GETTING STARTED
For Faculty, Members, Visitors and Staff using IAS office Macs

The Information Technology Group 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 ITG Help Desk is available Monday through Friday, 8am - 5pm, to assist users with computer-related problems.

Instant ticket creation: itgrt@ias.edu    Email: helpdesk@ias.edu    Phone: extension 8044

Please visit our website at http://www.itg.ias.edu for more information, tips, and FAQs.

GENERAL INFORMATION

IAS-owned office computers with Mac OSX installed come equipped with a wide variety of software applications including, but not limited to, Microsoft Office, Adobe Creative Suite and Acrobat Pro, Sophos Antivirus, Dropbox, Skype, and FileZilla FTP Client. A complete listing of the software applications installed can be found by clicking on Go menu on the Menu bar and clicking on Applications.

Please consult with the ITG Help Desk staff before installing any personal software on the computer. Users are prohibited from installing any other operating system on their IAS-owned office computer.

LOGGING ON TO THE MAC

Your Mac should remain turned on at all times. If you do not see anything on the monitor display, make sure the monitor and Mac are both powered on. The power button is located on the front, right-hand side of the monitor, and on the back of the Mac mini case. If the Mac is off, let it run through the startup process until you see the Log on Screen.

The Log on screen 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 IAS email address is jdoe@ias.edu, then your username is jdoe. The first time you log in, you will be prompted to change your password. This is mandatory. Refer to the next section for the password requirements.

CHANGING YOUR NETWORK ACCOUNT PASSWORD

Requirements for choosing a new network password:

- Use a minimum of 8 alphanumeric and special characters.
- You must have at least 3 of the following 4 types of characters in your password:
  - Uppercase letters, lowercase letters, numbers, and special characters or symbols
- You cannot use your username, first name, last name, spouse’s name, or any dictionary words.
- Some examples of secure passwords would be:
  
P6rc@9#1    A3Y!@se1    U>e$Cbor6D    L8n$y3evX
How to change your network password in Mac OSX:

1. Click on System Preferences from the Dock or from the Apple menu.
2. Click on Users and Groups.
3. Click on your Username in the list on the left and press the Change Password button.
4. Input your old password, new password (twice), and then click on Change Password.
5. Log off and log back in to try it.

PRINTING

Network printers are located in the hallways of West Building 1st, 2nd and 3rd floors, Fuld Hall 3rd floor, and in the basement and 2nd floor of Building B. Prior to your arrival, we have installed these network printers on your IAS-owned office computer and set your default printer to the one closest to your office. If you wish to change your default printer, please contact the Help Desk.

NETWORK STORAGE

Users are initially allocated 1GB of space on our network file server for storing files. If you require additional space, please contact the Help Desk. You may notice a folder like this one on the Dock:

This is the network folder that may commonly be referred to as your “I: drive” or home directory. A subfolder named My Documents was created in your network folder to get you started. By saving important documents to your network folder, you ensure that your files are backed up regularly.

NOTE: Any items saved on your Desktop or local folders on your computer will not be backed up.

EMAIL ACCESS

Unless you have requested your email to be redirected to another address, ITG recommends that you use Webmail to access your IAS email. You can launch it by clicking the Zimbra Web Client shortcut on your Desktop. You can access your email at any time from any location by visiting http://mail.itg.ias.edu

REMOTE SOFTWARE UPDATES

The ITG Help Desk deploys antivirus and other critical and security software updates to IAS Macs overnight. In order for these updates to be successful, we require all clients to leave their office computer on, but logged off when they leave their office at the end of every day.

When you are done for the day, please make sure you save all work and close all open applications. Then, click on the Apple menu and then Log Out.

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