

This document is intended to provide assistance in accommodating the needs of academics and guests visiting Murdoch University that requiring network access. The information contained herein can be used as a reference either for the visitor themselves or for staff supporting the visitor, and should provide guidance in ensuring access can be granted as required.

This document is aimed at assisting a visiting guest to use their own personal, wireless enabled laptop running Windows XP, Vista, or Mac OS 10.X to access basic services provisioned by IT Services across campus. These services include internet access, email access, and can be extended to include printer and network share access as required.

**All visiting guests of the university who are from a university that is federated to eduroam will have full access to the Murdoch wireless network.**

- Murdoch provides full network access for visitors from participating institutions. You can simply connect by using your home institution username and domain (eg [jbloggs@institution.edu.au](mailto:jbloggs@institution.edu.au)), password and security settings.
- To determine if your institution is federated to eduroam, visit one of the following URL's:
  - Australia <https://wiki.aarnet.edu.au/display/eduroam/For+End+Users>
  - Asia / Pacific: <http://www.aarnet.edu.au/services/eduroam/eduroam-in-asia-pacific.aspx>
  - Europe: <http://www.eduroam.org/?p=europe>

There is no need to use a VPN connection once connected to the eduroam network unless you have a specific requirement to access secure resources at your home institution.

For more information on Murdoch's eduroam implementation, visit <http://www.its.murdoch.edu.au/eduroam>.

**All visiting guests of the university who are not from an eduroam federated institution will require the following:**

### MAIS username and password

- These credentials are required to access any of Murdoch University's services, including internet access.
- This form can be downloaded from XXXX.
- The MAIS username and password form must be authorised by an authorised MAIS officer. This form can be submitted to the IT Service Desk via fax or at the IT Service Counter on level 2 of the South Street campus library.
- It is advised that this form be completed ahead of the guest arriving on campus, and that the form be signed when the username and password are collected.
- The username and password can be collected from the IT Service Counter on level 2 of the South Street campus library

### VPN access

- Setting a user up on our network for a short period of time requires VPN access.
- When a user is granted access to the internet on Murdoch Campus, there are charges associated with the traffic used. This requires someone to authorise the VPN application.
- VPN access is applied for here: XXXXX.

The costing for internet usage is based on the actual charge paid by Murdoch University to our third party supplier, and can fluctuate over time. In order to provide internet use to a guest of the university, a nominated cost centre and account code must be provided to charge these costs against. This is normally managed as part of arranging VPN access for visitors, as once authorisation for VPN access is provided, costs are charged to the authoriser's cost centre.

The authoriser is responsible for all charges accrued by the visitor. It is advised that the authoriser discuss the internet traffic costs with the visitor, and direct the visitor to the Murdoch University internet policy here:

If the University is unwilling to directly absorb the costs of a visitor's traffic, please contact the IT Service Desk, so alternative arrangements can be investigated.

### Cisco VPN client software for their OS

- This software is required for guests to connect to the internet.
- Versions of this software for Windows XP, Windows Vista and Mac OSX 10.X.
- This software is not currently available for PDAs.

- Assistance in setting up this software can be provided by the IT Service Counter on level 2 of the South Street campus library.

### Secondary requirements

It is important to be aware that the requirements for visiting guests of the university may vary based on the duration of the stay and the accommodation during this time. The two above items are considered to be the minimum for all visitors, but the following may also be concerns:

- Does the guest have a fixed office to use? This would mean the office would need a port to allow the visitor to access the network, and a fixed IP address to account for internet usage while the guest is here.
- Does the guest require access to a printer?
- Does the guest require access to any network shares used by a group of staff?
- Does the guest require a Murdoch University email address?

By answering these questions, and informing IT Services of these needs will ensure that the requested services can be provided.

### Checklist for visiting staff

- Has a MAIS username and password form been authorised and submitted?
- Has VPN access been requested, authorised and approved?
- Has VPN software been set up for the visitor's machine?
- Does the user require an office port and IP address?
- Does the user require access to a printer?
- Does the user require access to network shares?
- Does the user require a Murdoch University email address?