IT Frequently Asked Questions

Further assistance can be gained via itsupport@harlaxton.ac.uk.

If you plan to bring a laptop or other device to Harlaxton, you probably have lots of questions viz power supply, printing, etc., here are some answers to the most frequently asked questions about bringing laptop computers and other devices to Harlaxton College.

Can I bring my portable computer with me to Harlaxton?

Absolutely - we encourage you to do so. Our computer labs are often busy, so having access to your own computer is a distinct advantage. Harlaxton has a **campus-wide wireless** network which makes connecting your laptop and other devices to network resources easy.

How many devices can I bring?

As many as you wish but you will only be able to connect three devices to the wireless network at any one time. Students often bring phones, tablets, laptops and cameras which offer wireless access and these will all connect to our network (max 3) as long as they use standard wireless protocols (i.e. 802.11 a/b/g/n).

Is there anything I have to worry about or can I just plug my device in?

The most important thing to ensure is that the power unit for your device is able to accept a 220-250 voltage power supply. Most portable devices have an 'autosensing' power supply in which case there should not be a problem.

How will I know whether it is autosensing?

Look at the power supply unit, if it reads something like "100 - 240V" on it then it will accept a UK voltage supply. If you are unsure, check the manual or contact your dealer. Once the voltage is sorted out, and ignoring surge protection which is optional, the only other thing to worry about is the type of connector that goes into our wall sockets - you just need to buy a simple 2 pin US to 3 pin UK adapter (we sell them in the Boutique).

What about printing, should I bring my own printer?

There is no need to bring your own printer. You can connect to our network printers wirelessly and printer drivers are available from the IT technician or via the Internet. Our printers offer A3 (double Letter) and double sided printing in B&W. Colour printing is available via the Library.

What if something goes wrong with my portable PC while I am in the UK?

You need to be self-sufficient is the direct answer. We cannot help you with software or operational problems, so we suggest you bring the relevant manuals unless you are very familiar with your equipment. If you have a hardware problem or malfunction you will need to take or send your equipment to a manufacturer's service centre - check with your computer manufacturer to find out where the nearest centre is to Grantham, Lincolnshire, UK. The nearest big cities are Leicester, Lincoln and Nottingham.

Obviously, while you are sorting out the problems with your laptop you can use the Harlaxton Computer Labs.

What about e-mail and Internet access - How do I get 'wired' with my portable device?

Easy - if you have a wireless adapter! We offer wireless access (802.11 a/b/g/n) throughout the College; if your laptop has built in access you are ready to go. If your laptop does not have wireless access built in, we have a small number of adapter cards we can loan for a small deposit. Also, a number of classrooms have standard (wired) ethernet connections which you are able to use outside normal class times.

Any restrictions?

Only one. We insist that you have adequate firewall/virus/spyware protection in place before you connect to our network and that you adhere to our **Wireless Network Policy** and **Acceptable Use Policy.**

If you have any further questions please contact itsupport@harlaxton.ac.uk.