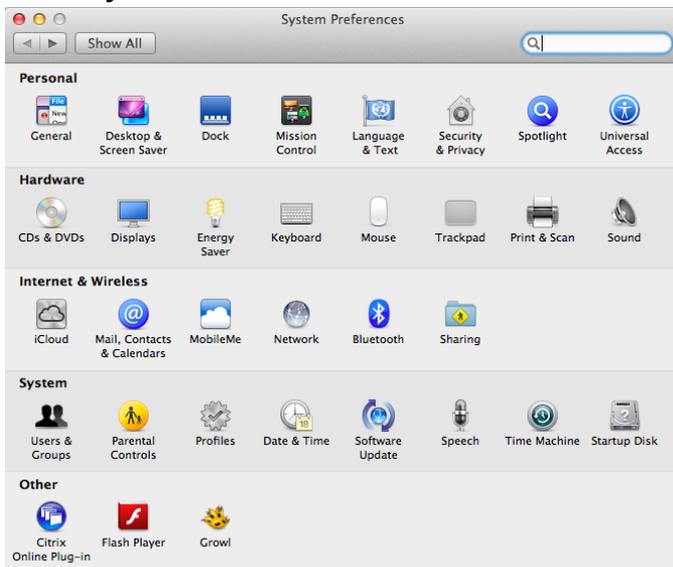
Connecting to OWL with Mac OS X

If you are having problems connecting to the OWL wireless network then you should check that you do not have any network setting that have been manually set.

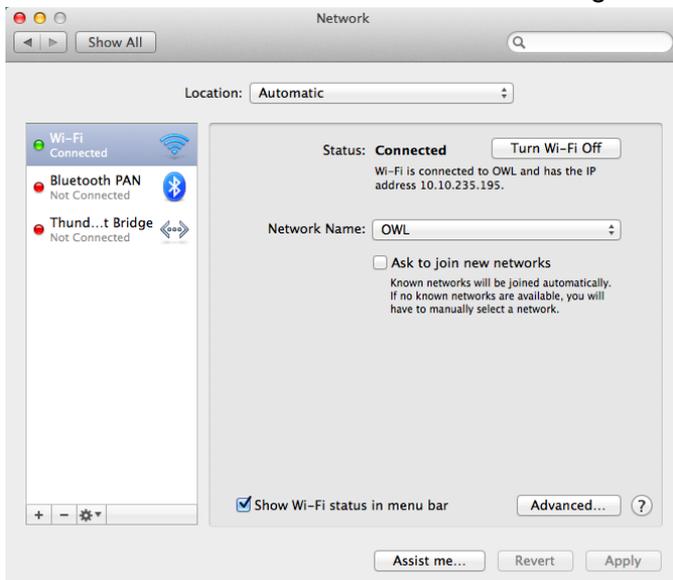
- 1) Connect your computer to the OWL wireless network



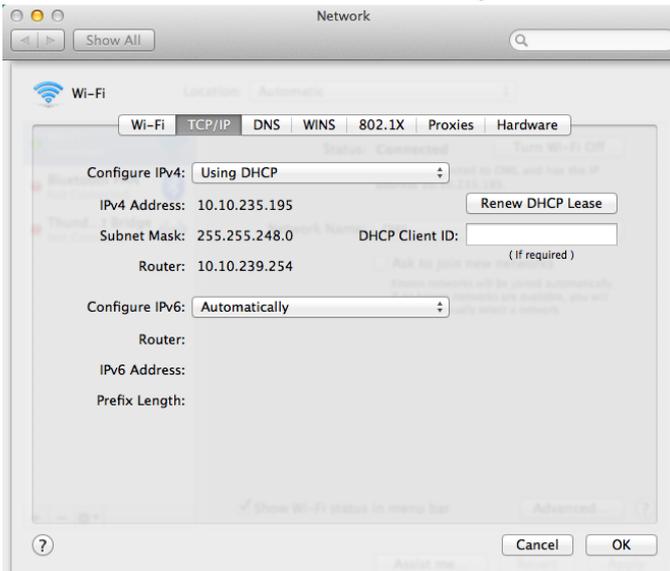
- 2) Go to **System Preference > Network**



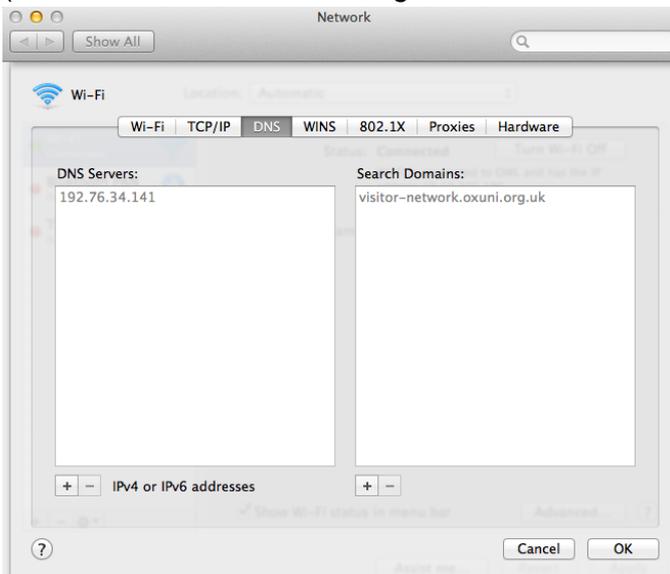
- 3) Make sure that your Wi-Fi adapter is enabled and connected to OWL
 - a. In the left hand panel you should see **Wi-Fi connected** with a green dot.
 - b. Select **Wi-Fi** in the left hand panel – it should now be highlighted in blue.
 - c. Click the **Advanced...** button in the bottom right corner



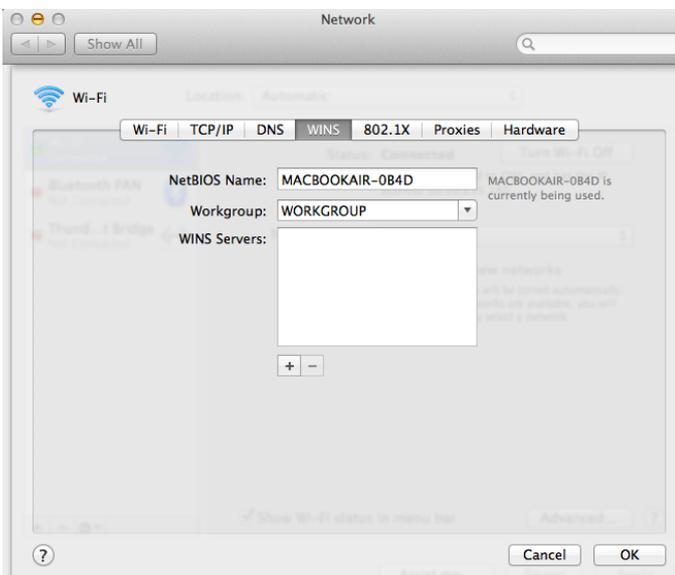
- 4) You will see several tabs – make sure they have the correct settings
- a. **TCP/IP** – make sure it is set to **Using DHCP**



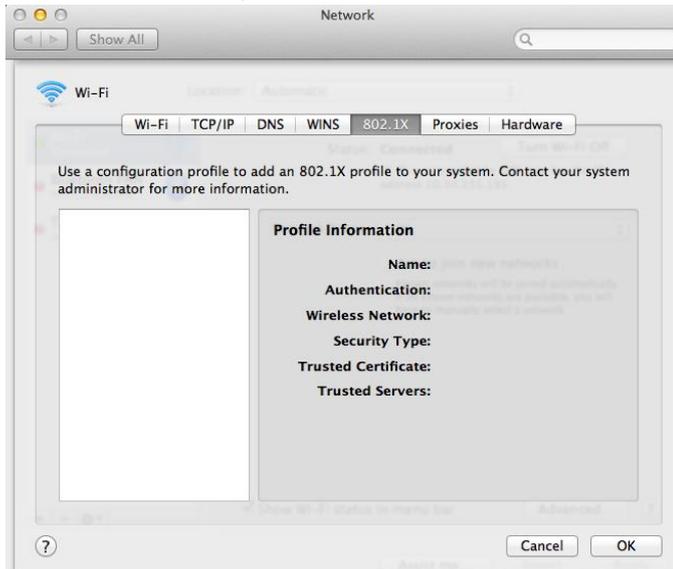
- b. **DNS** – should be set to something like **192.76.xxx.xxx**
(For instance **do not** use *Google's DNS servers 8.8.8.8 and 8.8.4.4*)



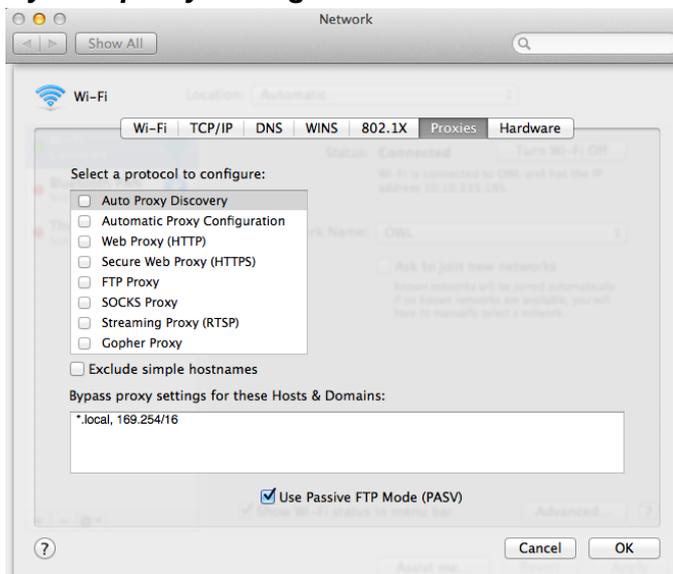
- c. **WINS** – No WINS Servers addresses should be set.



- d. **802.1x** – Generally there will be no 802.1x profiles listed on this tab.



- e. **Proxies** – all tick boxes should be **UNTICKED**
Bypass proxy settings for these Hosts & Domains should only have *.local, 169.254/16



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