

# IBS COMPUTER ORIENTATION

## Access to Computers

IBS has a computer cluster in the main Sachar lounge for the use of students, faculty and staff. There are 34 PCs in the cluster, 5 on the 2<sup>nd</sup> floor of Lemberg, and 3 email machines in the World Court. There are also 4 PCs in the Ph.D. lounge for the use of Ph.D. students only. All other computers may be used at any time of the day or night when students are granted access to the building.

Due to the high demand for these computers, we ask that you do not conduct unnecessary personal business such as recreational web surfing or game playing on these machines. Also, we ask that you do not start using a machine, leave your belongings at the workstation and then walk away from it for an extended period of time. Such unattended machines will be considered vacant. Please do not “lock” the computers either. You will be logged off and will lose any files you were working on.

Any university student may also use the PCs in the Goldfarb cluster, the Feldberg cluster or the Hughes cluster when classes do not occupy these rooms. These clusters are open 7 days a week during the fall and spring semesters.

The Goldfarb and Hughes clusters are open during library hours. The Feldberg cluster is open:

Monday - Thursday	9:00 a.m. – 11:45 p.m.
Friday	9:00 a.m. – 7:45 p.m.
Saturday	10:00 a.m. – 5:45 p.m.
Sunday	12:00 noon – 11:45 p.m.

The clusters are also open during semester breaks and between semesters although for reduced hours.

The university clusters do not have the same software as the IBS cluster, although they do have Microsoft Office, Netscape and many other programs in common. In addition, these clusters may be very crowded, so it is recommended that IBS students use the IBS cluster whenever possible.

There are also clusters of Macintosh computers available to the general university population (including IBS) in Farber and Feldberg. Farber is open the same hours as the library; Feldberg has the same hours as the PC cluster above.

## The Network

IBS is part of the Brandeis network and has access to all campus and Internet resources. The network is a 10/100 mbps Ethernet with a fiber backbone and dual T1 lines to the Internet.

## User Accounts and Passwords

Each student should go to <https://unet.brandeis.edu/> and “Open a UNet Account.” When you have completed this, you will have your Brandeis email address as well as your login for WebCT.

## **Logging In**

Computers in the cluster and cubicles are running Windows XP. Press the Ctrl, Alt, and Delete keys simultaneously (if needed) and say OK to bring up the login dialog box. Type in your user name and password. The domain name must be USERS.

Students will keep their username for their entire stay at IBS. They may change their own password at any time by going to <https://unet.brandeis.edu/>.

## **Brandeis Mailing List Sign-up - MANDATORY**

After getting your UNET username and password set, you should visit: <https://lists.brandeis.edu/wws/> and sign in to the Brandeis Mailing List page. Type in “ibs” (without quotes) into the search box on the upper left hand corner of the page. When you receive the search results, scroll down until you find your degree and graduation year. For example, you will see ibsma09 or ibsbma09. Click on the proper list, then click “Subscribe.” You will be prompted to enter your email address (Brandeis email address will only be accepted). You are now signed up to receive all important emails from IBS.

## **Wireless**

The wireless gateway requires users to begin by opening a web browser and going to any URL. This will be intercepted and directed to the wireless gateway login screen. Guests to campus can log in with the email address. Users with UNet accounts should log in with their UNet username and password. Failure to log in will result in not being able to access network resources. Once logged in, the user will be directed to the original URL entered.

If you have any SSID set up on your wireless device, you need to add an SSID of one of the following:

- **brandeis\_unet\_wireless**
  - Open unencrypted network with limited protocol support
- **brandeis\_unet\_secure**
  - WPA2 encrypted network with unrestricted access
- **brandeis\_unet\_voice**
  - Voice device network (Only LTS approved and configured devices)

For more information about Wireless go to: <http://web.brandeis.edu/pages/view/Netaccounts/WireLess>

## **Printing**

There are two print stations and card readers. One is located on the upper level and one on the lower level. Each student will be allotted 50 pages per academic year. (Please note that no other part of Brandeis gives an allotment to their students.) Students can claim their cards from the Student Services Office. Machines to add printing are in Shapiro and Goldfarb. The cost is \$.10 per page.

## **How does this work?**

1. When you send a print job you will be prompted to name the Job. You can

call it anything you'd like. This is to identify which one is yours.

2. You then walk to the print station, located next to the printer. Type in your Job name and click log in.
3. Find your print Job and click on it. At the bottom of the page you will see the cost and a prompt for you to insert your card into the reader next to the PC. If you decide you do not want the print out, just leave it. All print jobs that are not printed within 20 minutes will be deleted to avoid print queue back-ups.
4. Insert your card. The reader will let you know your balance. Click Print.

### **Supported Software**

Since it is not possible to be familiar with all the software programs on the market, Brandeis University ITS has selected a limited number of programs, often the most popular programs in each software category, for support. These are listed on the ITS website at <http://web.brandeis.edu/pages/view/HWSSoftware/RecommendedSoftware>.

### **Launching Programs**

Programs may be started in one of two ways.

- 1) If there is an icon for the program on the desktop, double click it.
- 2) If there is no icon for the program on the desktop, click the Start button in the lower left corner of the screen. Slide the mouse up the pop-up menu to Programs. Slide the mouse onto the Programs menu and click on the desired program. *Note:* In some cases, there may be additional cascading menu such as Applications.

### **Running Programs from the Server**

Although most programs have been installed locally on the clusters computers, some may have to be run from the servers. You may access these programs by double clicking on the Network Neighborhood icon on the desktop. Find the server icon and double click on it. Select the appropriate shared directory for the program desired and double click on it. A window showing the contents of the directory should appear. Double click on the application's icon to launch the program.

### **The UNet Network**

UNet is the name for the Brandeis University Network. This high-speed (10 Mb/s) network allows access to both on-campus and off-campus resources, including e-mail and the Internet. IBS is part of UNet and has access to all campus and Internet resources.

Every student, whether they live in the dorms or off campus, should have a UNet account. New students should sign up for UNet accounts now. You will keep your UNet account as long as you are a Brandeis University student. When you sign up for UNet, you will receive an e-mail account, space for a personal web page and storage space on a university server. You can use a computer cluster anywhere on campus and save your work to your folder on the university server.

To open a UNet account, visit the site: <https://unet.brandeis.edu> and follow the on-screen instructions.

### **Access to E-Mail from Off-Campus**

You can get your mail from off-campus by visiting the UNet site at <http://unet.brandeis.edu>.

### **Access to the Internet from Off-Campus**

To use the Internet from off campus, you must have an ISP (internet service provider). Students may access the Brandeis University web page at <http://www.brandeis.edu>. Students and faculty may create their own web pages which can be viewed by anyone with Internet access at <http://www.brandeis.edu/~username> (username being your UNet username).

### **IBS Web Page**

The address for the IBS web page is [www.brandeis.edu/global](http://www.brandeis.edu/global). Among the items students will find at this site are a list of all courses, course descriptions, course syllabi and program descriptions.

### **The Help Service**

Computing Services maintains a Help Desk, staffed by students who have been carefully screened and trained, to answer questions and to troubleshoot hardware and software problems. When you cannot solve a problem on your own, you should call the Help Desk.

The Help Desk may be reached at x6SRVC. You may occasionally be put on hold when you call, particularly at the start of each semester when the number of calls greatly increases, but a consultant will answer shortly. The Help Desk wait time is considerably shorter than the help lines of most software manufacturers. When you speak to the consultant, carefully and completely describe the problem you are having. If you are receiving any error messages, write them down and read them to the consultant.

The majority of problems are resolved over the telephone. If your problem cannot be resolved, a ticket in the TIS system will be created for you and you will be given the ticket number. Write this down as this is your reference point for future inquiries as to the resolution of your problem. If the Help Desk cannot resolve your problem, they will refer the problem to the appropriate resource.

### **Hardware Repair and Purchasing**

The ITS Repair Shop is an authorized Apple Service Provider and honors all Apple limited product warranties as well as AppleCare agreements. In addition to Apple products, the Repair Shop also services HP, Dell, IBM, Vectra, Compaq, Sony and other brand name computers. Products that are out of warranty are serviced with a minimum labor fee, in addition to any parts needed for repair. The shop is open Monday through Friday from 9 a.m. until 5 p.m. and is located in the Feldberg Communications Center, room 12.

Brandeis University has special pricing deals with Dell and Apple Computer that offer computers below retail price. Both desktop and laptop models are available. For the current models and prices, see <http://its.brandeis.edu/techresources/hwsoftware/>.

Please take some time and view <http://its.brandeis.edu/>. This page is a great resource for most of your technology questions and concerns.