Part II Student Induction 2019

• Department IT facilities (e.g. Fileserver, Printing, Copying)
• IT procedures in Materials (e.g. Getting help)
• Online literature searches (e.g. Web of Knowledge & SOLO)

Dr Paul J Warren – Senior IT Officer
Department IT facilities

- Research Group Computers
- Network Infrastructure
- Department Computer Room (TL)
- Materials Modelling Laboratory (MML)
- Department Library
- Meeting Rooms and Lecture Theatres
- IT support area
- Photocopiers and Printers
- Department Website
Research Group Computers

- Research groups provide their own computing facilities.
- Variable provision depending on type of work and funding!
  - individual or shared, desktops or laptops, Windows or Mac
  - mono or colour printers, scanners, cameras etc.
  - equipment control computers etc.
- Group leaders are responsible for paying for group computers.
- **Users are responsible for looking after group computers.**
  (Configuration/Data/Backup/Security etc.)

- Talk to IT staff if your group computing facilities are limiting!
Network Infrastructure

Network connectivity is essential for email, web, filesharing, printing, backup etc…

- Department network – (local IT staff)
  - 1Gbit to offices/labs
  - 1Gbit between all department buildings
  - 1Gbit firewall (registered devices only)
- University network (IT Services staff)
  - 40Gbit university backbone
  - [http://www.it.ox.ac.uk/status/](http://www.it.ox.ac.uk/status/)
  - university firewall
- Joint Academic Network (JANET)
  - 40Gbit link to the world
Department Computer Room

• The Teaching Laboratory in Holder Building has a computer room open during working hours.
• Priority is given for teaching undergraduates but postgraduates can use it if there are free workstations, which there usually are!
• 13 desktops connecting to department fileserver
• Colour photocopier/printer, Mono printer, scanner
• (also 7 optical microscopes and 8 laptops)
• Desktop login uses SSO authentication.
Materials Modelling Laboratory

- Materials Modelling Laboratory
  - http://mml.materials.ox.ac.uk/

- University computational resources are available via the Advanced Research Computing facility
  - http://www.arc.ox.ac.uk
Department Library

• On-line catalogues, on-line resources
  – http://www.materials.ox.ac.uk/library
  – Two desktops with SSO login
    save files to your own directory space
    print to followme photocopiers.

• Please use computers for library purposes, not just email etc.

• Wireless signal for personal devices

• Self-service book loan system
Meeting Rooms and Lecture Theatres

(HRLT / BRLT / IEBLR8, HRMR / BRCR / ETBCR / PRMR / RRCR / RRMR / BBMR)

• Lecture theatres and meeting rooms all have permanent audio visual facilities (computers, projectors, visualizer etc).

• Room bookings should be made via Reception 73777 but bookings can be checked online at http://internal.materials.ox.ac.uk/roombookings

• Portable equipment which can also be borrowed
  – Laptop plus webcam (from IT support)
  – Portable data projector (from IT support)

• Video conference facilities – fixed locations
  – Skype – Meeting rooms (HRMR / BRCR / ETBCR / RRMR / RRMR)
IT Support area

Engineering Technology Building Room 10.14
Helpdesk open weekdays 8.30am to 5.30pm
Email: itsupport@materials.ox.ac.uk
Phone: (2)73667 (Chris Akinola)

– IT Helpdesk – hardware and software and general guidance
– Photography - mugshots, publicity, research support
– Projects – publications/handbooks, posters, business cards
– Meetings support – audio visual, poster-boards, signs
Digital Printroom

Open-access printroom for use by all members of Department when group printing facilities are insufficient.

Printing requires authentication using departmental credentials. Printroom door is open 9-5pm but after-hours swipecard access available upon request to IT staff.

- 2 basic computers (for printing/scanning)
- 1 A4 flatbed scanner (documents and film negatives)
- 1 A4 document scanner (doublesided, autofeed, 30 ppm)
- 1 mono laserprinter (doublesided 30ppm)
- 1 colour photocopier (capable of A3 and doublesided 15ppm)

Room due to decommissioned – most people print to photocopiers.
Photocopiers and Printers

See list of devices at http://print.materials.ox.ac.uk/ipp

Each building has a departmental multifunction copier
- **Install the “followme” print queue to use any photocopier**
- copy/print/scan&email, mono/colour, A4/A3
- University Card contactless authentication
- print jobs are only released after authentication
- consumables are available from stores
- report problems to Reception staff

Research groups operate their own printers
- consumables for standard printers are available from stores, alternatively consumables are managed locally within groups
- report problems to local experts or departmental IT staff
Department Website

There is lots of department information available on our website [http://www.materials.ox.ac.uk](http://www.materials.ox.ac.uk)

- **People** contact details
- **Teaching** information
- **Research** information
- **Internal**
- **IT**

Report any errors or send any suggestions to webmaster@materials
IT Procedures

- Getting Support
- Communicating via Email
- Connecting to the Network
- Computer usage
- Making the most of your computer
- Department services
- IT Training
Getting IT Support - Department

itsupport@materials.ox.ac.uk

• Dr Paul J Warren - Senior IT Officer
  – paul.warren@materials; 73727; ETB Room 10.12

• Robert Saunders - IT support / Servers / Desktops
  – robert.saunders@materials; 73930; ETB Room 10.15

• Chris Akinola - IT support / General / Audio Visuals
  – chris.akinola@materials; 73667; ETB Room 10.14
Getting IT Support – IT Services

• IT Services
  – [http://www.it.ox.ac.uk](http://www.it.ox.ac.uk)
  – [http://help.it.ox.ac.uk](http://help.it.ox.ac.uk)
  – 7-19 Banbury Road (nearby)
  – Advisory, Registration, Help, Training etc.
  – Meeting rooms with computer suites available for booking

• IT Service Desk
  – Online requests [http://help.it.ox.ac.uk/help/request](http://help.it.ox.ac.uk/help/request)
  – Email requests help@it.ox.ac.uk
  – Phone 24/7 support line 01865 6 12345
  – Appointments from 9:00 to 16:00
Communicating via Email

- **Nexus365 provided by IT services (via Microsoft Office365)**
  - `firstname.lastname@materials.ox.ac.uk`
  - Outlook web access [https://outlook.office365.com](https://outlook.office365.com)
  - Local email client e.g. Outlook, Thunderbird+DavMail, MacMail
  - Some mailbox settings on [https://register.it.ox.ac.uk/self/nexus](https://register.it.ox.ac.uk/self/nexus)
  - Lots of guidance at [http://help.it.ox.ac.uk/nexus365/index](http://help.it.ox.ac.uk/nexus365/index)

- **Departmental mailing lists are operated by IT staff**
  - Everyone should receive `notices@materials`
  - Other lists as appropriate : e.g. `undergrads-4th-msom@materials`

- **Using email**
  - Write messages clearly, concisely, preferably in plaintext
  - Most junk should just be deleted. If you are unsure IT staff can advise. e.g. phishing, viruses, hoax viruses, chainmail, etc.
  - Think about what you write [http://help.it.ox.ac.uk/email/netiquette/index](http://help.it.ox.ac.uk/email/netiquette/index)
  - Consider adding your phone contact details to your signature
Connecting to the Network

• Wireless network is provided in most **general access areas** of the department. Eduroam and OWL are provided by university IT Services and can be accessed by any member of the university **without registration** by using your remote access account. [http://help.it.ox.ac.uk/network/wireless/index](http://help.it.ox.ac.uk/network/wireless/index)

• Wired network ethernet is available in all rooms but computers **must be registered** with IT staff who check systems before adding them to the network
  – Need up-to-date anti-virus software
  – Need fully patched operating system

• Network problem?
  – check [http://www.it.ox.ac.uk/status](http://www.it.ox.ac.uk/status) for university-wide problem
  – email itsupport@materials or phone 73667 / 73930 / 73727
Computer Registration

• Pre-registration security checks for personal devices
  – Install Sophos [https://register.ox.ac.uk/software](https://register.ox.ac.uk/software) and perform full scan.
  – Install all operating system updates
    • Microsoft updates [http://update.microsoft.com](http://update.microsoft.com) for Windows
    • Apple Software Updates [http://support.apple.com/kb/HT1338](http://support.apple.com/kb/HT1338) for MacOS
    • Software package updates for Linux
  – Install updates for any additional software packages such as Java, Acrobat Reader, Adobe Flashplayer (ActiveX for Internet Explorer and Plugin for Firefox), AppleSoftwareUpdates, Firefox, Chrome etc.

• Registration tasks for IT staff
  – Network registration (DHCP,DNS)
  – Check system configuration /security (see above)
  – [Help set/reset departmental account password](#)
  – [Help setup access to departmental fileserver](#) (ssh/netstorage/netshare)
  – [Help setup access to departmental printers](#) (iprint client)
  – [Help register for and install TSM backup software](#)
  – [Help setup wireless access to Eduroam](#) with Remote Access account
  – [Offer general advice on software and hardware](#)
Computer Usage

- **Information Security** [https://www.infosec.ox.ac.uk](https://www.infosec.ox.ac.uk)
  - Complete online training module [https://www.infosec.ox.ac.uk/module](https://www.infosec.ox.ac.uk/module)
  - Never allow open access - always set a password and lock screensaver
  - Never share a password, change passwords regularly

- **Antivirus software is essential**
  - IT staff manage the department’s anti-virus protection (Sophos)
  - Contact itsupport@materials if you think you have a virus or malware
  - Personal systems should run Sophos [https://register.it.ox.ac.uk/software](https://register.it.ox.ac.uk/software)

- **Backup and archive is essential**
  - Part II students cannot register for university backup HFS / TSM
    Please use OneDrive as backup [https://portal.office.com/](https://portal.office.com/)

- **Rules and regulations**
  - You have already agreed to the University Rules
  - Department does not allow P2P file sharing e.g. iPlayer, BitTorrent.
  - University monitors and investigates illegal filesharing – “Cease&Desist”
Backup with OneDrive

• Please backup PartII files/data using Microsoft OneDrive. (each year laptops get broken/stolen… so plan ahead!)

• Nexus365 OneDrive for Business provides 5Tb storage.
  – See [http://help.it.ox.ac.uk/nexus365/onedrive-business](http://help.it.ox.ac.uk/nexus365/onedrive-business)
  – Web interface via [https://portal.office.com](https://portal.office.com) (Explore… OneDrive)
  – Install Client and login with SSO user1234@OX.AC.UK (as address)
    • Client will typically sync to C:\Users\username\OneDrive-Nexus365 by default
  – Configure Client to also sync Desktop&Documents&Pictures
    • More > Settings > Auto Save > Update folders to configure “Folder Protection”
Making the most of your computer

- Read the Departmental advice about software
  http://www.materials.ox.ac.uk/it/itsoftware.html

- Software licenses distinguish between department-owned and personal-owned computers.

- General software is available from the IT on-line shop
  - see both pricelist and site licensing information (SLS)
  - purchase orders avoid paying VAT and help keeping records
  - pay for ALL software licenses (including downloaded shareware etc.)

- scientific software available
  - Mathematica – mathematical programming
  - Matlab – data analysis and graphing
  - Origin - graphing and data analysis
  - Other specialist software e.g. ABAQUS, COMSOL, LabVIEW etc.
Departmental Online Services

• Departmental Account
  • Username same as university but password different
  • Reset password via http://pwm.materials.ox.ac.uk/pwm

• File storage (secure, backed up, accessible)
  • TL computers now use SSO to authenticate to new fileserver
  • File access via windows sharing only from Dept wired network
  • More user guidance to follow later this month…

• Printing – all departmental network printers
  • http://www.materials.ox.ac.uk/local/it/materials-printing.html
  • http://print.materials.ox.ac.uk/ipp for automatic driver installation
Departmental Photocopiers

Each building has a multifunction photocopier
- copy/print/scan&email, mono/colour, A4/A3
- university card contactless authentication
- print jobs are only released after authentication
  - understand copyright permissions before copying!
  - print mono by default – colour costs more!
  - print/copy double-sided – duplex saves trees!
  - avoid printing where possible – no printing saves most trees!

Visit [http://print.materials.ox.ac.uk/ipp](http://print.materials.ox.ac.uk/ipp) and first install iPrint client then install “followme” printer which will send your printout to whichever photocopier you authenticate at.

Track your usage and budget via [https://print.materials.ox.ac.uk:9192/app](https://print.materials.ox.ac.uk:9192/app)
IT Training

• IT Services run an extensive range of training courses which are often FREE to all members of department
  – Byte-sized 1hr lunchtime sessions
  – 1/2 day and full day courses
  – [http://www.it.ox.ac.uk/do/training-and-facilities](http://www.it.ox.ac.uk/do/training-and-facilities)
  – [http://courses.it.ox.ac.uk/](http://courses.it.ox.ac.uk/)
  – [http://portfolio.it.ox.ac.uk/](http://portfolio.it.ox.ac.uk/)
  – [https://help.it.ox.ac.uk/courses/molly](https://help.it.ox.ac.uk/courses/molly)

• Look to your future…
  – what additional skills will you employer want?
  – where else will you get free IT training?
Literature Searching

• How to find on-line resources
  – http://www.materials.ox.ac.uk/library
  – https://libguides.bodleian.ox.ac.uk/materials

• Searching
  – http://solo.bodleian.ox.ac.uk
  – http://wok.mimas.ac.uk

• Reading journals on-line
  – access from Oxford or via VPN or via Shibboleth
  – http://ejournals.bodleian.ox.ac.uk

• Bibliographic software for managing references
  – Endnote, Refworks, Mendelay or Zotero

Demonstration time!
The End

Send all IT queries to
itsupport@materials.ox.ac.uk

Note that this presentation assumes you have already seen the IT Services student induction presentation at
https://www.it.ox.ac.uk/its3/induction
also
https://www.it.ox.ac.uk/getting-started