GETTING STARTED

For Faculty, Members, Visitors and Staff using IAS office Mac computers
A MESSAGE FROM THE INFORMATION TECHNOLOGY GROUP

The Information Technology Group’s staff would like to welcome you to the Institute for Advanced Study. We look forward to making your interaction with our computer technology a rewarding experience.

The Information Technology Group’s Help Desk is available Monday through Friday from 8 a.m. – 5 p.m. to assist users with computer-related problems.

Telephone: extension 8044  E-mail: helpdesk@ias.edu

*** Important ***

Some applications may require special Administrator permissions to allow for installation. Please consult with the Information Technology Group’s Help Desk staff before installing any personal software on the computer.

After reviewing this document, please visit our website by pointing your web browser to the following URL address:  http://itg.ias.edu. Here’s a sample of what you will find on our web site:

- How to configure an IMAP e-mail program
- Frequently Asked Questions
- Useful web sites
- Checking e-mail while away from IAS
- Tips and Tricks for applications
- Notices and news from the Information Technology Group
- Computer resources
- And more!

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GENERAL INFORMATION

All IAS-owned office computers with the Macintosh OS X operating system installed come equipped with a wide variety of software applications already installed such as Microsoft Office, Adobe Creative Suite, Mozilla Firefox and Thunderbird, Sophos Anti-Virus and Fugu File Transfer Client. A complete listing of the software applications installed can be found by clicking on the Go menu on the Apple Toolbar and clicking on Applications. Users are prohibited from installing any other operating system on their IAS-owned office computer.

A setup password was added to all IAS-owned office computers to prevent unauthorized changes to the Firmware. Please do not attempt to open the computer case or perform repairs without assistance from the Information Technology Group’s Help Desk staff.

If you have never used the Apple Mac OS X operating system, you may want to read the guide for new Apple users, found by typing http://apple.com/support/mac101 into your web browser of choice.

LOGGING IN TO YOUR COMPUTER

When you arrive, your monitor will most likely be in sleep mode. Moving the mouse or pressing a key on the keyboard will usually wake up the monitor. If not, make sure the monitor and computer are powered on. The monitor’s power button is silver, located on the front of the monitor, in the lower right-hand corner. Press the button, and you will hear a beep. To turn on the computer, press the power button that is on the rear of the Mac mini for 3 seconds. Let the computer run through the boot up process until you see the Log on Screen.
The Log on window has fields for both a **Name** and **Password**. To log on to the domain, you will need to enter both. Enter your ITG-assigned username in the box next to **Name**. If your e-mail address is *jdoe@ias.edu*, then your username is jdoe. In addition, please remember that network passwords are case-sensitive. Asterisk-dots will appear as you type your password. Press the **Enter** key or the **Log In** button after you entered your network password to continue. After the logon process is complete you will see the Mac desktop.

**HOW TO CHANGE THE PASSWORD FOR YOUR NETWORK ACCOUNT**

You were assigned a network password prior to arriving here at the Institute. All users use a network password to log on to the domain. This is the same password you would use to access your IAS Webmail if away from the Institute. If you plan on using an IMAP e-mail program, such as Mac Mail or Mozilla Thunderbird, as your default e-mail program, then you will also be required to enter your network password whenever you are checking for new e-mail messages. You may choose to have the program remember your password for added convenience.

**Tips for choosing a new network password:**

All users should change their assigned network password the first time they logon to the domain. When selecting a new password, please keep the following in mind:

- Use a **minimum** of 8 alphanumeric and special characters.
- Use a mix of special characters, capital and lowercase letters, and numbers in your password.
- Do not use your **username**, first name, last name, or spouse’s name as your network password. Also, do not use computer names, house addresses, phone numbers or all numbers. Again, the idea is to mix alphabetic, special characters and numbers with each other. Be creative, but also choose a network password that you can remember!
- Do not use words out of the dictionary. Intruders use simple programs to try every word in the dictionary as a possible network password.
- Do not share your network password with other individuals. The potential for abuse is too great if others know your network password.
- Some examples would be:
  
  F6rc@9#T  \hspace{1cm} N3Y!@be1R \hspace{1cm} D>e$Cbor6g \hspace{1cm} B8n$y3e%%
How to change your network password:

1. Click on System Preferences from the Dock or from the Apple Menu.

2. Click on Accounts.
3. Click on your username in the list on the left and press the Change Password button.
4. Input your old password and insert your new password and verify the new password by typing it again, and then click on Change Password.

5. Log off and log back in to try it.
SELECTING A DEFAULT PRINTER

Network printers are located in the hallways on Fuld 2nd and 3rd floors, West Building 1st, 2nd and 3rd floors and in Building B. Prior to your arrival at the Institute, the Information Technology Group’s Help Desk staff installed the network printers on your IAS-owned office computer and set a default printer for you. If you wish to change your default printer, please follow the instructions below.

1. Click on System Preferences from the Dock or from the Apple Menu
2. Click on Print and Fax.
3. In the Default Printer drop-down menu, select the printer you want to make your default printer.

NETWORK DRIVE INFORMATION

All users are allocated 1 GB of space on our network file server for storing files. When you log on, you may notice a folder like this one in the lower-right of your screen, on the Dock:

This is the network folder that will be commonly referred to as your “I: drive”. It contains a folder where you can save your documents. If your user name is jdoe, then your network folder is named “jdoe”. A subfolder named My Documents was created in your network folder to get you started. By saving important documents to your network folder, you insure that your files are backed up regularly. Any items saved on your Desktop or other locations on your computer will not be backed up.
E-MAIL PROGRAMS

The Information Technology Group recommends that all users use Mac Mail as their default e-mail program. Prior to your arrival, a member of the Information Technology Group’s Help Desk configured this application for your immediate usage. To begin using the program, simply click on the Mail icon that appears on the Dock.

Users who prefer to not use Apple Mail are free to access their e-mail locally or remotely by using any secure IMAP compliant e-mail program such as Mozilla Thunderbird. [NOTE: Our e-mail server does not support POP3 or Telnet access.]

REMOTE SOFTWARE DEPLOYMENT

The Information Technology Group deploys anti-virus and other critical and security software updates to IAS-owned computers during non-business hours when most clients are not in their office working. In order for these remote deployments to be successful, we require all clients to leave their IAS-owned office computer on when they leave their office at the end of each day. To do this, you should do the following:

1. Save all work and close all open applications.
2. Click on the Apple Menu in the upper-left hand corner of the Mac desktop.
3. Click on Log Out [Username]…, then confirm the action by clicking the Log Out button.
4. Please do not turn off or shutdown the Macintosh computer.

Note: ITG can only install updates to Mac OSX and Apple programs. Updates to third-party applications are done manually.

SOME DOs AND DON’Ts OF PERSONAL COMPUTING

- **DO** store your important files on the I drive network folder. This network file server is backed up regularly during the week. If something happens to your IAS office computer, your files on the network file server will be safe.
- **DO** save your documents often while you are editing them.
- **DO** use the Log Out feature on the Apple Menu when you leave your office for the day.
- **DO** contact the Information Technology Group’s Help Desk immediately if you discover a virus on your computer, USB memory stick, CD or Floppy disk.
- **DO** store your storage media such as CDs, DVDs and Flash drives in a cool and dry place. Keep them away from extreme heat or cold, and do not allow them to get wet.
- **DON’T** put cold media into your computer. On very cold days, allow the media to return to room temperature before using them.
- **DON’T** follow instructions in an e-mail asking you to delete files from your computer, submit confidential information, or follow a link to a website that you don’t recognize.