
Beginner's guide to ROAM2

Version	14 May 2012
Author	Dorota Bulkowska
Managed by	Global IS
Last saved by	
Document status	Draft Pilot Released Archive
Total pages	29
Current revision	1

Contents

1.0	Overview	3
2.0	Logging on for the first time	4
2.1	Changing your PIN (OTC- One Time Code)	7
3.0	Leaving your PC	9
4.0	Logging off	10
5.0	Logging on from the managed machine (BC laptop)	11
6.0	Using ROAM2	13
6.1	Accessing your folders – Method 1	13
6.2	Accessing your folders – Method 2	14
6.3	Downloading files	15
6.4	Uploading files	16
6.5	Creating a new folder	16
6.6	Moving around the folders	18
6.7	Composing an e-mail	19
6.8	Sending an attachment	22
6.9	Checking a functional mailbox	22
6.10	Creating links to internal websites	23
7.0	Frequently asked questions (FAQs)	25
7.1	The PIN translation window is not appearing, or is displaying numbers that are difficult to read	25
7.2	My PC does not have Microsoft applications installed	25
7.3	Can I access folders in the Front Office?	25
7.4	Can non-GTI laptops and non-GTI desktops be used?	25
7.5	Will all devices that give access to the Internet (for example, a PDA) be supported?	25
7.6	Will ROAM2 work on other operating systems?	25
7.7	How do I get help?	25
8.0	Security standards for the use of ROAM2	28
8.1	Objective	28
8.2	Justification	28
8.3	Required standards	28
8.4	Guidelines	28
8.5	Personal Identification Number (PIN) management	29

1.0 Overview

ROAM2 is a web-based and password protected system that gives you the ability to access your British Council Outlook mailbox, G:\ and H:\ drives and the corporate intranet through the Internet.

ROAM2 can be accessed from any PC with an internet connection (outside BC connection); this includes British Council PCs and laptops (managed machines) and those at your home or in a web café (Non managed devices).

If you are not sure about the security of the PC that you are using, do not attempt to upload file or send attachments in e-mail. Do not connect to the G: drive, H: drive, or the Intranet from an untrusted machine, for example in a web café or airport lounge.

You must use our free antivirus software product (McAfee VirusScan) on your home PC before using ROAM2. You can download it from <http://bcnet.britishcouncil.org:8000/it/remote/antivirus.htm>. (To save typing this link, you can find it on the IT pages of the Intranet under "Remote Working".) Please note this is for home use only and you must agree to the conditions of use. McAfee VirusScan is not available for home use in some countries, in which case the directorate should get AVG free anti-virus or F-Secure instead.

Many of the steps set out below are not repeated once the ROAM2 has downloaded a small programme on to the PC, so subsequent logons are much quicker and simpler.

Web cafés may not allow the download of programmes or may wipe them out at the end of your session. In this case, when you log in again, you will go through the entire process again.

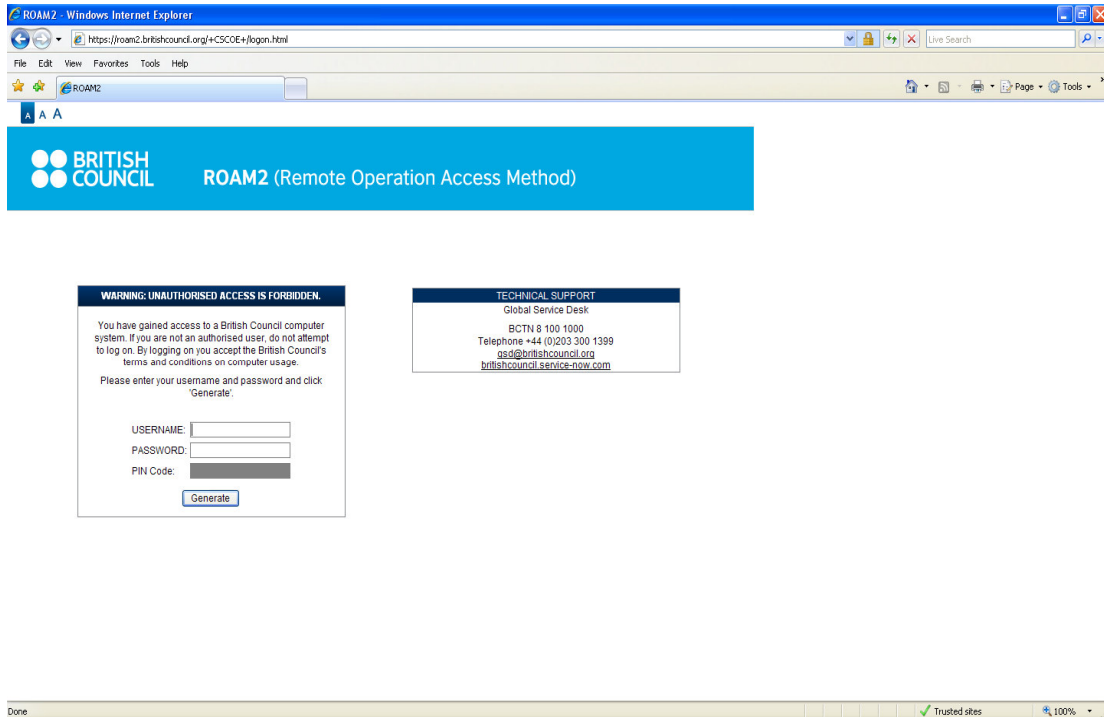
Using ROAM2 requires you to change your working practices slightly. For example, if you want to make changes to a file, you need to save the file to your local drive first, make the changes, save the file, and then upload the file. To send attachments in e-mail, you need save these to your local drive before trying to attach the file in an e-mail.

If you are using a public or shared computer you may only download files onto a floppy diskette or USB key (or memory stick), in line with the policy on using these.

2.0 Logging on for the first time

Step 1 - Open Internet Explorer and type in the URL: <https://roam2.britishcouncil.org>. The ROAM2 login window appears:

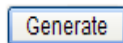
Step 2 - You will see the ROAM2 logon screen.



Step 3 - Enter your GTI username (lower case).

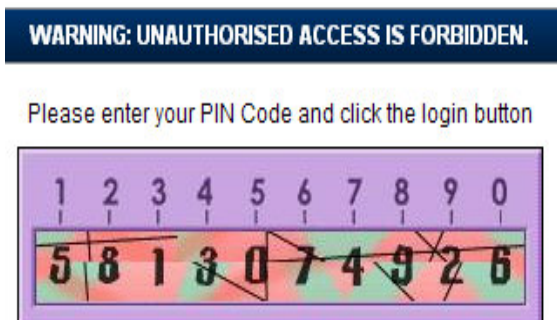
Step 4 - Enter your GTI password (do not press <Enter> or <Tab>).

Step 5 - Make sure the window is maximised and then click **Generate** button:



This will generate for you One Time PIN code.

A box similar to this one appears:



Note: When logging into ROAM2, sometimes the PIN translation window does not appear, or it displays numbers that are difficult to read. If this happens, click on the Refresh Image button for a new image

The ROAM2 PIN has a corresponding number below the 1 – 0 scale. For example, if your ROAM2 PIN is 2 4 6 8 in the above example, you would need to type in the PIN Code box: 8 3 7 9, as below:

Step 6 - Enter the corresponding number.

Step 7 - Click: 

Step 8 - The following screen will appear:

Password lockout policy

Your account will lock out after three unsuccessful attempts and you get the following message:

Your account is disabled.

If you have typed in an incorrect GTI username the following message appears :

Login failed

If you have typed in an incorrect GTI password or ROAM2 PIN, the following message appears on screen:

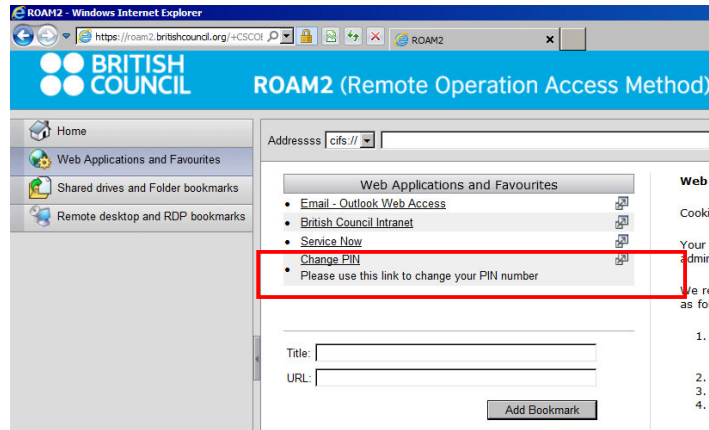
Authentication Failed

2.1 Changing your PIN (OTC- One Time Code)

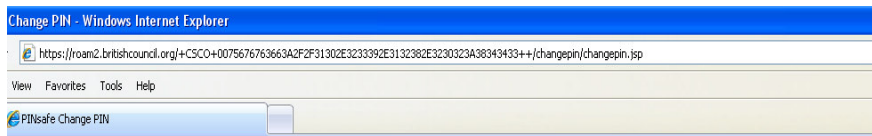
Note: While connected to ROAM2 from a GTI laptop, in order to change your PIN you need to open the browser and type in the following address:

<https://pinmsl.wip.britishcouncil.org:8443/changepin/changepin.jsp>

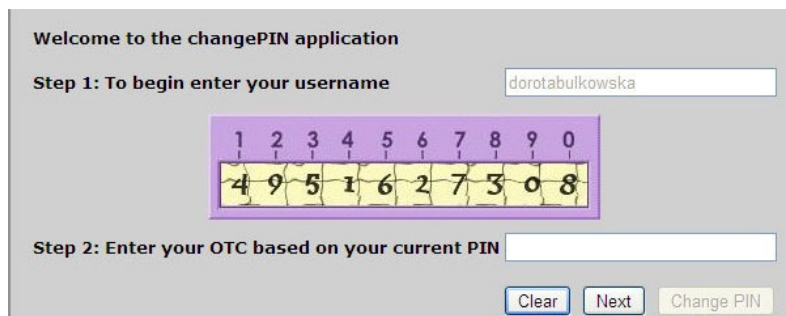
- Step 1 - Click on the **PIN Change** link. You must change your PIN number to one of your own choice as soon as you have first logged in, and again at any time after if you think anyone else may know the PIN. You will find the PIN Change facility on the main screen.



- Step 2 - The **Change PIN** link to another screen:



- Step 3 - Type in your GTI username. Once you do this, the **Next** button will change from being greyed out and the following screen will appear:



- Step 4 - Enter your OTC based on your current PIN – this is the old/current One Time Code/PIN. For example if you had 3 9 6 8 you need to type: 5 0 2 3. Click on the **Next** button:

- Step 5 - You will see two more fields to enter the new PIN code

Welcome to the changePIN application

Step 1: To begin enter your username

1	2	3	4	5	6	7	8	9	0
4	9	5	1	6	2	7	3	0	8

Step 2: Enter your OTC based on your current PIN

Step 3: Enter your OTC based on your new PIN

Step 4: Re-enter your OTC based on your new PIN

- Step 6 - Think of a new PIN and selecting from the same scale, transpose this into the one time number and enter it in the New PIN field. For example, if you pick 7 2 9 0 as the PIN as shown in the example above, you will need to enter 7 9 0 8 as the new PIN (in the Enter your OTC based on your new PIN field) to authenticate.

Note: When choosing a new PIN the following should be considered:

1. sequential numbers e.g. **1234**, **0987**, **2468** are disallowed
2. repeating numbers, such as **1194**, **2525**, **4444**, **2244** are disallowed
3. commonly used numbers such as the current year are disallowed

- Step 7 - Confirm the PIN change, by entering the same numbers as described above in the field Re-enter your OTC based on your new PIN.
- Step 8 - A message confirms that your ROAM2 PIN is changed.

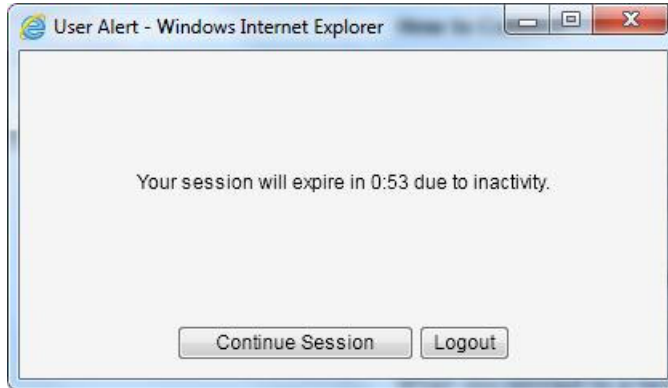
PIN change successful.
Please wait while you are redirected. If your browser doesn't automatically redirect click [here](#) to continue.

- Step 9 - You can close the window or wait to be redirected to the log on page.
- Step 10 - You will receive an email from ROAM2@britishcouncil.org to confirm you have changed your PIN.

3.0 Leaving your PC

You must not leave your ROAM2 session unattended in a place where unauthorised people could access it or the information you have access to.

- Step 1 - If you leave the PC inactive for 14 minutes this warning will appear and you will then be logged out after a further 1 minute.

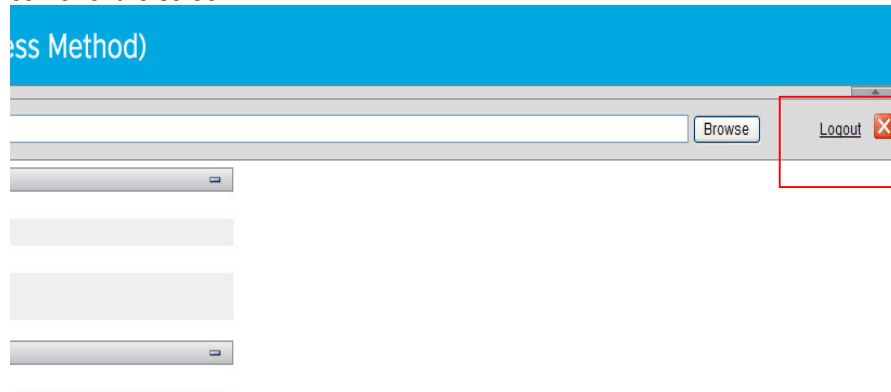


- Step 2 - Click **Continue Session** to continue or **Logout** to end your session.
- Step 3 - If you are working from an Internet café and so accessing your e-mail from a public computer, you must close the session down properly before leaving the workstation. This means using the **Logout** link in the top right-hand corner of the screen and accepting the subsequent instructions confirming that you wish to end your session. Once ended, if you want to use ROAM2 again, you will have to log in again.

Note: Do not open attachments in e-mails in an Internet café or any other public computer unless you are confident either someone else will not be able to see it now or when you have finished with that PC. You should ensure that, before opening any attachment on any PC, you are certain that the PC on which you are working has the necessary software for example, MS Word or MS Excel installed on the PC to open it.

4.0 Logging off

Step 1 - When you have finished using ROAM2, click on the **Logout** link on the top right hand corner of the screen.



Step 2 - This screen appears confirming closure and asking you to close your browser:



Step 3 - Close your browser.

You must observe the standards on the use of British Council IT equipment and systems. Specifically, do not leave your terminal or PC unattended without locking the screen (with a password) or logging out fully.

Note: While working on ROAM2 from your GTI laptop, in order to log out, please click on the Cisco AnyConnect Secure Mobility Client icon and choose Disconnect

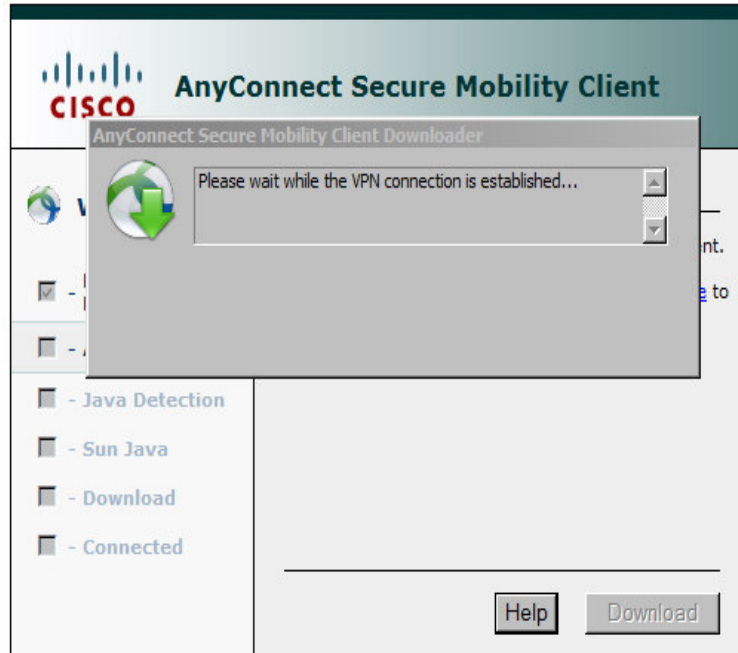
5.0 Logging on from the managed machine (BC laptop)

Step 1 - To log on from a BC laptop with ROAM2 client installed use a ROAM2 shortcut icon

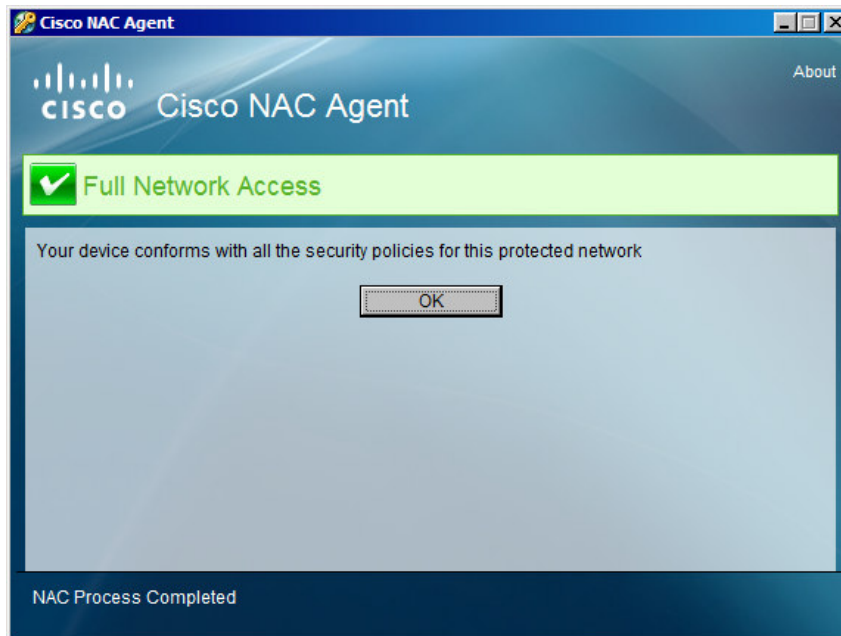


placed on your desktop

Step 2 - The following screens will appear when you start logging on.



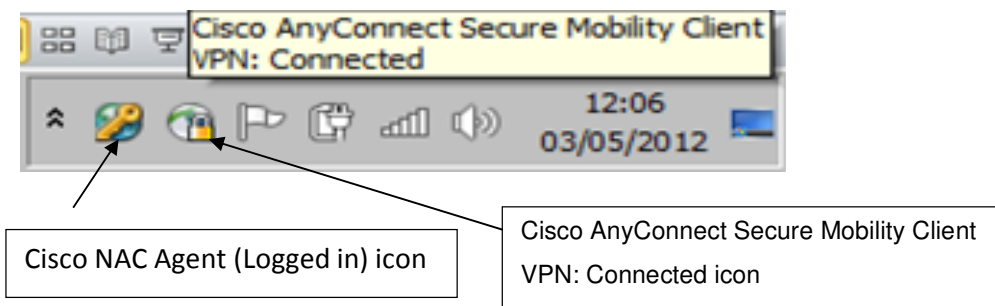
Step 3 - Cisco NAC Full Network Access - This box may appear once you have successfully logged on



Step 4 - This message will confirm you have connected to the BC network



Step 5 - While connected you should see the below icons on your Windows System Tray (right bottom corner)



Note: There is no landing page after you log in to ROAM2 from your BC laptop/managed mode.

When you connect to ROAM2 using your GTI laptop you will be able to access the British Council network and use Outlook, Personal (H), Shared (G) drives and access internal websites like the corporate Intranet and SharePoint collaborations sites as you would on a computer in the office.

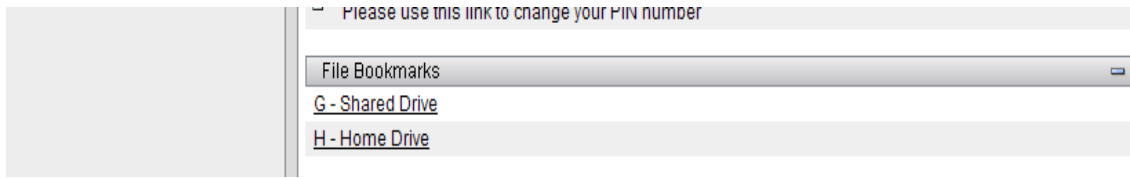
6.0 Using ROAM2

We recommend that you do not access the G: drive, H: drive, or Intranet from an untrusted machine, for example in a web café or airport lounge. This is because it could result in the introduction of viruses to the global network.

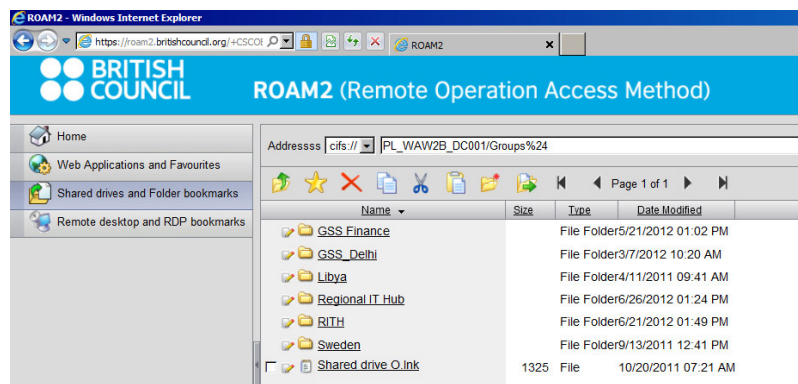
To protect your home PC, you must install the antivirus software (McAfee VirusScan), which GIS can supply to you free. You can download it from <http://bcnet.britishcouncil.org:8000/it/remote/antivirus.htm>. (To save typing this link, you can find it on the IT pages of the Intranet under “Remote Working”.) Please note this is for home use only and you must agree to the conditions of use. McAfee VirusScan is not available for home use in some countries, in which case the directorate should get AVG free anti-virus or F-Secure instead.

6.1 Accessing your folders – Method 1

If you have access to your network drives as shown below, then accessing your folders or files is relatively straightforward.



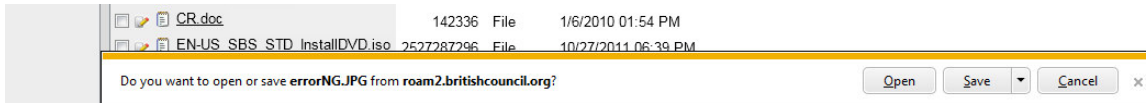
Step 1 - If you click on the G:\ drive, for example, you will see a screen similar to the one below with links to your departmental work areas.



Step 2 - To get to your chosen drive, continue to move down the folder hierarchy by clicking on the underlined folder names (hyperlinks).

Step 3 - Once you have reached your chosen folder, click on the file you want to open/download, and you will get a screen to choose either you want to open or save the file. (you can also use your right mouse click to save the file onto your drive)





Choose whether you want to open or save/save as the file to the temporary location.

Next to each file you will see the following icons:

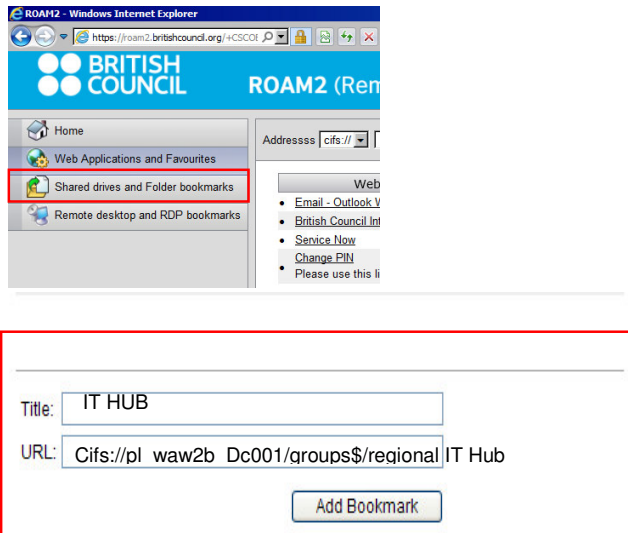


6.2 Accessing your folders – Method 2

This is a quick way of accessing and adding folders. To use this method you need to know the server name, share name, and folder path of the folder you wish to access.

Note: If accessing folders in Front Office (for example the *T:* drive used by Teaching Centres) you need to know the server IP address, share name, and folder path of the folder.

Step 1 - Go to the main ROAM2 screen and click on the **Shared Drives and Folder bookmarks**, the following boxes will appear:



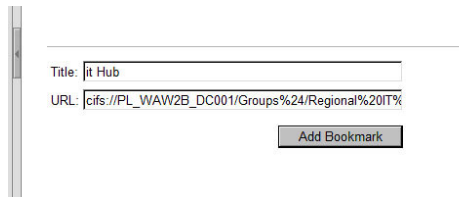
Step 2 - Enter the name you want to call your bookmark in the Title box.

Step 3 - Enter the URL path to the folder you want to bookmark, start with `cifs://servername/sharename`

`Cifs://PL_WAW2B_DC001\groups$`, where `PL_WAW2B_DC001` is the server name and `groups$` is the share name).

To get the path to the folder you may also browse to the folder and then copy the address from the field above the folders. You do not need to change anything in the address, just paste it into the URL field of the new bookmark.





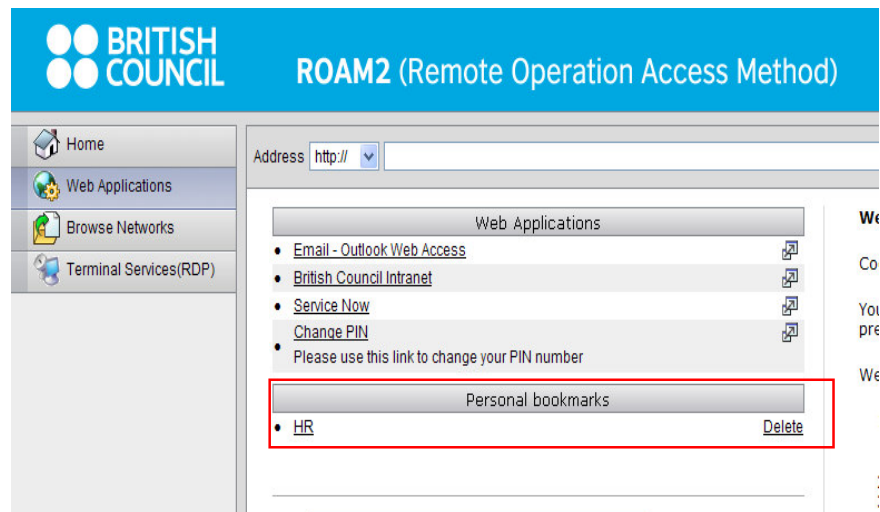
Note: Remember to use underscores (_) in the server name.

To get the URL navigate to the page on the Intranet you want to bookmark and copy the URL, then simply paste in to the URL box

If accessing folders in the Front Office enter the server IP address, share name, and folder path of the folder, (which will be similar to \\10.118.206.31\groups\$, where 10.118.206.31 is the server IP address and groups\$ is the share name).

Step 4 - Click on **Add Bookmark** to save the bookmark.

Step 5 - Your screen will update, with your chosen bookmark appearing on the screen under **Personal Bookmarks** (either under Web Applications or Browse Networks).



Step 6 - Click on HR to be re-directed to the HR Intranet Page/or any of your network folders

Step 7 - Click on **Delete** if you want to remove the bookmark

Note: The Personal Bookmark Section will disappear if you remove all your bookmarks.

6.3 Downloading files

If you are using a public or shared computer you may only download the file onto a floppy diskette or USB key (or memory stick), in line with the policy on using these.

Step 1 - See point **Accessing your folders – Method 1** to find out how to download a file from a shared location

Note: If the PC you are using does not have the Microsoft applications installed (for example; Microsoft Project, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, you can download free viewers from:

<http://office.microsoft.com/en-gb/downloads/HA010449811033.aspx>

The viewers will only allow you to read the contents of the file, not modify it.

Step 2 - Make any changes to the file and save it.

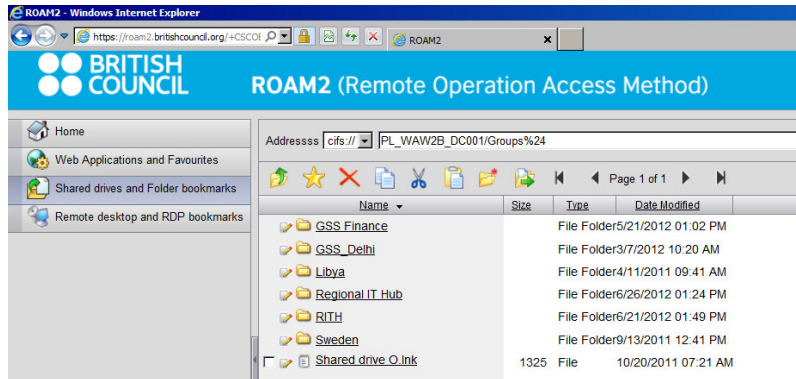
Step 3 - You can upload to your G: or H: drives but this may be very slow depending on your connectivity. See point **Uploading files**

6.4 Uploading files

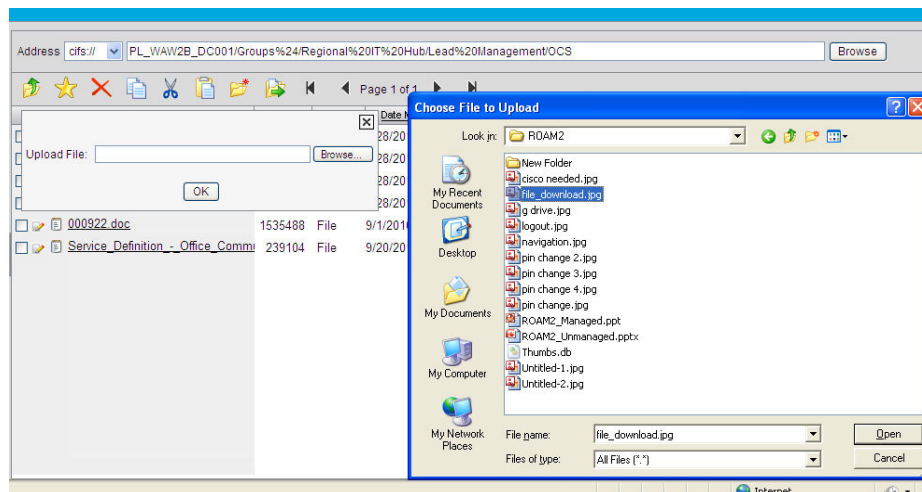
Note: Do not do this from an untrusted machine, for example from a web café or airport lounge. This is because there is a risk of uploading viruses and other malicious software.

You can upload files to your chosen network drive.

- Step 1 - Browse the folder hierarchy to the drive and folder where you want to put the file by clicking the hyperlink:



- Step 2 - Click on **Upload file** icon



- Step 3 - If you click **Browse**, you will have access to your folders. Navigate these as usual.
- Step 4 - Highlight which file you want to upload and click on **Open**. This adds the file to the upload tool.
- Step 5 - Click on the **OK** button to upload the chosen file.

6.5 Creating a new folder

Subject to your access rights, you can create a new folder on any drive.

- Step 1 - Navigate the folder hierarchy to where you want to create the new folder and then

click New Folder icon:

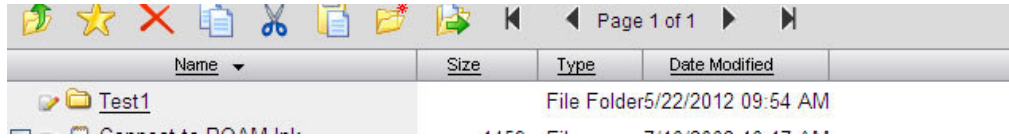


- Step 2 - A window like this appears:



Step 3 - Enter your new folder name and click **OK**:

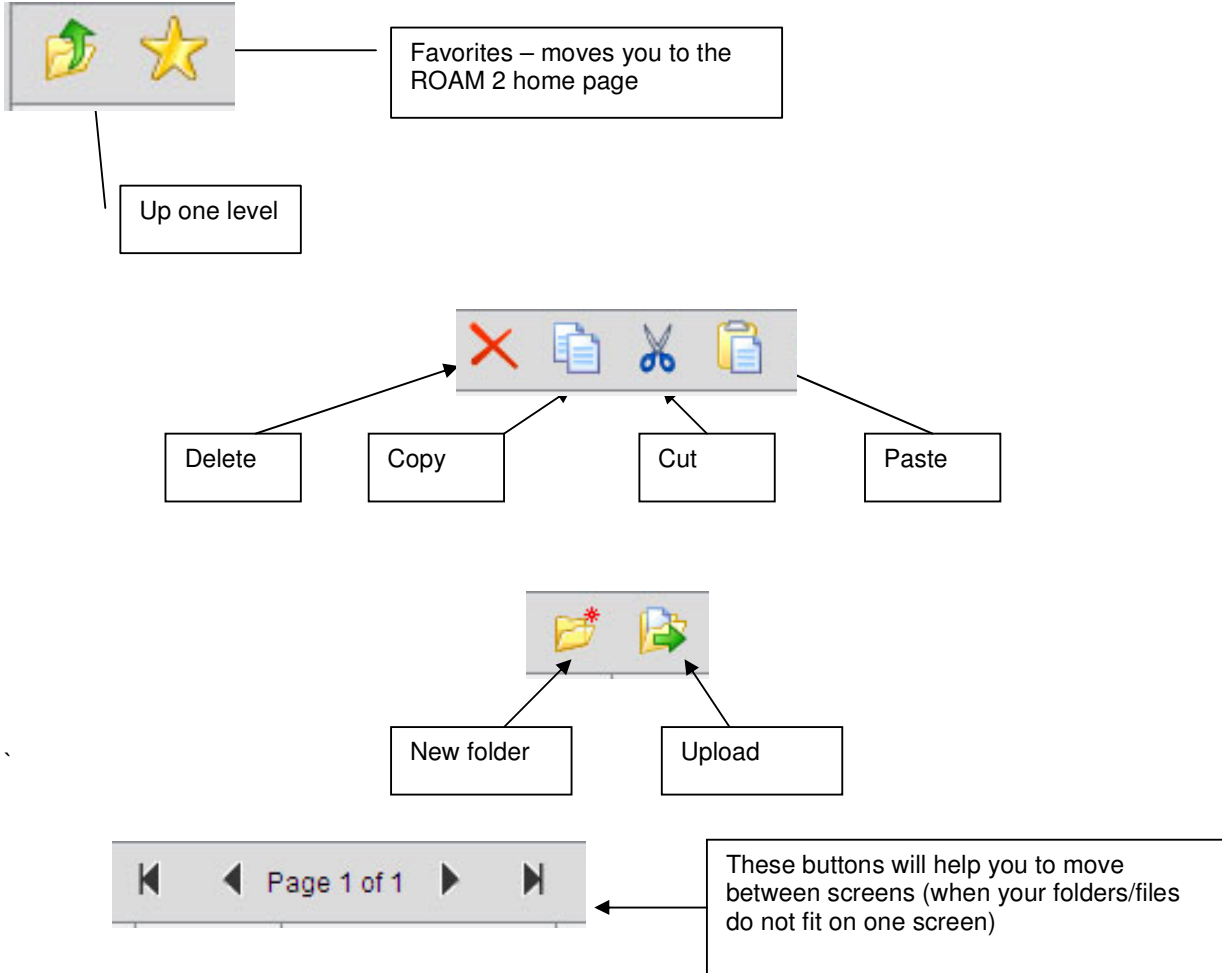
You should see the new folder created:



Note: You will not be able to delete the folder through ROAM 2.

6.6 Moving around the folders

Here is the toolbar you can see when you click on your network drives:



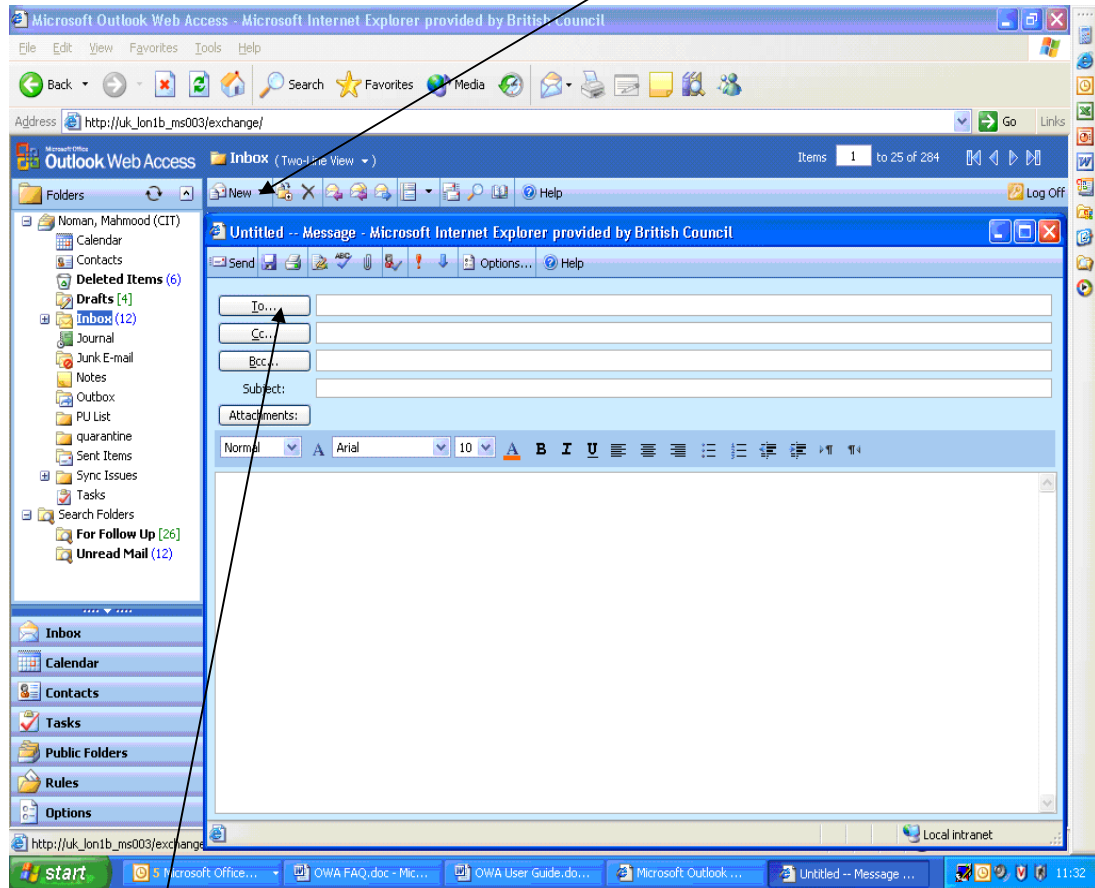
6.7 Composing an e-mail

On ROAM2 there OWA is exactly the same as you had on your ROAM system.

ROAM2 does not display the Global Address List in the same way as with GTI2, instead it uses the names fields.

Note: Do not send attachments from an untrusted machine, for example, a web café or airport lounge. This is because there is a risk of spreading viruses and other malicious software.

Step 1 - The easiest way to compose a message is to click the **New** button. A new blank email message window will appear.



Step 2 - Click the **To** button, the Find Names dialogue box appears:

Find Names -- Web Page Dialog

Find names in: Global Address List

Display name

Last name: First name:

Title: Alias:

Company: Department:

Office: City:

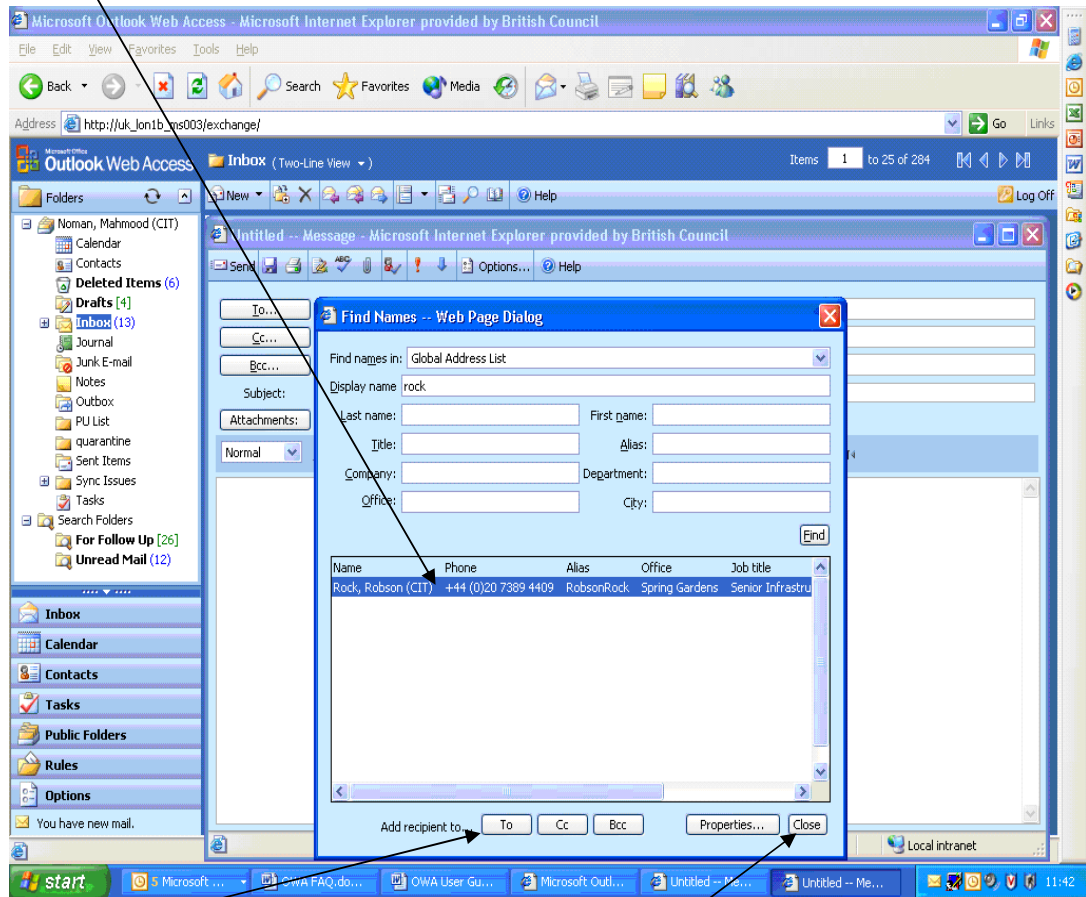
Find

Name	Phone	Alias	Office	Job title	Company
------	-------	-------	--------	-----------	---------

Add recipient to... To Cc Bcc Properties... Close

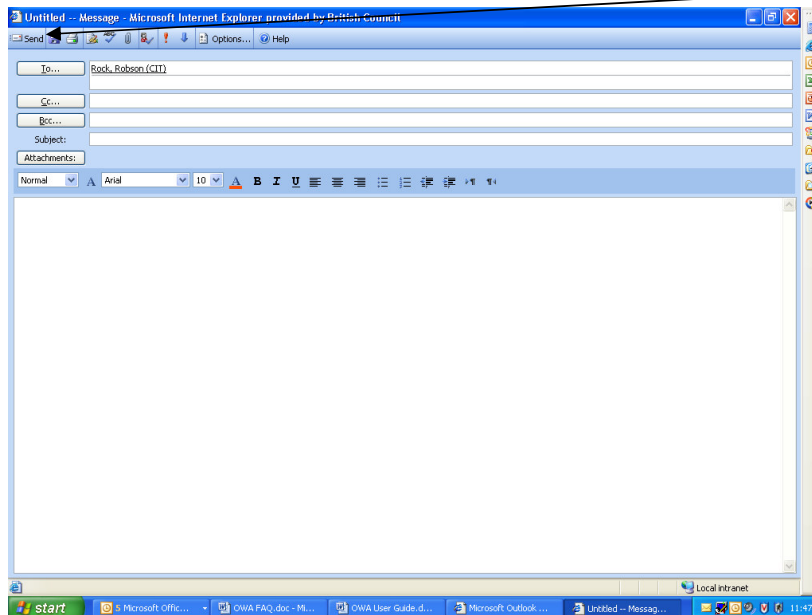
Step 3 - Enter the name or names and click the **Find** button.

Step 4 - Highlight the name you require.



Step 5 - Click the **To** button. The selected address then appears in the To: field in your email message. Click **Close** once you have selected all the recipients.

Step 6 - Write the text of the email, and when you are ready to send, click the **Send** button.



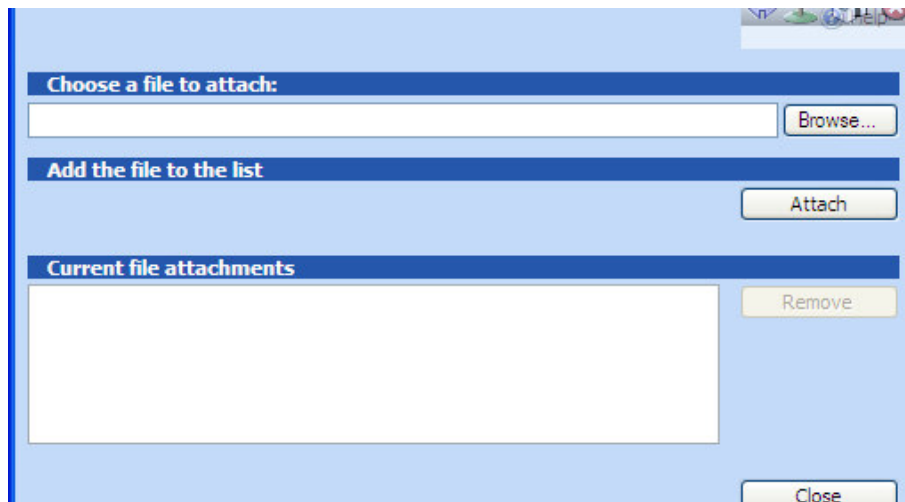
6.8 Sending an attachment

When working outside the office, inserting attachments to e-mails works differently. Only the C:\ drive, floppy diskette, or USB key (or memory stick) can be accessed to browse for the attachment inserts.

Note: If on a public or shared computer you may only download files onto a floppy diskette or USB key (or memory stick).

If you want to send an attachment:

- Step 1 - Download the file to the C:\ drive, floppy diskette, or USB key (or memory stick), using 6.3 *Downloading files*.
- Step 2 - Open Outlook Web Access.
- Step 3 - Create the e-mail as stated in 6.7 *Composing an e-mail*, steps 1 – 5.
- Step 4 - Click the **Attachment** button and browse for the file on the C:\ drive, floppy diskette, or USB key (or memory stick).



- Step 5 - Click **Attach**.
- Step 6 - Continue with 6.7 *Composing an e-mail* step 6.

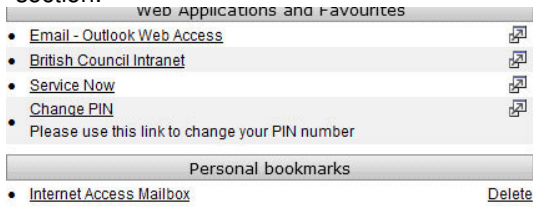
6.9 Checking a functional mailbox

You can set up access to any functional mailboxes you normally access. A functional mailbox is created to represent a particular business or job function such as 'Info', 'Enquiries' or 'Help Desk', or a meeting room, so that bookings can be managed in Outlook.

It is best to enter the information you are about to enter as a bookmark to save you time in future.

- Step 7 - Log on to ROAM2 as before and go **Web Applications and Favourites** window
- Step 8 - In **Title** field enter a suitable name of the Shared Mailbox
- Step 9 - In the **URL** field type in http:// followed by exchange server name , followed by **exchange/** and the email address of the mailbox you wish to access. For example: [//G1_ECS2B_MS005/exchange/internet.access@britishcouncil.org](http://G1_ECS2B_MS005/exchange/internet.access@britishcouncil.org)
- Step 10 - Click on the **Add Bookmark** button.
- Step 11 - You will see an entry appear in the **Web Bookmarks - Personal bookmarks**

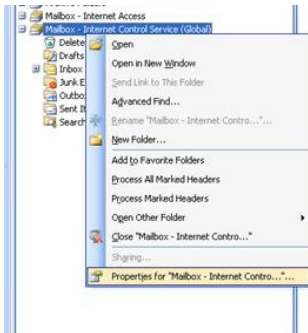
section.



6.10 Checking the address of your mailbox

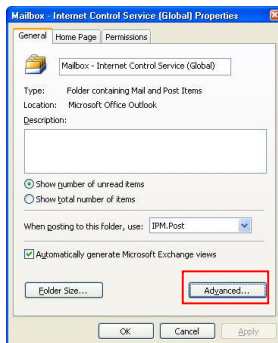
To check your mailbox address follow these steps:

Step 12 - Right click on your mailbox name (eg Internet Control Service)

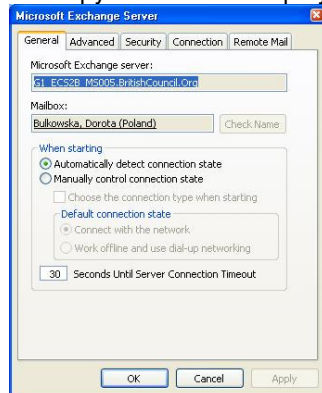


Step 13 - Choose Properties for mentioned mailbox

Step 14 - Click Advanced button

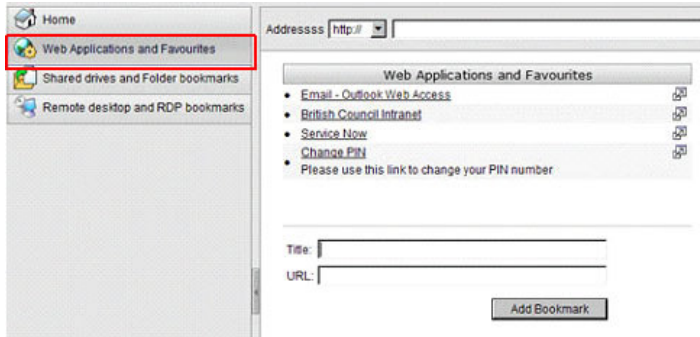


Step 15 - Copy the address displayed in the Microsoft Exchange Server field



6.11 Opening shared Calendar

Step 1 - Log on to ROAM2 as before and go to the Web Applications and Favourites link, you will see the below window:



Step 2 - Type a descriptive name in the Title field

Step 3 - Type or paste the target outlook mailbox in the URL field in the following format:
http://ExchangeServer/Exchange/mailboxname/Calendar . For example:
http://g1_ecs2b_ms005/exchange/internet.control@britishcouncil.org/calendar/
To find out your Exchange server name please see Checking the address of your mailbox

Step 4 - Click Add Bookmark

6.12 Creating links to internal websites

You can create links to internal websites, for example a SharePoint site by creating a bookmark to the site, using the procedures in 6.2 Accessing your folders – Method 2 on page 14

7.0 Frequently asked questions (FAQs)

Here are possible issues you can have using ROAM2 (observed in the previous version of ROAM)

7.1 *The PIN translation window is not appearing, or is displaying numbers that are difficult to read*

When logging into ROAM2, sometimes the PIN translation window does not appear, or it displays numbers that are difficult to read.

If this happens, first try to click Refresh Image button or close the web browser, reopen a new browser and browse to <https://ROAM2.britishcouncil.org>.

7.2 *My PC does not have Microsoft applications installed*

If the PC you are using does not have the Microsoft applications installed (for example; Microsoft Project, Microsoft Excel, Microsoft Word, Microsoft PowerPoint), you can download free viewers from:

<http://office.microsoft.com/en-gb/downloads/HA010449811033.aspx>

The viewers will only allow you to read the contents of the file, not modify it.

7.3 *Can I access folders in the Front Office?*

Yes, follow the instructions in section 6.2 *Accessing your folders – Method 2*.

7.4 *Can non-GTI laptops and non-GTI desktops be used?*

Yes. The idea is to be able to access your BC work from non-GTI laptops and desktops as long as they have Internet Explorer 5.01 or higher installed and the *user* is a GTI2 user. Global IS are unable to offer full support to home PCs or those outside the BC.

7.5 *Will all devices that give access to the Internet (for example, a PDA) be supported?*

No, not all devices, only laptops and desktops running Microsoft Windows XP with Service Pack 2 (SP2) will be supported.

7.6 *Will ROAM2 work on other operating systems?*

ROAM2 will only be supported on Windows XP (with SP2) operating system. However it will work on other systems as well (Windows 7).

7.7 *How do I get help?*

Please contact the Global Service Desk:

BCTN: 8 100 1000

Tel: +44 (0)203 300 1399

Email: gsd@britishcouncil.org

britishcouncil.service-now.com

Where possible please ensure you consult the ROAM2 user manual and the help and support tips on the Intranet, before logging a call with the Global Service Desk (GSD).

When logging a call with GSD please ensure you provide as much information as possible. The first thing you must report to GSD is to inform them that you are a ROAM2 user, having problems with ROAM2. GSD will ask

you a set of questions that are listed below, so please ensure you are ready and have the information below available.

Questions you will be asked by the Global Service Desk

Your name	
GTI2 login name	
British Council e-mail address	
Alternative e-mail address	
Contact number	
Preferred method of contact	
PC used	For example: Home / GTI 2 Laptop / Other (give details)
Operating System	For example: Windows XP / Apple Macintosh / Linux
Browser type and version	For example: Internet Explorer 6.0/ Firefox 1.0
Antivirus make and version	For example, VirusScan 9.0 / Norton Anti-virus 2005 / Norton Anti-virus 2006
Connection method	For example: ADSL/Broadband/56K Dial up
New ROAM2 user	Yes or No
Detailed problem description/Error message	

Calling the Global Support Centre

You can log a call with Global Service Centre (GSC). When logging a call with the GSC, you will be asked to complete a ROAM2 Incident Form.

Every call that is logged with the Global Service Centre (GSC) has a cost associated with it. Where possible please ensure you use your local IT support team, this manual and the help and support tips on the Intranet (<http://bcnet.britishcouncil.org:8000/it/remote/ROAM2/index.htm>), before logging a call with the Global Service Centre (GSC).

When logging a call with GSC please ensure you provide as much information as possible. The first thing you must report to GSC is to inform them that you are a ROAM2 user, having problems with ROAM2. GSC will ask you a set of questions that are listed below, so please ensure you are ready and have the information below available.

Your name	
GTI2 login name	
British Council e-mail address	
Alternative e-mail address	
Contact number	
Preferred method of contact	
PC used	For example: Home / GTI 2 Laptop / Other (give details)
Operating System	For example: Windows XP / Apple Macintosh / Linux
Browser type and version	For example: Internet Explorer 6.0 / Firefox 1.0
Antivirus make and version	For example, VirusScan 9.0 / Norton Anti-virus 2005 / Norton Anti-virus 2006
Connection method	For example: ADSL/Broadband/56K Dial up
New ROAM2 user	Yes or No
Detailed problem description/Error message	

8.0 Security standards for the use of ROAM2

8.1 Objective

To safeguard the integrity and confidentiality of British Council data when accessed remotely.

8.2 Justification

There is a greater risk that data could be compromised when accessed from a PC or laptop outside of the Council network because the security level of the device and the environment in which it is used are not known or controlled. Accordingly, you should take care when accessing the British Council resources from an untrusted machine, for example in a web cafe. This is because there is a risk of spreading viruses and other malicious software.

8.3 Required standards

1. Users must read, understand and agree to the "[Acceptable Usage Policy](#)" as well as the standards listed here.
2. Access to the British Council networked services is only allowed for authorised users.
3. Users must log onto the system using two-factor authentication consisting of a username, password and PIN.
4. If you use a home PC or laptop to access ROAM2, you **must** first install one of the approved antivirus products. If you do not have one of the approved antivirus software products, you **must** install the approved Global IS antivirus software (McAfee VirusScan) from <http://intranet.britishcouncil.org/IT/remote/Pages/antivirus.aspx>. This is provided free for home use only and you must agree to the conditions of use. (To save typing this link, you can find it on the IT pages of the Intranet under "Remote Working".) McAfee VirusScan is not available for home use in some countries, in which case the directorate should get AVG free anti-virus or F-Secure instead.
5. If at any time you are not sure about the security of the PC you are using (for example in a web café or an airport lounge) **do not**:
 - Upload files or send attachments by e-mail.
 - Connect to the G: drive, H: drive, or the intranet.

These actions represent a serious risk to the British Council's global IT infrastructure as lack of appropriate antivirus software could result in the introduction of viruses to the global network.

6. Users who use their home PC should ensure that their PC is fully patched.
7. Anyone who uses a remote access system is required to keep login names, passwords and remote access codes secret. Such information must never be written down.

8.4 Guidelines

1. If a password or PIN is compromised, it must be changed immediately.
2. Data must be kept secure and not be disclosed to unauthorised individuals.
3. Users should be aware that any documents that are saved on a user's home PC may be accessed by others and they must be secured appropriately, such as setting a password for sensitive or confidential documents.
4. If the user receives an attachment in an e-mail and the receiving PC does not contain the necessary software to be able to open this document, then no attempt should be made to open the attachment as someone else could later install the application and could gain access to the document.
5. Users should ensure that any confidential data is not disclosed in any way to unauthorised persons. Particular care should be taken to ensure that people are not looking over your shoulder when confidential or sensitive documents are visible.
6. If printing documents, you must be careful you do not leave them on the printer, especially in public places such as internet cafés.

8.5 Personal Identification Number (PIN) management

1. Initial PINs will be distributed by e-mail to users through their British Council e-mail address.
2. As part of the registration process for ROAM2, users must provide a unique word that can be used to confirm the user's identity (for example, Mother's maiden name, name of first school attended, and so on) and an alternative (non-British Council) e-mail address.
3. Users must change their PIN to something of their own choosing after their first successful login.
4. The PIN must consist of four numbers that must either be unique or only one number may be repeated once. Examples of acceptable PINs are: 2378 (all unique); 8385 (8 repeated once). An example of an unacceptable PIN is 8888 (not unique); 8383 (two numbers repeated); 8886 (one number repeated more than once).
5. The PIN will be set never to expire.
6. If the user forgets or loses their PIN, they must contact the Help Desk or Remote Access administrator. The Help Desk will ask the user to confirm their identity by means of their unique word (referred to in paragraph 2 above).