GETTING CONNECTED

Using personal laptops

The Information Technology Group would like to welcome you to the Institute for Advanced Study. If you have brought your own laptop, you can still access network printers, library resources, etc. We look forward to making your interaction with our services a rewarding experience. The ITG Help Desk is available Monday through Friday, 8am - 5pm, to assist users with computer-related problems.

Instant ticket creation: askitg@ias.edu   Phone: extension x8044

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

CONNECTING TO IAS WIFI

The IAS wireless network name (SSID) is IAS. There is no password, but you will need to register your laptop in order to gain access to the internet. First, connect to the wireless network from your laptop as you normally would to connect to any network.

Once you have connected to the network, within 1-2 minutes a web browser page should pop up.
If this does not happen, open your preferred browser (Firefox, Chrome, Safari, etc.) and browse to
https://ibportal.ias.edu/.

Members and Visitors have two registration options. It is possible to register as a "Guest", which gives access for two weeks, or register for "Permanent Access" which gives access for a long-term stay. If you register as a Guest, you will need to re-register after 2 weeks.

In order to access restricted online resources, you will need to join the Eduroam wireless network. Please see the information located at https://www.ias.edu/wireless

CHANGING YOUR NETWORK ACCOUNT PASSWORD

If you are on campus at IAS, you will have access to the Internet and restricted IAS resources via eduroam. With this secured connectivity, you can surf to the URL https://support.itg.ias.edu/ias/password-changer/ and follow the instructions to change your account password.

If you are not connected to eduroam or off campus, you may still be able to change via our VPN-Web Access https://vpn.ias.edu/. Logon with you IAS credentials then click on ITG Password Changer and follow the instructions to change your account password.

If you are off campus and connected to IAS via OpenVPN ,you can surf to the URL
https://support.itg.ias.edu/ias/password-changer/ to change your account password.

Also, If you have access to an IAS computer in the H/S library, you can logon and change your password, by pressing the **CTRL**+**ALT**+**DEL** keys simultaneously.

Your new password needs to be at least 8 characters with at least 3 of the following 4 types of characters:
Uppercase letters, lowercase letters, numbers, and special characters or symbols

CONNECTING TO NETWORK PRINTERS

Network printers are located in various locations across campus, including the hallways of West building, Fuld Hall 3rd floor, and Building B 2nd floor. In order to connect to these and other printers, please refer to the instructions located on the following page: **https://www.itg.ias.edu/netprint**

EMAIL ACCESS

If you have requested your email to be redirected to another address, then mail sent to your IAS address will be delivered to your personal address. If you did not request it to be redirected, ITG recommends that you use Webmail to access your IAS email.

You can access your email at any time from any location by visiting **https://mail.ias.edu**

If you prefer to access your IAS email in a dedicated email application, instructions for doing so are on our website at **www.itg.ias.edu/mailclients**

VPN ACCESS FOR INTERNAL RESOURCES

In order to gain access to internal resources such as websites, library resources, and network file storage, you will need to connect to the IAS VPN.

When using equipment that you own, installing the VPN software on your machine is the preferred method. Once installed, you can connect to IAS and access restricted resource as if you were on campus. Instructions for installing OpenVPN is available https://www.ias.edu/openvpn-installation-guide.

An alternative method is to use our web-based VPN. You can access out web-based VPN by, surfing to **https://vpn.ias.edu** and login with your IAS user account.

Some common library resources can be found at **http://library.ias.edu**

NETWORK STORAGE

Users are initially allocated 20 GB of space on our network file server for storing files. If you require additional space, please contact the Help Desk. To connect to your network drive, you must first be connected to the IAS VPN. In order to connect, please refer to the instructions for your particular operating system on our website at **www.itg.ias.edu/netstorage**

SECURITY SOFTWARE AND PERSONAL EQUIPMENT

 All personal computers have some form of anti-virus or security software installed. There are many free options available online. Microsoft Defender and other security features are built-in to Windows 8 and above.

Mac users can install a free program, Sophos Antivirus for Mac Home Edition, from **http://sophos.com**

Please note that while ITG is able to assist with basic questions and IAS-related services on personal equipment, we cannot perform any work on the hardware such as repairs or part replacements. If the equipment is owned by your home institution, we encourage, you should contact them first for any hardware problems and possible solutions. For your convenience, please see our listing of local technology vendors by going to https://www.itg.ias.edu/localvendors .