

# IT Introduction

## Graduate Student Orientation

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# Introduction and Discussion Topics

- ▶ IT Structure at Iowa State
- ▶ Getting Help
- ▶ Common Questions
- ▶ Software and Hardware
- ▶ File Storage and Management
- ▶ Computing Resources
- ▶ Checkout Equipment
- ▶ Security and Travel
- ▶ Conference Rooms
- ▶ Questions

# IT Resources at Iowa State

## ▶ ITS

- ▶ Manages core IT services for entire campus
- ▶ Networking, phones, e-mail, classroom equipment, computer repair, data center, security

## ▶ Biology IT

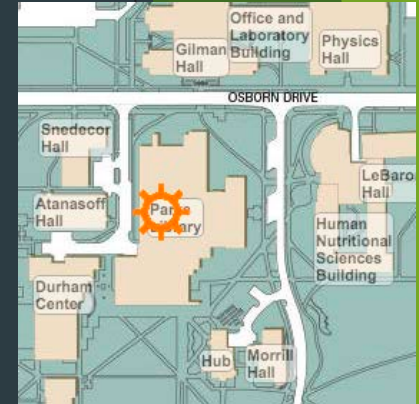
- ▶ A collaborative effort of the College of Agriculture and Life Sciences (CAL S) and the College of Liberal Arts and Sciences (LAS)
- ▶ We support faculty, staff, and grad students in the biological sciences in admin offices, teaching, and research labs
  - ▶ BBMB - Biochemistry, Biophysics and Molecular Biology
  - ▶ EEOB - Ecology and Evolutionary Biology
  - ▶ ENT - Entomology
  - ▶ GDCB - Genetics, Development, and Cell Biology
  - ▶ NREM - Natural Resource Ecology and Management
  - ▶ PLP & MICRO - Plant Pathology and Microbiology
  - ▶ Interdepartmental Microbiology Program



# How to Get Help

## ITS Solution Center - 192 Parks Library

- ▶ Examples of issues Solution Center can assist:
  - ▶ Resetting your net-id/email password
  - ▶ Help registering your personal iPhone on ISU network
  - ▶ Problem with a projector in a teaching classroom
  - ▶ Your personal laptop screen is broken
- ▶ [Online Form](#) or [solution@iastate.edu](mailto:solution@iastate.edu) or (515) 294-4000



## Biology IT - 537 Science II

- ▶ Examples of issues Biology IT can assist:
  - ▶ A computer in a Bessey teaching lab won't turn on
  - ▶ Help with computer attached to an instrument in a research lab
  - ▶ Requesting access to your PI's LSS file share or CyBox folder
  - ▶ A laptop in your PI's lab won't let you logon
- ▶ [gdcbit@iastate.edu](mailto:gdcbit@iastate.edu) or (515) 294-4048
- ▶ Standard ISU Hours - Monday - Friday 8:00am - 5:00pm



# Common Questions

- ▶ What's my Net-ID?
  - ▶ Your Net-ID is the part before @iastate.edu
  - ▶ My email is [jdjohnso@iastate.edu](mailto:jdjohnso@iastate.edu) My Net-ID is jdjohnso
  - ▶ Your Net-ID gives you access to services like Email, PaperCut, Canvas, computer labs, servers, etc.
- ▶ Use [ASW](#) to manage your Net-ID account
  - ▶ Change your password, set a text number to do a password reset
  - ▶ Edit your email delivery options (forwarding)
  - ▶ Change your default command shell
- ▶ [Access+](#) - Almost Everything else
  - ▶ U-Bill, tax and student loan information, payroll, degree audits, transcripts and class registration
  - ▶ Uses a different username (9-digit University ID) and password than Net-ID

# Common Questions

## ▶ Network and Internet

- ▶ Must register any device to use the network on campus - [NetReg](#)
- ▶ IASTATE or ISU Cardinal - unsecured, public network
- ▶ [Eduroam](#) - secured and encrypted network supported at most other universities

## ▶ Printing

- ▶ Most public labs on campus and Library use [PaperCut](#) for printer management
- ▶ Black and White is set to 5 cents per page. Color printing costs varies by lab
- ▶ A credit balance is set each semester. Once exceeded any charges will go to your U-Bill

# Hardware

## ▶ Where to Buy

- ▶ Dell, Microsoft, and Apple have academic discounts
- ▶ [ISU Bookstore TechCyte](#) in the Memorial Union
  - ▶ Apple Academic discount - \$50 - \$200 off retail pricing
  - ▶ Computer purchases at ISU Bookstore are tax exempt from Iowa 7% sales tax
- ▶ [ITS Computer Services](#) is an Apple and Dell authorized repair center in 74 Durham
  - ▶ Nearest Apple store is 50 min drive to West Des Moines

## ▶ What computer should I buy?

- ▶ Ask your PI if they are planning on providing a computer for you to use
- ▶ Minimum: Processor - Intel i5/i7, Storage - 256 GB Solid State Drive (SSD), RAM - 8 GB



# Software

- ▶ Licensed Software - [ISU Bookstore Software List](#) and [ISU IT Software Database](#)
- ▶ Free - Microsoft Windows 7, 8.1, 10
- ▶ Free - Microsoft Office 2016 for OS X and Windows
- ▶ Free - [VPN](#) - to access Iowa State's network from off campus
- ▶ Free - Anti-Virus - [Sophos](#) (Mac), [Microsoft Security Essentials](#) (Win 7) or Defender (Win 8.1/10)
- ▶ Free - Bibliography Management - Mendeley or [EndNote Web](#)
- ▶ \$19.99/month - Adobe Creative Suite - Acrobat, Photoshop, Illustrator, etc.
- ▶ Various Costs - SnapGene, SAS, JMP, ChemBioDraw, SPSS, Matlab

# File Storage

## ▶ CyBox

- ▶ Free and unlimited cloud-based storage
- ▶ Store, sync, and share files and folders with collaborators
- ▶ HIPAA/FERPA compliant for sensitive data storage
- ▶ Some research labs use CyBox. Talk to your PI about access.

## ▶ Google Drive

- ▶ Store and share files with other students
- ▶ Available through ISU's agreement with Google and your CyMail account
- ▶ NOTE - Most ISU faculty and staff do not use Google accounts

## ▶ LSS

- ▶ Storage for researchers, sometimes called ResearchFiles or Gluster
- ▶ If you are working in a research lab your PI may use LSS
- ▶ Your PI should email [researchit@iastate.edu](mailto:researchit@iastate.edu) to request access for you

# File Storage Best Practices

- ▶ Make sure your data is backed up somewhere
  - ▶ Time Machine (Apple)
  - ▶ External hard drive
  - ▶ Cloud Backup (CrashPlan, BackBlaze, etc.)
  - ▶ Cloud Storage (Google Drive, CyBox, OneDrive, etc.)
- ▶ ISU data or research data produced lab should be put on LSS or CyBox
- ▶ Student personal and educational data is protected
  - ▶ Don't put a grade spreadsheet on an external flash drive
- ▶ Use version control (Git) for your work
  - ▶ Software, projects, code, even your thesis!

# Computing Resources

- ▶ iMac Lab - 1340 Molecular Biology
  - ▶ Public computer lab
  - ▶ Open from 7:30am to 5:00pm Monday through Friday except holidays and breaks
- ▶ Reading Room - 4014 Molecular Biology
- ▶ 2 iMacs - 503 Science 2
- ▶ Other Public Computer Labs
  - ▶ Several buildings across campus
- ▶ High Performance Computing
  - ▶ Contact Research IT
- ▶ Checkout devices
  - ▶ Laptops, iPads, GoPro cameras, projectors, cables and adapters

# Virtual Desktops

## Virtual Desktop Infrastructure (VDI)

- ▶ Access a Windows desktop within a web browser or use [Horizon Client](#)
- ▶ Must be on ISU network on campus or connected to VPN if off campus
- ▶ 2 VDI Pools available that include most ISU licensed Windows software
  - ▶ Adobe Creative Cloud Suite, MS Office 2016, MATLAB, JMP, SAS, PuTTY, FIJI/ImageJ, R, PyMOL, SnapGene, ChemDraw, Chromas, ZEN, SigmaPlot
  - ▶ Software can be added - email [gdcbit@iastate.edu](mailto:gdcbit@iastate.edu) with requests
- ▶ **Pool 1 - Biology Windows 10**
  - ▶ Windows 10 Enterprise 64 bit - 2.3 GHz with 2 vCPU cores and 4 GB RAM
  - ▶ Free to use for all biological sciences students
  - ▶ Non-persistent - settings and data NOT saved on logout
- ▶ **Pool 2 - GDCB**
  - ▶ Windows 7 Enterprise 64 bit - 2.3 GHz with 2 vCPU cores and 4 GB RAM
  - ▶ Access restricted - email [gdcbit@iastate.edu](mailto:gdcbit@iastate.edu) to get access
  - ▶ Persistent - settings and data are saved on logout

# Loaner Devices

- ▶ Loaner devices are preloaded with standard ISU software
- ▶ Loaner devices are wiped and reinstalled with fresh OS when returned
- ▶ [BCB GSO Checkout Laptop](#) - 537 Science II
  - ▶ BCB Grad Student Org students only
  - ▶ Checkout up to 3 months, can be renewed if no one is waiting
  - ▶ 4 MacBook Pro 13" - macOS 10.12
- ▶ [Biology IT Checkout](#) - 537 Science II
  - ▶ Short term loaning - 2-4 weeks max depending on device
  - ▶ iPads, MacBooks, Dell laptops, Surface Pro
  - ▶ Projectors, cables, adapters, and GoPro cameras and accessories
- ▶ [ISU Equipment and Laptop Checkout](#) - 102 and 192 Parks Library
  - ▶ Equipment can be checked out up to 5 business days
  - ▶ Mac and Dell laptops
  - ▶ Cameras, camcorders, projectors, screens, tripods, PA systems, mics

# Security Best Practices

- ▶ Set your computer or device to automatically update itself
- ▶ Be aware of email, phone, and [phishing](#) scams
  - ▶ Don't click on links in emails to login to an website. Forward suspicious email to [abuse@iastate.edu](mailto:abuse@iastate.edu)
  - ▶ Graduate students have been targeted - "tutor help for my child" or "I'm stranded in a foreign country" or "Pay up or I'll send the police!"
- ▶ Use the [ISU VPN](#) when connecting to campus while off-campus
- ▶ Accounts and Password Management
  - ▶ ISU or ITS will never request you change or manage your Net-ID password via email
  - ▶ If your Net-ID is compromised, you will need to wait 24 hours before it is unlocked
  - ▶ Use a [password manager](#) (LastPass, KeePass) to store your passwords
  - ▶ Don't reuse passwords or use the same password on multiple accounts
  - ▶ Enable [2-factor authentication](#) on your accounts

# Travel Securely

- ▶ If on ISU business while traveling - borrow a checkout laptop
- ▶ Don't use shared computers at hotels/conferences with your ISU net-id or other secure sites
- ▶ Don't use USB flash drives that are not yours, like those given out at conferences
- ▶ Leave unneeded devices at home and don't leave your devices unattended at any time
- ▶ Contact [ISU VPR Office](#) for more advice on international travel



# Conference Room Calendars

- ▶ Molecular Biology Conference Rooms
  - ▶ <http://mbbreservations.bb.iastate.edu>
- ▶ Science II Conference Rooms
  - ▶ [541 Science II](#)
  - ▶ Other Rooms - Contact [NREM admin office](#) in 339 Science II
- ▶ Bessey Conference Rooms
  - ▶ Contact an [EEOB administrative staff](#) in Bessey 251
- ▶ Carver Co-Lab Rooms
  - ▶ Contact Carver Co-Lab reception desk at 294-5252

# Questions

- ▶ Additional Resources
  - ▶ [Biology IT](#)
  - ▶ [LAS IT](#)
  - ▶ [ITS](#)
  - ▶ [ISU IT Acceptable Use Policy](#)
  
- ▶ Contact Biology IT Support
  - ▶ [biologyit-tech@iastate.edu](mailto:biologyit-tech@iastate.edu)
  - ▶ (515) 294-4048
  - ▶ 537 Science II