



Student IT Information

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Introduction

This is an overview of IT information to get you on your way in using WUC IT facilities, getting used to how our systems operate, gaining access to key areas and installing software.

Connecting to WIFI

To use the campus WIFI you will need your network account and password that have been provided to access internet services whilst at Writtle University College, this is located on your student card and looks like this 98nnnnnn.

You may connect multiple devices to the networks (phone, tablet, laptop, games console, etc.) but the devices must be for your own use. Internet traffic is monitored, and some sites may be blocked. If a site is blocked and you believe it should be available, please use the space on the blank notice page to request the release of a site.

IMPORTANT

All traffic from your device(s) to the internet will be attributed to you, so **do not share your connection details**.

Connecting Laptops

From the list of available networks choose **Writtle**. Connect using your normal login details e.g., 98123456 and normal password (initially **Wuc** followed by your date of birth in **DDMMYYYY** format).



Writtle Wi-Fi

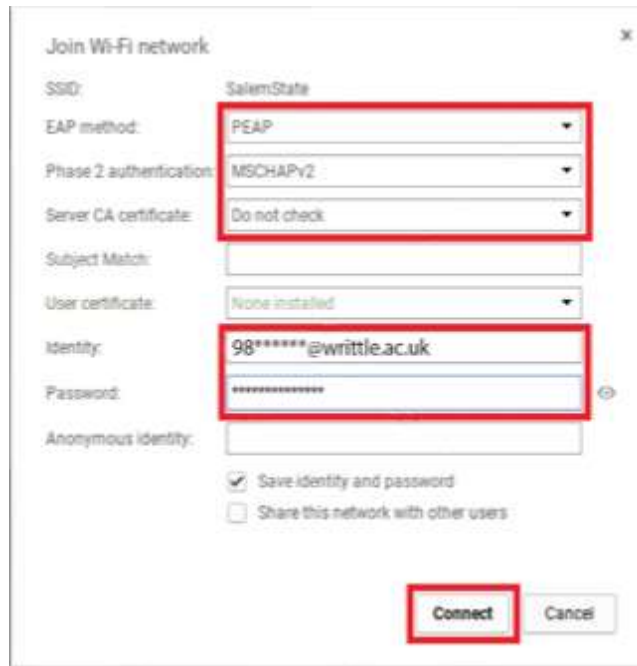


Windows Writtle Wi-Fi

If you have any issues connecting to the WIFI, please go to <https://writtle.ac.uk/passwordreset/> on a different device and reset your password. This can take up to 10 minutes to go through our system.

Connecting a Chromebook

When connecting your **Chromebook** to the **WIFI** please make sure the setting is correct as **shown in this example**.



Chromebook connection information

Connecting Phones, Tablets etc. to the Writtle network

Android devices

- Select the **Writtle** network from the list of available networks
- Ensure that the **EAP method** is set to **PEAP** and that the **Phase 2 authentication** is set to **MSCHAPv2!**
- You will need to set the **CA Certificate** field to '**Do not validate**' If you do not see this option go to the **Setting up Android 12 and above** section
- Enter the **username** as **98*****@writtle.ac.uk** and your **WUC password**.
- **Save** the network settings



Connecting Android devices

Setting up Android 12 and above

For Devices above Android 12 they require the **CA Certificate to Use System Certificates** and the **Domain to Writtle.ac.uk**. Type in your username as **98*****@writtle.ac.uk** and your WUC password.



The screenshot shows the configuration for a network profile on an Android device. The settings are as follows:

- EAP method: PEAP
- Phase 2 authentication: MSCHAPV2
- CA certificate: Use system certificates
- Domain: writtle.ac.uk
- Identity: 98*****@writtle.ac.uk
- Anonymous identity: (empty)
- Password: (masked with dots)

Buttons for CANCEL and SAVE are visible at the bottom right.

Settings for Android 12 and above

Apple devices

- Select the **Writtle** network from the list of available networks.
- Enter the username and password values as detailed above.
- When prompted, acknowledge your intent to connect to the network by accepting the certificate.



Accept certificate.



Add username and password

Guest/Temporary Access

If you're having any issues with your connection, you could try using **eduroam** to get you connected for a day until the issue has been investigated. This can also be used by guests who may visit you on campus.

Go to <https://writtle.ac.uk/eva>

- A code will display comprising of a number followed by Writtle, for example, **11writtle**, this code changes **every day**.

- Text the code to phone number +447860039833.
- You will immediately receive a return SMS containing your personal Wi-Fi username and password.
- Select the **eduroam** Wi-Fi network on your device and enter your username and password.
- The username and password will be valid for the current day only.

Accessing WUC systems

All the below WUC systems can be accessed via <https://writtle.ac.uk/Student-Login>

[MyWi](#) (Writtle intranet)

[Email](#)

[Moodle](#)

[WFA - Writtle File Access](#)

[Library Website](#)

[Reset Password](#)

[Online Print Credit Purchase](#)

Username and Passwords

- To login to **Computers, MYWI, WIFI, and Moodle** you will use the student number on your card that starts with **98nnnnnn**
- **Email, Microsoft Teams, WFA (Writtle File Access)** Your **login username** will look like this 98nnnnnn@writtle.ac.uk

Reset password

- You can reset your password at the following address <https://writtle.ac.uk/passwordreset/>
- Any issues please call the Support desk on 01245424211 or visit to U51.

E-mail

All students are allocated an Outlook Web App (OWA) e-mail account that is accessible from inside WUC and off campus from a browser <https://outlook.com/owa/writtle.ac.uk>, WUC Office 365 provides 1Tb of storage on the OneDrive (cloud storage), Calendar and People (Contacts). The Username for OWA is your normal Network Login details followed by **@writtle.ac.uk** e.g., 98123456@writtle.ac.uk, the password is the same as your normal network password, click Sign in or press the enter key. By default, you will be directed to the Inbox.

Signing in from WUC systems and PCs

Writtle e-mail icon can be found on the PC desktop, double click to go straight into the sign in screen. Access can also be through <http://mywi.writtle.ac.uk>; <https://moodle.writtle.ac.uk>; <https://writtle.ac.uk/Writtle-Students>. in the address box and press enter.

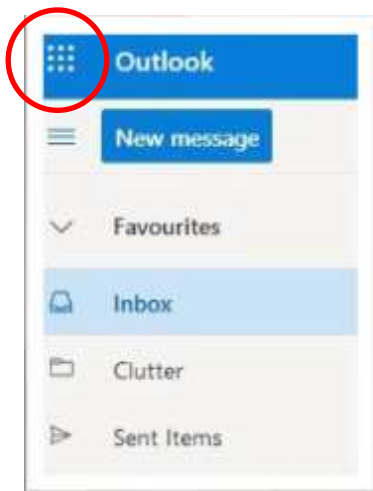
Log out

Click the drop-down box next to your name at the top right of OWA, choose **Sign out**.

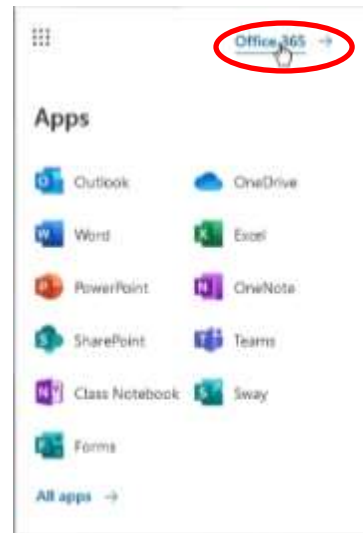
Free Office 365 for Enrolled Students

All enrolled students can download the latest Microsoft Office 365 for free on up to five personal devices. When you leave WUC, your Office 365 licence will end. You will still be able to use Office in read-only mode until you buy your own licence. The software available does **not** include Project, Visio or InfoPath. How to access the download

To access the software download you will need to login to your WUC **Office 365** E mail account.

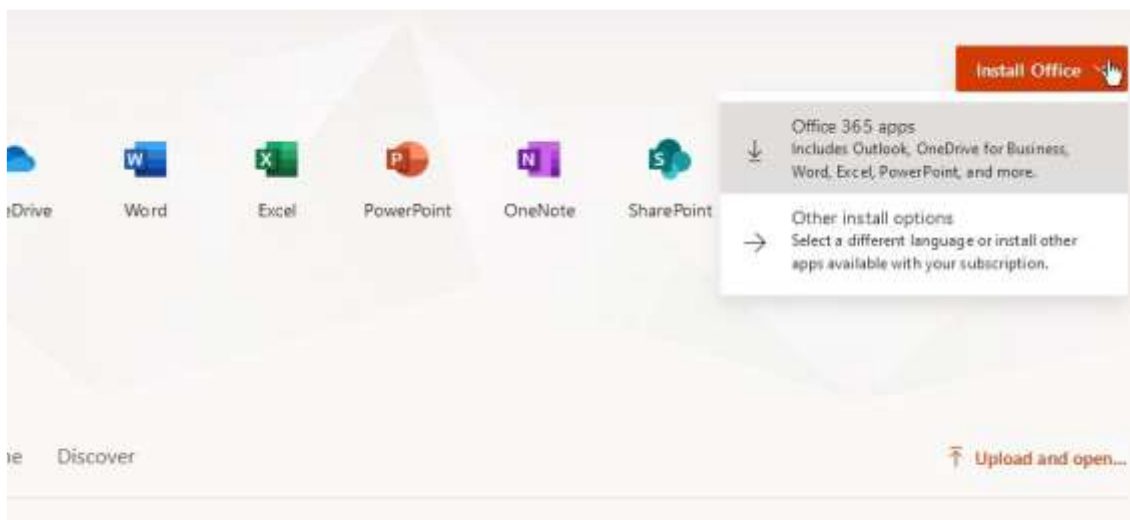


Click on 9 dots



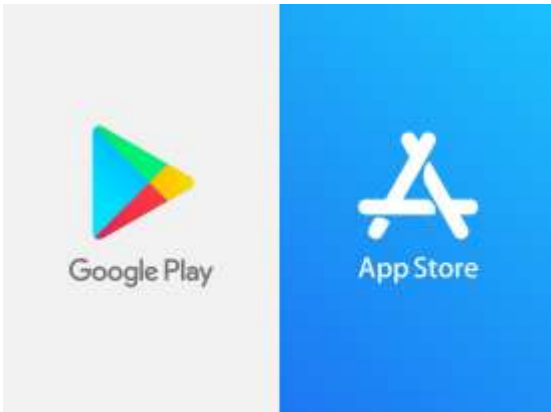
Choose Office 365

- Choose the 9 dots on the top left.
- Choose **Office 365**
- Click on the **install Office** and select **Office 356 apps**. If you do not see this option, please contact the support desk on supportdesk@writtle.ac.uk and we will fix this for you.
- Download Office 365 it will look different depending on the web browser. Click Close and the software will be installed.

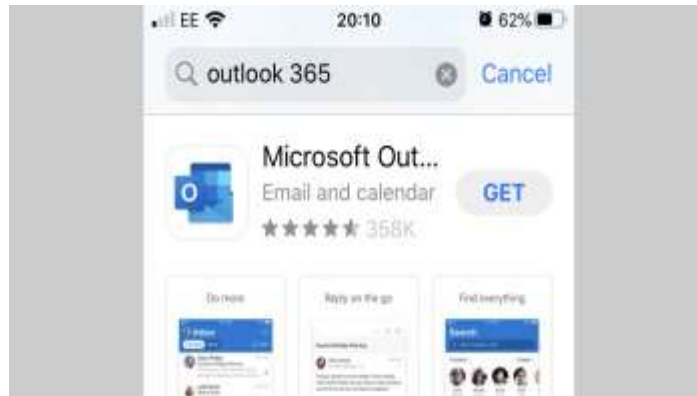


Office 365 on Mobile Devices

- Go to your app store and download **Microsoft Outlook**



Google Play or App Store



App Store

- Setup as **Office 365**.



Log in with WUC email account.

Log in with your **student account** 98*****@writtle.ac.uk and your **password**.

Free statistical software

IBM SPSS

For software licence and installation instructions please go to

<https://moodle.writtle.ac.uk/mod/page/view.php?id=192717> **Note: that SPSS is not available for Chrome**

Books

GenStat

Please email Supportdesk@writtle.ac.uk and you will be sent information on how to install and apply the licence.

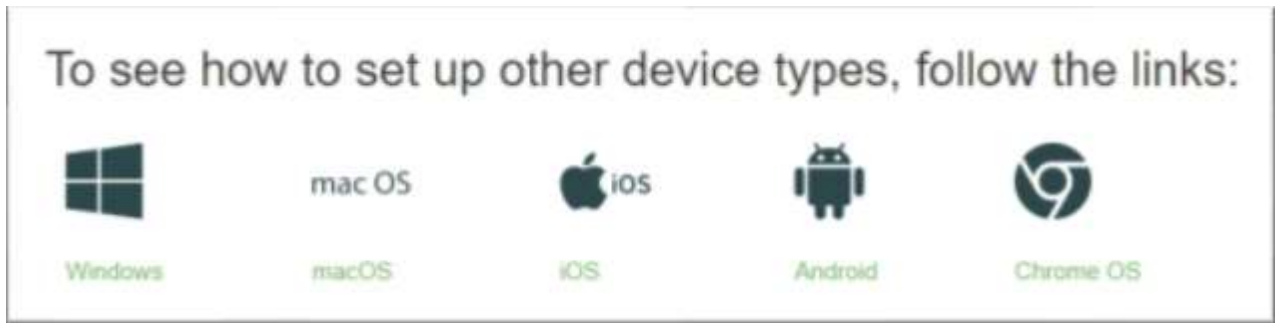
Printing

Print Credits

To be able to a WUC printer there must be sufficient print credits on your account. To **add print credits** either need to go to the **Library counter** in the main building or **online** via <https://papercut.writtle.ac.uk:9192/user>

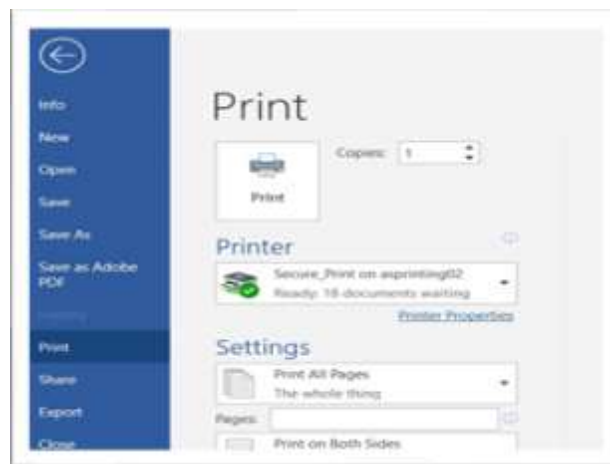
Printing from a wireless device

Go to <http://asprinting02.wriddle.ad:9163/setup> and select the appropriate device for instructions at the bottom of the screen.



Printing on campus

To print choose **Secure_Print**. Go to **your nearest photocopier** where you will scan your **Student Card**. You then click on **Print** on the **photocopier** to see your queue of documents waiting to be printed.



Print to Secure_Print

Connecting Entertainment devices to the Writtle network

Connecting to Writtle Device

If you want to use a smart TV, smart speaker or online play for your network-enabled game console etc., you will need to register your device. To do this, you will need the **wireless** MAC address of the device. This is a 12 digit number (usually separated by “:” or “-”) that contains numbers 0-9 and/or letters A-F. Once you have found the wireless MAC address for your device, **please contact supportdesk@writtle.ac.uk** and the IT department will register your device and let you know the Writtle Device WEP key.

Nintendo Switch or Nintendo Wii U

- From the Home menu, select System Settings
- Select Internet
- View System MAC address

Nintendo Wii

- From the main Wii Menu select the Wii Options button (bottom left corner)
- Select Wii Settings
- Select the right arrow to move to the second page of system settings
- Select Internet
- Select Console Information
- On this screen you’ll see the MAC Address

Nintendo DS

- From within a Wi-Fi enabled game, go to the Nintendo Wi-Fi Connection Setup in the game’s menu
- Select Options
- Select System Information
- The MAC address is displayed on the top line

NVIDIA Shield

- Select Settings
- Select Device
- Select Network
- Select Status info.

Xbox One

- Go to Settings
- Select Network
- Select Advanced Settings
- The MAC address is on this screen

Xbox 360

- Go to the System area of the Xbox Dashboard and select Network Settings
- Select Edit Settings
- From Additional Settings, select Advanced Settings
- At the bottom of this screen you’ll see a heading called Wired MAC Address

Xbox

- Power on the Xbox with no disc in the tray
- Go to the Xbox Dashboard
- Choose Xbox Live
- Go to the Connect Status screen
- Select Settings
- From the Network Settings screen, you will see the MAC address in the bottom right corner

PlayStation Vita

- Open the Settings and tap Start
- Tap System

- Tap System Information
- The MAC is on this screen

PlayStation 4

- Power up the PlayStation 4 without a disc in the drive
- Once the PlayStation 4 operating system has loaded, select Settings
- Select the System option under the Settings menu
- Select System Information
- You can find the MAC address on this screen

PlayStation 3

- Power up the PlayStation 3 without a disc in the drive
- Once the PlayStation 3 operating system has loaded, select Settings
- Once you are in Settings select Network Settings
- Select Connection Status List
- You can find the MAC address listed under MAC Address

Apple TV

- Plug in your Apple TV and follow the set up until you reach the step to connect to a network
- Select **Writtle Device** and attempt to connect. This will fail, which is normal
- The wireless MAC address should now be displayed on the Apple screen

Amazon Echo

- Download the Amazon Alexa app to your phone or computer and sign in with your Amazon account
- Connect to the wireless network transmitted by your Echo device
- The wireless MAC address for your Echo can be found at the bottom of the Echo Setup screen in the Alexa app

Amazon Fire TV Stick

- Plug in your Amazon Fire TV stick into your TV
- If this is the first time using this Fire TV device, the wireless MAC address will appear in the list of wireless networks during setup at the far-right of the list. If this Fire TV stick has been used in the past, navigate to **Settings > System > About > Network** and the wireless MAC address will be listed on this screen

Google Home

- Plugin your Google Home
- Download and open the Google Home app on your phone
- You should see your Google Home listed. Select it then press **Set Up**
- Accept the prompt allowing your phone to connect to your Google Home
- Answer the setup questions listed
- Enter the location of your Google Home and select **Continue**
- The wireless MAC address will be listed at the bottom right corner of the screen

Support Desk

Should you require any assistance with your PC /software, either use the **Electronic Support Desk** (see below) or ring the Support desk on ext. 23632 or direct line 01245 424211, or e-mail supportdesk@writtle.ac.uk. The support desk is open weekdays 9:00am to 5:00pm. The office is **located** upstairs in the **main building**, room **U51**. If the problem cannot be rectified immediately it will be logged on to the Electronic Support Desk.

Electronic Support Desk – INSERT (Information Services Request Tracker) system

To report an issue electronically, whilst on campus, please go to <http://insert.writtle.ac.uk>. By logging on you will be able to report problems to the Support Desk and keep track of the progress. Users will get automatic email notifications when a problem is entered, updated or closed.