Part II Student Induction 2023

- Department IT facilities (e.g. Fileserver, Printing, Copying)
- IT procedures in Materials (e.g. Getting help)
- Literature searching (e.g. Web of Science)

Dr Paul J Warren – Senior IT Officer

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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 wired network – (local IT staff)
  - 1Gbit wired network in all offices/lab
  - Department firewall (registered devices only)
- University wired network (IT Services staff)
  - 100Gbit university backbone
  - https://status.it.ox.ac.uk/
  - IT services, firewall, network monitoring
- Joint Academic Network (Janet/Jisc)
  - 100Gbit link to the world
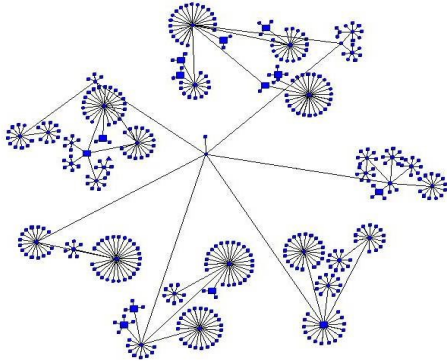
Department Computer Room

- 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

- Accessible via diana.passmore@materials.ox.ac.uk

Materials Modelling Laboratory

- The department's modelling group has some linux computing facilities
    - 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

Department Library

- On-line catalogues, on-line resources
  - https://www.materials.ox.ac.uk/library
- Shared desktop with SSO login.
- Laptop workspaces
- Wireless signal (Eduroam)
- Self-service book loan system
- Grace Sewell library@materials.ox.ac.uk

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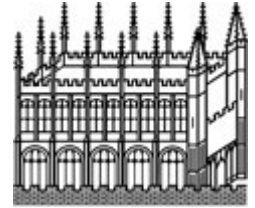
Meeting Rooms and Lecture Theatres

- Room bookings done via email to reception@materials.ox.ac.uk after checking room availability online via https://www.materials.ox.ac.uk/local/timetables-and-room-bookings.html
- (HRLT / BRLT / IEBLR8 , HRMR / BRCR / ETBCR / PRMR / RRCR / RRMR / RRSR1 / RRSR2 / BBMR)
- Lecture theatres and meeting rooms all have permanent audio visual facilities (computers, projectors visualizer etc)
- Portable presentation equipment 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
  - HRMR / BRCR / ETBCR / PRMR / RRCR / RRMR / RRSR1 / RRSR2 / BBMR

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IT Support area

Hume-Rothery – beside Reception

Helpdesk open weekdays 8.30am to 5pm

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

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Photocopiers and Printers

https://www.materials.ox.ac.uk/local/it/materials-printing.html

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

Some 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

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Department Website

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

- People contact details
- Teaching information
- Research information
- Internal (new MIC)
  - Admin&Supportstaff
  - IT support
  - Etc.
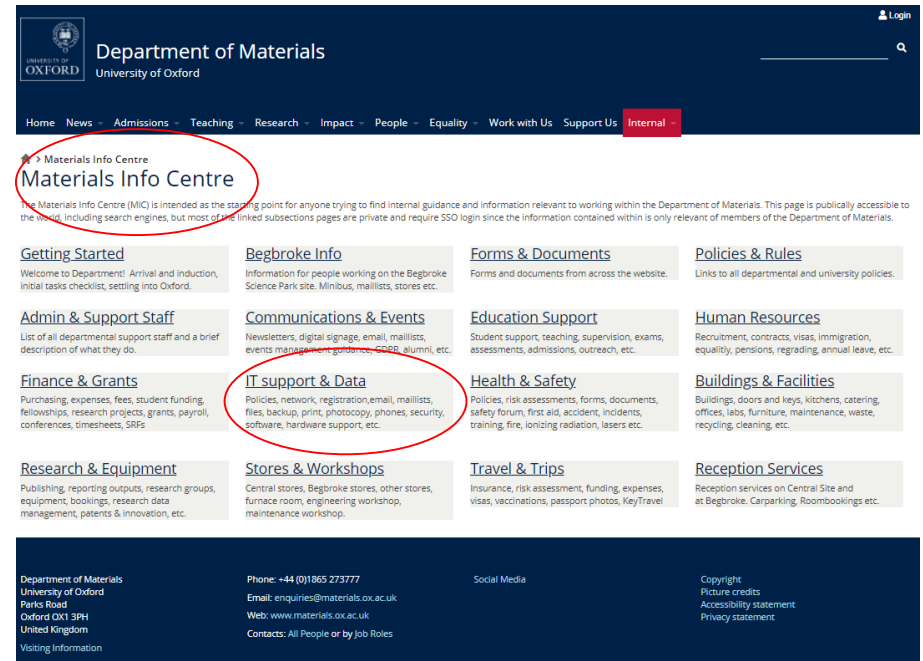
Report any errors or send any suggestions to webmaster@materials.ox.ac.uk

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IT Procedures

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

Getting IT Support - Department

itsupport@materials.ox.ac.uk

- Dr Paul J Warren – IT Manager
  - paul.warren@materials ; 73727; HR Room 30.13

- Tauseef Ansari – Senior IT officer
  - tauseef.ansari@materials ; 73930 ; HR Room 10.13

- Chris Akinola - IT support officer
  - chris.akinola@materials ; 73667 ; HR Room 10.13

- Daniel Myers - IT support Apprentice
  - daniel.myers@materials ; 73667 ; HR Room 10.13

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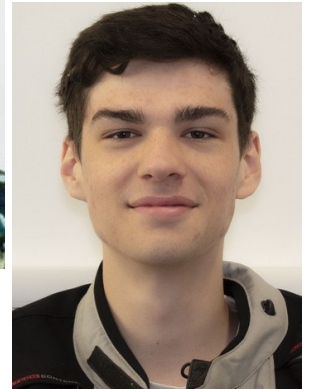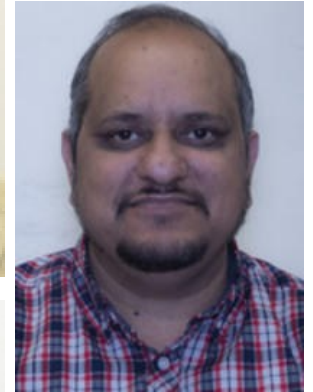
Getting IT Support – IT Services

- 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
  - 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
  - Other lists as appropriate : e.g. undergrads-4th@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.

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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 https://status.it.ox.ac.uk/ for university-wide problem
  - email itsupport@materials or phone 73667 / 73930 / 73727
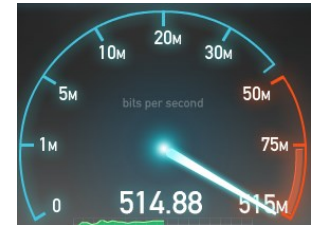
Computer Registration

- Pre-registration security checks for personal devices
  - Install Sophos https://register.ox.ac.uk/software and perform full scan.
  - Install all operating system updates
    - Microsoft updates http://update.microsoft.com for Windows
    - Apple Software Updates http://support.apple.com/kb/HT1338 for MacOS
    - Software package updates for Linux
  - Install updates for any additional software packages such as Office, Chrome, Firefox, Acrobat Reader, AppleSoftwareUpdates, 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 setup remote access and VPN
  - Help setup wireless access to Eduroam with Remote Access account
  - Offer general advice on software and hardware

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Computer Usage

- Information Security https://www.infosec.ox.ac.uk
  - Optional online training 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
- Backup and archive **is essential**
  - **Part II students cannot register for university backup** HFS
    Please use OneDrive as backup https://portal.office.com/
- Rules and regulations
  - You have already agreed to the University Rules
  - University monitors and investigates illegal filesharing – "Cease&Desist"

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OneDrive and Teams

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

- 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
  - Web interface via 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 (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)

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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.

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Departmental Online Services

- Departmental File storage (secure, backed up, accessible)
  - \\materials.ox.ac.uk\shares\Student\undergrad
    login with user1234@OX.AC.UK
  - Many computers already use SSO login (rather than local accounts)
  - File access via windows sharing (dept wired/dept vpn)
  - https://www.materials.ox.ac.uk/local/it/materials-fileserver.html
- Printing – all departmental network printers
  - SSO authentication: Install followme printer from \\oums-tssrv1\
  - Local authentication: Email PDF followmeprint@materials.ox.ac.uk
  - https://www.materials.ox.ac.uk/local/it/materials-printing.html

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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 PDF followmeprint@materials.ox.ac.uk

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Remote Working

- World access into the Materials network is generally blocked at firewall.
- Connect the Materials VPN (instead of the University VPN)
- SSO sign-in to https://vpn.materials.ox.ac.uk
- Departmental computers on Materials domain are configured to autoconnect to https://vpn-managed.materials.ox.ac.uk

- Remotely connect to departmental computers via Remote Desktop https://www.materials.ox.ac.uk/local/it/materials-remote-working.html
- Other remote access software utilities exist e.g. Teamviewer, Nomachine, UltraVNC but the Terms&Conditions usually state that they are not free for use on work computers. [however DCCEM pay to use teamviewer to support their electron microscopes which are on a separate private network]

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/

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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
  - https://www.it.ox.ac.uk/it-training
  - 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?
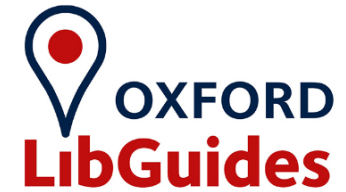 - where else will you get free IT training?

IT Training for Thesis Writing

- Looking ahead, what guidance might you need for producing your thesis?
  - Microsoft Office – used by most people in Materials
    - https://skills.it.ox.ac.uk/documents-designing-your-thesis-and-book-course-pack
  - Latex - check compatibility with supervisor?
    - https://skills.it.ox.ac.uk/latex-next-steps-with-latex-self-study
  - Look at the Departmental Writing Skills course
    - https://www.materials.ox.ac.uk/teaching/pg/pgskills.html

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Literature Searching

- How to find on-line resources
  - https://www.materials.ox.ac.uk/library
  - https://libguides.bodleian.ox.ac.uk/materials
- Searching
  - https://solo.bodleian.ox.ac.uk
  - https://www.webofscience.com/
  - 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

Getting Started with IT

www.it.ox.ac.uk/getting-started

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