Graduate Student Induction 2020

• Department IT facilities (e.g. Fileserver, Printing, Copying)
• IT procedures in Materials (e.g. Getting help)
• Literature searching guidance

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 9 optical microscopes and 9 laptops)
• Desktop login uses SSO authentication
Materials Modelling Laboratory

- The department’s modelling group has some Linux computing facilities
  - [http://mml.materials.ox.ac.uk/](http://mml.materials.ox.ac.uk/)

- University computational resources are available free-at-point-of-use via Advanced Research Computing
  - [http://www.arc.ox.ac.uk](http://www.arc.ox.ac.uk)
Department Library

• On-line catalogues, on-line resources
  – [http://www.materials.ox.ac.uk/library](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

- Room bookings done via email to reception@materials.ox.ac.uk after checking room availability online via https://materialsoutreach.web.ox.ac.uk/local/timetables-and-room-bookings.html
  - (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)
- Portable equipment which can also be borrowed
  - Laptop plus webcam (from IT support)
  - Portable data projector (from IT support)
- Video conference facilities with webcams and noise-cancelling audio systems suitable for small meetings
  - Meeting rooms (HRMR / BRCR / ETBCR / RRCR / RRMR / BBMR)
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 decommissioned – most people print to photocopiers.
Each building has a departmental multifunction copier

- **Install the “followme” print queue to use any photocopier**
- **Email PDF to** followmeprint@materials.ox.ac.uk
- copy/print/scan&email, mono/colour, A4/A3
- University Card contactless authentication
- print jobs are only released after authentication
- report problems to reception@materials.ox.ac.uk or 273777

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 itsuport@materials.ox.ac.uk
There is lots of department information available on our website http://www.materials.ox.ac.uk

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

Report any errors or send any suggestions to webmaster@materials.ox.ac.uk
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 – IT Manager
  – 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
  – https://www.it.ox.ac.uk
  – https://help.it.ox.ac.uk
  – 7-19 Banbury Road (nearby)
  – Advisory, Registration, Help, Training etc.
  – Meeting rooms with computer suites available for booking

• Central IT Service Desk
  – http://help.it.ox.ac.uk/help/request
  – Email requests help@it.ox.ac.uk
  – Phone 24/7 support line 01865 6 12345
  – IT self service system https://oxford.saasiteu.com/
Communicating via Email

• Nexus email and calendars are provided by IT services
  – `firstname.lastname@materials.ox.ac.uk` (also @college)
  – Outlook web access `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`
  – Lots of guidance at `http://help.it.ox.ac.uk/nexus365/index`

• Mailing lists operated by itsupport@materials
  – Everyone should receive `notices@materials.ox.ac.uk`
  – Also `postgrads@materials.ox.ac.uk`, `postgrads-1st@materials.ox.ac.uk`

• Using email – beware phishing!
  – Consider adding your phone contact details to your signature
  – Write messages clearly, concisely.
  – Report phishing targeting Oxford `https://help.it.ox.ac.uk/phishing`
  – Most junk should just be deleted. If you are unsure IT staff can advise.
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

• 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 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 setup access to departmental fileserver
  – Help setup access to departmental printers
  – 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 also run Sophos [https://register.it.ox.ac.uk/software](https://register.it.ox.ac.uk/software)

• Backup and archive *is essential*
  – Formalise your weekly backup procedure (also archive regularly)
  – Register for IT Services’s weekly backup service HFS

• Rules and regulations
  – You have already agreed to the University Rules
  – University monitors and investigates illegal filesharing – “Cease&Desist”
OneDrive and Teams

- **Nexus365 provides OneDrive for Business with 5Tb storage.**
  - (similar to Dropbox and GoogleDrive but trusted storage location!)
  - See [https://help.it.ox.ac.uk/onedrive-for-business-getting-started](https://help.it.ox.ac.uk/onedrive-for-business-getting-started)
  - 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”

- **Nexus365 provides Microsoft Teams**
  - See [https://help.it.ox.ac.uk/nexus365/what-is-teams](https://help.it.ox.ac.uk/nexus365/what-is-teams) (similar to Slack)
  - Many people use Teams to collaborate/share/schedule/message/chat
  - Contact Paul Warren to create a Team (he has overview of our teams)
Making the most of your computer

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

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

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

• Some site-licensed scientific software available from IT staff
  – Mathematica – mathematical programming
  – Matlab – data analysis and graphing
  – Origin - graphing and data analysis
  – Other specialist software e.g. ABAQUS, IDL, COMSOL, LabVIEW etc.
Departmental Online Services

– Departmental File storage (secure, backed up, accessible)
  • \\materials.ox.ac.uk\shares\Student\postgrad
    login with user1234@OX.AC.UK
  • Many computers already use SSO login (rather than local accounts)
  • File access via windows sharing only from Dept wired network
  • https://www.materials.ox.ac.uk/local/it/materials-fileserver.html

– Printing – all departmental network printers
  • Install followme printer
  • Email PDF to followmeprint@materials.ox.ac.uk
  • http://www.materials.ox.ac.uk/local/it/materials-printing.html
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!

- Install followme printer which will send your printout to whichever photocopier you authenticate at.
- Alternatively email followmeprint@materials.ox.ac.uk
Information Security

• Visit https://infosec.ox.ac.uk
  – University information security policy
  – Advice and guidance - “I want to…”
    • Secure my mobile devices
    • Use cloud services safely

• Online awareness training course
  – Compulsory for staff, recommended for students
  – http://www.it.ox.ac.uk/infosec/module/
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
  – https://skills.it.ox.ac.uk/courses-home
  – https://skills.it.ox.ac.uk/it-learning-portfolio
  – https://skills.it.ox.ac.uk/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
  – https://www.bodleian.ox.ac.uk/finding-resources

• 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 Getting Started webpages
https://www.it.ox.ac.uk/getting-started