

What is Res-Net?

Res-Net is a network service that enables tenants of The Hollins and Orlando Halls of Residence to connect their own computer to the Student Residential Network (Res-Net). Each bedroom has a network socket giving access to a permanent high-speed network connection.

Please note that it does not give access to the software on the computers in the University; you are expected to provide your own licensed copies of any software you wish to use.

Once connected you will be able to:

- Send and receive e-mail
- Have unlimited access to internet
- Connect to your M: drive (via Windows share)
- Share resources with other students on the network
- Access Online learning material

Other applications such as games, Chat and file sharing software may function, but have not been tested; we cannot provide any support for such software.

What will I need?

PC: A PC or laptop computer with one of the following operating systems: Windows XP Vista or 7.

MACINTOSH: An Apple MAC with a minimum of a G4 processor and MacOS 10.3 or above.

These are minimum specifications. You may connect a machine which does not meet these standards. You may also connect any device which has an Ethernet port, such as games

consoles, Blu-ray players etc, although we will be unable to provide support for such devices.

The maintenance and configuration of your equipment is your responsibility and University staff will never come to your room to check software or hardware on your machine. The security of your computer is your responsibility. We would advise you to ensure that you have the latest operating system updates installed and security features enabled, such as firewalls, and anti-virus software.

Network card and Cable

You need an Ethernet Local Area Network card to be installed in your computer. This is your responsibility. Most modern computers and laptops will come with this as standard.

A cable will be provided and can be collected from the Warden. This remains the property of the University of Bolton and should be returned to the Warden on departure. Should you wish to purchase and use your own cable you will require a CAT 5 UTP network cable.

Cables and network cards are available from computer hardware stores.

Please ensure that the cable is inserted securely into the network card and also into the network socket in your room.

TV licence

Please be aware that if you wish to watch live television on your computer then you will require a TV licence.

What should I do and not do?

You must adhere to the following rules, regulations and statutory obligations:

- The Library's Regulations for the use of Computer Facilities
- JANET Acceptable Use Policy
- CHEST Software Copyright Policy
- Copyrights, Design and Patents Act
- Data Protection Act 1998
- Computer Misuse Act
- Defamation Act
- Obscene Publications Act

Explicitly you must NOT:

- Port scan other machines.
- Attempt to or gain unauthorised access to any other machine or network resource.
- Run a DHCP Server of any kind
- Deliberately disrupt the network to any adverse effect.
- Download, share or distribute copyright material (**eg. films or music**)

In the event of any violation of the regulations listed above, if your computer is causing disruption, is considered a security threat or is in violation of copyright then The University reserve the right to disconnect you, without notice and with no refund, from this service.

Please note that copyright holders may seek redress. There is a reconnection fee payable where disconnection has followed an infringement of the rules, regulations or statutory obligations.

What support will I receive?

During The Library opening hours we can provide basic troubleshooting techniques at the IT Support Desk. The network can be tested up to the socket in the room.

If you suspect that you have a faulty socket please report this to IST-Help@bolton.ac.uk

Alternatively you can phone the helpdesk on 01204 903444. This is available Monday to Thursday 9:00am – 7:00pm and 9:00am – 5:00pm on Friday during term-time. Vacation hours are Monday to Friday 9:00am – 5:00pm.

A checklist of troubleshooting techniques (FAQs) is available at:
www.bolton.ac.uk/learning/

facebook There is a Facebook group called Res-net. Please use this group to discuss any problems you may have. Someone else may have already had the problem and know a fix/workaround. Support staff will monitor discussions and help where they can.

Technical/Network support is available Monday to Friday 9:00am – 5:00pm. Please note that any network problems which occur outside of these hours will not be dealt with until Technical/Network support is resumed.

We are committed to providing the highest quality of service within the limited resources available.

When will my connection end?

The Res-Net connection will be maintained for the period that you are in the Halls of Residence. This can be for the academic year, for a semester or for a specified number of weeks.

Any computer may be disconnected from the network without notice if it is causing disruption, is considered a security threat or is in violation of copyright (NB copyright holders may seek redress).

Further information

Additional information is available at:
www.bolton.ac.uk/learning/

You will find details, support and information including:

- News about the service
- Technical support and information
- FAQ's
- Information about security
- How to prevent viruses
- How to connect your M: drive
- How to read your e-mail
- How to set-up your web browser

All Res-Net traffic is subject to packet shaping to maintain service levels for all users. Packet shaping restricts the amount of bandwidth used by each user and application. This fairly distributes bandwidth between all users and applications. Bandwidth-hungry applications such as peer-to-peer file sharing, may be adversely effected as they generally consume most, if not all, available bandwidth.



The Library

Guide to Services

Res-Net

Student Halls of Residence Network

