Introduction to ICTP Computer Facilities

Johannes Grassberger[1]   Clement Onime[1]

[1]Information and Communications Technology Section
International Centre for Theoretica Physics

August 2011

Outline
Your account
Public Labs
Various facilities
Online resources
Ethics

Outline of Topics

Your account

Public Labs

Various facilities

Online resources

Ethics

Login

- ▶ You have got an account valid for the duration of your stay
- ▶ The account is used to log in to ICTP computers, access your mail account and the wireless network
- ▶ We encourage you to change your password to one of your choice
- ▶ Always log out when you leave a computer

Password security

- ▶ Use a password that you can remember, so you don't have to keep a written copy
- ▶ Others should not be able to guess it, so **don't** use your username, real name, any common word, repeated letters or things like 123456
- ▶ A rare combination of two words, maybe with a special character in the middle, would be fine
- ▶ Don't use the same password for other accounts
- ▶ **Never** share or exchange user login and password
- ▶ Change your password if you suspect that others might have discovered it

Mail

- ▶ You can set up any mail client to access your ICTP mail.
- ▶ On our computers Thunderbird is already configured.
- ▶ You can also use Webmail (**https://webmail.ictp.it/**) from any location.
- ▶ Read your ICTP mail daily, as our offices will use it for important communications.

Outline
Your account
Public Labs
Various facilities
Online resources
Ethics

Guidelines for electronic communication

- ▶ This includes e-mail and instant messaging
- ▶ Contents could become legal documents, so no harassments or anonymous love/hate/insulting messages
- ▶ Records of logins, web accesses and e-mail traffic are kept for more than a year
- ▶ Be polite and avoid jokes, except if you know the person very well

Phishing and identity theft

▶ Don't be fooled by messages that ask for your password or tell you to log in, for whatever reason

▶ Not even the system administrators (at ICTP, Yahoo, Google, banks, etc.) will ever ask you for your password

▶ Don't trust URLs in e-mails, chat windows or pop-up windows

▶ Don't send credit card information by chat or e-mail

Phishing example: Webmail

Subject: Dear Webmail Subscriber Confirm Your Account.
From: "WEB SUPPORT TEAM"
Dear Webmail Account Owner,
This message is from web mail admin messaging center to all web
mail account owners. We are currently upgrading our data base
and e-mail account center. We are canceling unused web mail
email account to create more space for new accounts.
To prevent your account from closing you will have to update it
below so that we will know it's status as a currently used account.
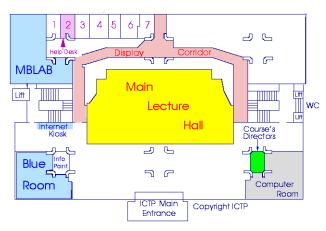CONFIRM YOUR EMAIL IDENTITY BELOW
Email Username : ....
Email Password : ....
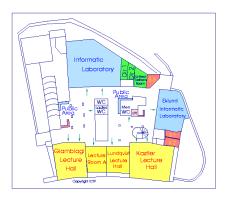Date of Birth : ....

Malware example: Fake virus warning

Malware example: Fake virus warning

Leonardo Building

Outline
Your account
Public Labs
Various facilities
Online resources
Ethics

Adriatico Guest House

Operating systems

- All PCs at the ICTP have both **Windows** (XP or 7) and **Linux** installed.
- To switch from one to the other, restart the system and choose the desired OS from the boot menu.

Outline
Your account
Public Labs
Various facilities
Online resources
Ethics

Home directory

- ▶ This is your private, networked data space, accessible from all computers, backed up daily.
- ▶ The size is quite limited, at the start to **2 GB**.
- ▶ In Linux, it is the default working directory. In Windows you will see it as network drive **O:**.

Software on the Internet

▶ Resist the temptation to download just any software you come across

▶ Over 80% of such software end up not being used and can degrade the performance and/or usability of your computer and may even be harmful

▶ You cannot install software for Windows in the public labs, but you can always give us suggestions on useful software

Wireless network

- ▶ There are two wireless networks available in the campus, **ictp-open** and **ictp-secure**.
- ▶ **ictp-open** is fine for getting up and running immediately, but at every re-connection it is necessary to provide user name and password via a web page.
- ▶ **ictp-secure** is better for long-term use but requires to be set up, which is easy on Mac OS X and Linux, but not in Windows. See instructions on **http://icts.ictp.it/howto/wireless.html**.

Printers and scanners

- ▶ Printers are located all around the campus. Identify the one nearest to you and select its name in the Print dialog of your application.

- ▶ There are various printers that look like photocopiers. They also work as scanners. Follow the instructions on the touch-screen to enter your e-mail address and have the scanned document sent to you.

Notes on printing

Keep in mind that printers are a shared resource

- ▶ Be considerate and examine every document, not everything needs to be printed
- ▶ Do not send huge jobs to the same printer, at least split them into batches of 50-100 pages
- ▶ Don't use the printers to print your photo album.
- ▶ In case of paper jam or an empty toner, inform us rather than trying to fix it yourself

Helpdesk

- ▶ The Helpdesk is located in the Leonardo Building on the entrance level. Walk through the corridor to the left of the Main Lecture Hall and go to room 2.
- ▶ The office is open at least from 10:30 to 12:00 and from 13:30 to 15:00 on ICTP workdays.
- ▶ You can also call by phone: 353 or 999.

Outline
Your account
Public Labs
Various facilities
Online resources
Ethics

ICTS website

The URL is **http://icts.ictp.it/**
There are sections with:

▶ Information (Getting Started, How To's, Userguides)

▶ On-line services (Changing the password, Setting up forwarding, Webmail)

▶ Contact form (to report problems, ask for help or information)

Outline
Your account
Public Labs
Various facilities
Online resources
Ethics

Reporting problems

- ▶ If possible, make some tests on your own before contacting us: check whether the problem is specific to a single computer/printer/file, try restarting the computer, ask if someone else is having the problem.
- ▶ Use the web form at **http://icts.ictp.it/help**
- ▶ Be as specific as possible, include information on location, computer and OS used, etc.
- ▶ For faster responses, visit the help desk directly

Outline
Your account
Public Labs
Various facilities
Online resources
Ethics

Copyright issues

- ▶ **Electronic journals** Massive downloading of PDFs is forbidden. If you exceed the limit your account will be blocked. Contact the library if necessary.
- ▶ **Movies etc.** Use of all types of BitTorrent clients for non-scientific material is forbidden. So do not share/download movies etc., as infringement could lead to legal action.

Outline
Your account
Public Labs
Various facilities
Online resources
Ethics

Conclusion

- ▶ There is a usage policy published under
  http://icts.ictp.it/ictpguide/usage_policy/
- ▶ Be responsible in usage and treat all computers and related
  devices with the same care as your own properties
- ▶ Report damages or faults - the earlier we know about them,
  the smaller the inconvenience will be for everyone