

# **IT Introduction**

## **Graduate Student Orientation**

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# Discussion Topics

- **IT Structure at Iowa State**
- **Common Questions**
- **Getting Help**
- **Software and Hardware**
- **Computing Resources**
- **File Storage and Management**
- **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 (CALS) 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**



# 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.
- Integrated with [Okta](#) for multi-factor account security

## 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

# 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**

## Other FAQs

- **<https://www.biology-it.iastate.edu/faq>**

# How to Get Help

## ITS Solution Center – 192 Parks Library

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

## Biology IT – various

- [biologyit-tech@iastate.edu](mailto:biologyit-tech@iastate.edu) or (515) 294-4048
- Standard ISU Hours: Monday – Friday 8:00am – 5:00pm
- 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



# Hardware

## Where to Buy

- Dell, **Microsoft**, and Apple have academic discounts
- **ISU Bookstore TechCyte**
  - Memorial Union – ISU Bookstore
  - Apple Academic discount - \$50 - \$200 off retail pricing
  - Purchases from ISU Bookstore are exempt from Iowa 7% sales tax
- **ITS Computer Services**
  - 74 Durham - Apple and Dell authorized repair center
  - 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, Storage: 256 GB Solid State Drive (SSD), RAM: 8 GB
- Recommended: Processor: Intel i7, Storage: 512 GB Solid State Drive (SSD), RAM: 16 GB



# Software

- Licensed Software - [ISU Bookstore Software List](#) and [ISU IT Software Database](#)
- Free - Microsoft Windows 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

# 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**
- **iMacs – Bessey 1<sup>st</sup> floor lobby area**
- **Other Public Computer Labs**
  - Several buildings across campus
- **High Performance Computing**
  - Contact Research IT – [researchit@iastate.edu](mailto:researchit@iastate.edu)
- **Checkout devices**
  - Laptops, iPads, GoPro cameras, projectors, cables and adapters

# Windows Virtual Desktop

## Virtual Desktop Infrastructure (VDI)

- Access Windows desktop within web browser or **Horizon Client**
- Must be on ISU network on campus or use VPN if off campus
- Includes most ISU licensed Windows software
  - Adobe Creative Cloud Suite, MS Office 2016, MATLAB, JMP, SAS, PuTTY FIJI/ ImageJ, R, R Studio, PyMOL, SnapGene, ChemDraw, Chromas, ZEN, SigmaPlot, Box Drive
  - Software can be added – email [gdcbt@iastate.edu](mailto:gdcbt@iastate.edu) with requests
- **Biology Windows 10**
  - Windows 10 64 bit - 2.3 GHz with 2 vCPU cores, 4 GB RAM
  - Free to use for all biological sciences students
  - Non-persistent - settings and data NOT saved on logout

# 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
- 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 (Mozy, 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!**

# Checkout Devices

Preloaded with standard ISU software

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 Net-ID password via email
- Utilize Okta for multi-factor with your Net-ID
- 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 personal 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 Office of Responsible Research \(ORI\)](#) 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

## ATRB Conference Rooms

- <https://www.biology-it.iastate.edu/atrb/>

## 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, 1139 Mol Bio, 4301 ATRB, 217 Bessey