GETTING STARTED

For Faculty, Members, Visitors and Staff using IAS office PCs
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 ***

IAS office computers with the Windows XP Professional operating system installed require special Administrator permissions to install software. Please consult with the Information Technology Group’s Help Desk staff before installing any personal software on the computer. You are able to move and copy files in the usual manner.

After reviewing this document, please visit our web site by pointing your web browser to the following URL address: http://www.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 Windows XP Professional operating system installed come equipped with a wide variety of software applications already installed including, but not limited to, Microsoft Office, Adobe Creative Suite and Acrobat, Mozilla Firefox and Thunderbird, Vipre Anti-Virus, SSH Secure Shell, and 7Zip. A complete listing of the software applications installed can be found by clicking on the **Start** button and clicking on **Programs**. 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 system BIOS. Please do not open the computer case or attempt to make changes without assistance from the Information Technology Group’s Help Desk staff.

STARTING THE PC

Turn on both the monitor (press the silver button located on the front, right-hand side of the monitor) and computer (press the power button on front face of case). Let the computer run through the boot up process until you see the **Welcome to Windows** dialog window. Press the **CTRL+ALT+DEL** keys simultaneously to begin the login process.

The **Log on to Windows** dialog window has three fields: **User name**, **Password**, and **Log on to**. Prior to logging on to the domain, you will need to enter your user name, password and domain name. Please remember that network passwords are case sensitive. Asterisks will appear as you type. The domain name appearing next to **Log on to** should be **NTDOMAIN**. Press the **Enter** key or the **OK** button after you have entered your network password to continue.

After the login process has completed, you will see the Windows 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. If you plan on using an IMAP e-mail program such as Eudora Light 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.

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

All users will be prompted to 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 address, 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 of secure passwords would be:

  F6rca9#T   N3Y!@be1R   D>e$Cbor6g   B8n$y3c%

**How to change your network password using Windows XP Professional:**

1. Close all programs you have running.
2. Press the **CTRL+ALT+DEL** keys simultaneously.
3. The **Windows Security** window will appear.
4. Click the **Change Password** button.
5. Type your current network password and new password in the listed text boxes.
6. Click the **OK** button.
7. You should see a confirmation message.
8. Log off your computer 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 the basement and 2nd Floor of 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 your default printer to the one closest to your office. If you wish to change your default printer, please follow the instructions below.

1. Click the **Start** button, click on **Control Panel**, and double-click on **Printers and Faxes**.
2. **Right-click** the printer that you wish to make your default printer.
3. Click on **Set as default printer**.
4. The new default printer should have a check mark in the icon. You can now close this window.

**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 an I: drive icon appearing in your list of available drives on your IAS-owned office computer when you click on the **My Computer** icon. This is the network drive that contains a folder where you can save your documents. A subfolder named **My Documents** was created in your network folder to get you started. There is a shortcut to this **My Documents** folder on the Desktop. 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 Microsoft Outlook 2007 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, unless you have requested email forwarding. To begin using the program, simply double-click on the Microsoft Outlook 2007 icon on your desktop.

Upon exiting Outlook, you will be prompted to empty the "Deleted Items" folder.

![Microsoft Office Outlook](image)

We recommend you delete the items in the "Deleted Items" folder upon exit, although there is an option to decline. By emptying your Deleted Items, you reduce the amount of e-mail attributed to your user account on the e-mail server.

Users who wish to not use Microsoft Outlook 2007 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 office 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 office computer on when they leave their office at the end of every day. To do this, you should do the following:

1. Save all work and close all open applications such as Microsoft Word, Outlook, Firefox, etc.
2. Click on the Start button in the lower left hand corner of the Windows desktop.
3. Click on Log Off
4. Click on Log Off to confirm your choice.

SOME DOs AND DON’Ts OF PC COMPUTING

• **DO** use the I: drive (My Documents) to store work related documents. The I: drive is a network drive that users can save files on. This network drive is backed up regularly during the week. If something happens to your IAS office computer, your files on the I: drive will be safe.
• **DO** save your documents often while you are editing them.
• **DO** use the Log Off button on the Start Globe 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 or floppy diskette.
• **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** use Macintosh formatted media in the IAS-owned office PC computers. In general, Macintosh computers will read PC media, but a PC will only read Macintosh media with special third-party software.
• **DON’T** put cold media into your computer. On 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.