The Janet Roaming Service (JRS) – wireless networking at St George's, University of London

Instructions for new users

JRS provides secure access to the SGUL network resources and the Internet - using either:

- a wireless-enabled device eg Laptop, Apple Notebook, PDA on campus
- a computer with Internet access eg at home, using the VPN service (Virtual Private Network)

Who can use it?

JRS is available to all staff & students of the University and Faculty who are registered for computing facilities (ie you have a personal SGUL username/password & email address). It is also available to visitors from participating JRS / eduroam organisations.

Please note it is not available to NHS staff due to licensing reasons.

For more information, including:

- what you need
- instructions for how to connect
- how to register – you MUST do this first to use the JRS
- conditions of use

go to: http://www.sgul.ac.uk/depts/cu/network/jrs

In addition, please see overleaf for more details for getting connected

Where can I connect to it on campus?

- Level 0 Hunter Wing: Foyer
- Level 1 Hunter Wing: Library. Situated in the central reading area outside Computer room 3
- Level 2 Hunter Wing : The Bar and Conference Rooms
- Level 4 Hunter Wing: Teaching rooms and clinical cubicles
- Level 5 Hunter Wing: GEP base rooms, PBL rooms, and Teaching rooms
- Halls of Residence: St. George's Grove
- Halls of Residence: Friendship House ** Coming soon!

Look for the symbol

Support for students

SGUL Computing Services Helpdesk can assist you with queries about how to connect to the JRS Eduroam and Nomadic wireless networks on Windows XP and Mac OS X only. We do not have the resources to look at or resolve other problems on privately owned computers. This includes viruses and spyware, and firewall, anti-virus or other third-party security software which may cause issues with your wireless connection. For any other issues with your software or hardware, you will need to contact your original equipment vendor or a local repair shop.

Computing Help Desk is on Ground floor, Jenner Wing, Corridor 4 email: helpdesk@sgul.ac.uk; tel: 020 8725 5435. Support for JRS queries is provided Wednesday and Friday 1 – 5 pm

Support for staff

Support is available on a drop-in basis Monday – Friday, 9am – 5pm at the Computing Help Desk.

Getting connected to the Janet Roaming Service – Instructions for SGUL & Faculty staff & students

Before you begin

You will need a wireless enabled device (eg Laptop, Apple Notebook, PDA). If you have a portable without a wireless adapter - you can purchase or borrow an adaptor from Computing Services, no charge to borrow.

Minimum operating system requirements:

- Windows XP Service Pack 2 (to check right-click on My Computer, select Properties)

or

- Mac OSX 10.3 – for Apple computers

- The latest patches and updates installed for your operating system
- Up to date antivirus software

IMPORTANT – Users with new Intel Centrino-based laptops

There is currently an incompatibility with the wireless chipsets found in new Intel Centrino-based laptops (eg. Intel 3945ABG Wireless adapter) connecting to the JRS Eduroam service which will hopefully be resolved in a future driver update from Intel. Symptoms are failure to authenticate, dropped connections and slow response times when browsing the internet. If you are experiencing these problems, we recommend you use the legacy Nomadic wireless service which will remain in place until these issues are resolved. Sign-up and configuration instructions can be found here: http://www.sgul.ac.uk/depts/cu/network/services/nomadic/

Register

You must do this first - from any PC with an internet connection

- Go to http://www.sgul.ac.uk/depts/cu/network/jrs/
- Select JRS registration
- Complete the registration for JRS - you will be sent an email to your SGUL email address which confirms your registration and includes some information you will need for setting up your wireless connection. It's a good idea to print out this email.
- Read the Conditions for Use – important!

Print out instructions to connect to JRS

- Go to http://www.sgul.ac.uk/depts/cu/network/jrs/
- Select Connecting Guide
- In the section **For SGUL Members: How to connect,** open and print the appropriate SGUL JRS guide for the operating system you are using eg Windows XP, Mac OS X

Getting Support

If you are having problems or have further questions, please make sure you have read the instructions carefully.

If you are still experiencing problems, please contact the SGUL Computing Help Desk, helpdesk@sgul.ac.uk, tel 020 8752 5435, Jenner Wing, Ground floor, Corridor 4.