

Halls IT - Hornet

A pocket-sized guide

A customised version of the Orientation Programme presentation

Key Points



We use the Internet for so much it's hard to live without it:

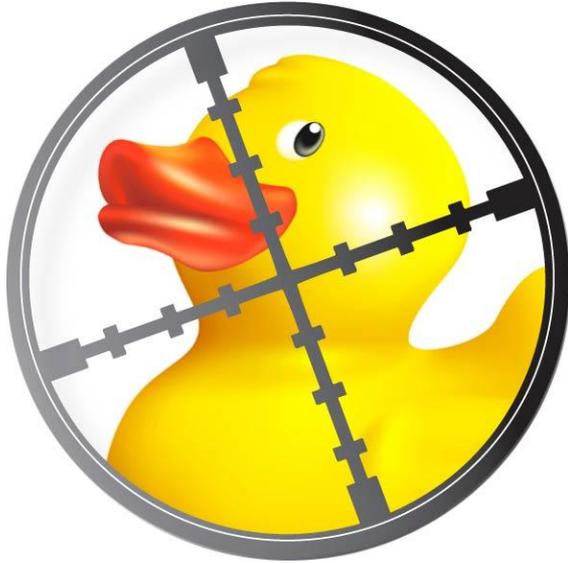
- Keeping in touch with friends and family
- Blogging, Facebook, sharing photos, watching videos
- Shopping (iTunes, Amazon, etc)
- Entertainment (TV & VoIP e.g. Skype)
- Gaming (xBox Live, SGN)
- Even... Studying!

Security and Safety



1. Keep you computer up to date with [operating system updates](#).
2. Install and activate an [antivirus Package](#).
3. Install and activate a [firewall](#).
4. Setup a System [password](#).
5. Refer to the [safe computing](#) pages once you've connected.

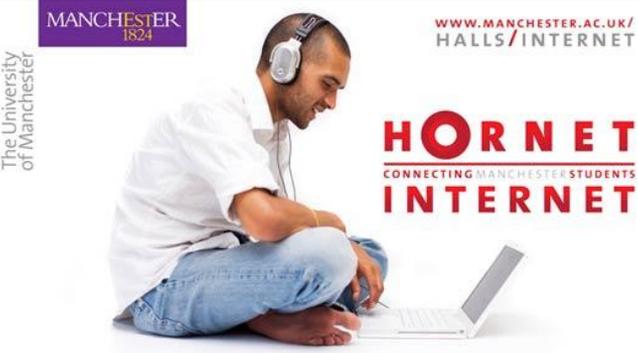
Don't be a sitting duck!



- Remember! Your computer. Your responsibility.
- Keep your computer secure and be aware of the risks.
- Turn off your computer when not using it.
- Don't store passwords or financial information.
- Lock your door (even in you're only going to the kitchen)

How to Join Hornet

- Signup for an IT account via iam.manchester.ac.uk and any computer
- Read about Safety and Security on [Hornet Website](#) from your study bedroom
- Join Hornet via the [Hornet Landing Page](#)
- Watch TV on your computer via [Freewire TV](#) in Halls
- Make free telephone calls to other VOIP users via clients such as [Skype](#)



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WWW.MANCHESTER.AC.UK/
HALLS/INTERNET

HORNET

CONNECTING MANCHESTER STUDENTS
INTERNET

IT REGISTRATION

The University of Manchester and MMU students can register for Hornet access once they have completed the academic registration process. The University of Manchester IT account details can be obtained from the following website:

iam.manchester.ac.uk

If you don't study at The University of Manchester or MMU, you need to join Hornet as a guest. Guests use an email address to register.

GUEST RESIDENTS

Guests are students of other institutions and visitors to The University of Manchester. This includes:

City College MANCAT Salford University	Royal Northern College of Music (RNCM) Stockport College
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Others including ELTC or other language course students

GETTING HELP

If you've made a mistake in signing up, you can log in to your account and edit any errors. Once you've registered, any problems should be reported to Hornet via the website or log in from any Hornet Terminal in halls.

WWW.MANCHESTER.AC.UK/HALLS/INTERNET/PORTAL

Hornet is a service provided by The Directorate of Sports, Training and Residential Services (DTSRS)

JOIN HORNET

CONNECT FROM YOUR BEDROOM IN HALLS

1. Make sure that your computer has the right hardware and network settings.
2. Ensure before you connect that your computer is secure. Failure to do this means you won't be connected for long! It must have:
 - ✓ The latest Operating System updates
 - ✓ Up to date Virus Protection
 - ✓ A Firewall enabled
 - ✓ A system password set
 - ✓ Been configured for safe computing
3. Make sure you understand the Terms and Conditions.
4. Plug in and get started... Follow the process to activate your account. If your room or MAC address details are incorrect - please enter them manually.

5 STEPS TO SECURITY

REMEMBER...

- Your computer. Your responsibility.
- Keep your computer secure and be aware of the safety risks. Don't be a sitting duck!
- Turn off your computer when not using it.
- Don't store passwords or financial information.
- Lock your door (even if you're only going to the kitchen).



How to get help and support

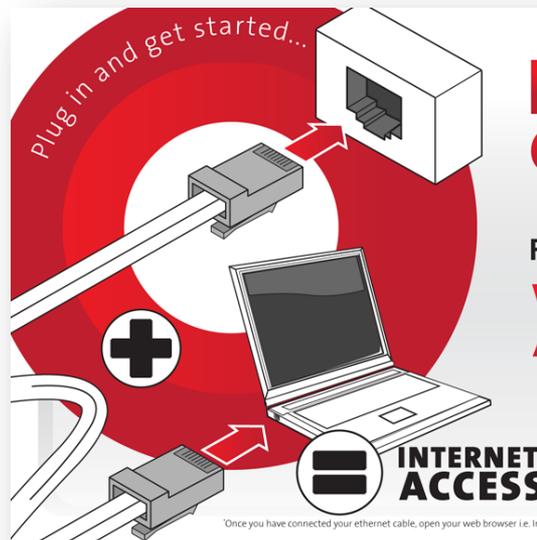
Log issues via the
Hornet portal

[www.manchester.ac.uk/
halls/internet/portal](http://www.manchester.ac.uk/halls/internet/portal)

Hornet will respond
within 48 hours of you
logging a fault

Our aim is to resolve
issues within 7 days

Support is provided by
Hornet Reps who live in
the halls with you!



Once you have connected your ethernet cable, open your web browser i.e. Internet Explorer, Firefox, Safari etc.

INTERNET: GET CONNECTED

FOR MORE INFORMATION VISIT

[WWW.MANCHESTER.AC.UK
/HALLS/INTERNET/PORTAL](http://WWW.MANCHESTER.AC.UK/HALLS/INTERNET/PORTAL)

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CONNECTING MANCHESTER STUDENTS

HELP & SUPPORT

Once a problem is logged with the Hornet Team, these are the targets we aim for. You can check the progress of your job at any time using the Hornet Web Portal:

WWW.MANCHESTER.AC.UK/HALLS/INTERNET/PORTAL

When using the portal to request help, remember to:

- Check your connection status
- Detail the nature of the problem
- Tell us when you'll be in your room
- Check the portal for the Top 10 FAQs

REPORTED A PROBLEM?

Once you have reported a problem you will be contacted by a Hornet Rep assigned to your hall using the Hornet Web Portal:

- Check the portal on a regular basis for a message from us
- Try searching the Hornet website (www.manchester.ac.uk/halls/internet) for a solution to your problem

*Our Commitment**

CONTACT WITHIN 48 HOURS + FIXED WITHIN 7 DAYS

我们的承诺

48小时内联系 + 7天内解决问题

问题一旦被Hornet团队登记，我们会全力以赴解决问题。您可以随时使用以下Hornet网上门户跟踪您的问题处理进展。

www.manchester.ac.uk/halls/internet/portal

当使用以上Hornet网上门户请求帮助时，请记住：

- * 检查您的连接状态
 - * 陈述问题的性质
 - * 告诉我们您什么时间在房间
- 已报告了问题？

如果您已报告了问题，负责您公寓的Hornet代表将与您联系。

- * 经常登陆Hornet网上门户，检查我们发给您的信息。
- * 尝试搜索Hornet网站，寻找解决您的问题的方案。

[WWW.MANCHESTER.AC.UK/
HALLS/INTERNET](http://WWW.MANCHESTER.AC.UK/HALLS/INTERNET)

*We'll do our best

Have a great year at Manchester

- We're here to help you!
- You'll see us around Campus in our distinctive red hoodies!
- Visit the website for more information:



www.manchester.ac.uk/halls/internet



So enjoy your time in Manchester and for more information on a range of subjects, check out the [Crucial Guide](#)