

# INFORMATION TECHNOLOGY GROUP

## Getting Started

### Contact Information

Email: [askitg@ias.edu](mailto:askitg@ias.edu)

Phone: Ext. 8044

Hours: M-F 8am to 5pm

### ITG Website

Please visit our website at <https://ias.edu/itg> for more information, tips, and FAQs.

### Email Access

Unless you have set up email forwarding to another address, ITG recommends using Webmail to access your IAS email. You can access it anytime, from any location, by visiting: <https://mail.ias.edu>.

### Multi-Factor Authentication (MFA)

MFA combines your passphrase with a secondary authentication method to grant you access to many IAS-provided services. If you are not enrolled, visit <https://update.me.ias.edu>

## Welcome

The Information Technology Group (ITG) would like to welcome you to the Institute for Advanced Study. We look forward to making your interaction with our computer technology a rewarding experience.

**We are happy to assist members of the Institute community in finding solutions.**



### Working From Your Personal Devices

IAS offers comprehensive resources to set up your personal devices at <https://ias.edu/itg/mobile>.

Whether you're using a smartphone, tablet, or laptop, our site will walk you through the process of connecting to Wi-Fi, resetting your passphrase, accessing your email, and more.

### Changing Your Network Passphrase Online

<https://www.ias.edu/computing/passwordreset>

IAS requires a minimum passphrase length of 15 characters. You can use any combination of words, letters, numbers, or symbols, but your username or display name cannot be included. A passphrase can only be changed once within a 24-hour period. If you need to change it again within this time, please contact the HelpDesk.

Some examples of a secure passphrase would be:

*TheDogJumpedOverTheLazyRiver*  
*SantaClausIsComingtoTown*

*Welcome2TheJungle*  
*OppenheimerTheMovie*

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## Mac Desktop

### General Information

IAS-owned office computers with macOS come pre-installed with a variety of software applications, including but not limited to Microsoft Office, Adobe Creative Cloud, Microsoft Defender, Zoom, and FileZilla FTP Client. For a complete list of installed applications, click on the “Go” menu in the Finder menu bar, then select “Applications.”

Please consult with the ITG HelpDesk staff before installing any personal software on the computer. Users are prohibited from installing any other operating system on their IAS-owned office computer.

### Login and Power

Your Mac should remain turned on at all times. If you do not see anything on the monitor, make sure the monitor and Mac are both powered on. The power button is located on the back right of the Mac mini case. If the Mac is off, let it run through the startup process until you see the Log on Screen.

The Log on screen has fields for both a Name and Password. To log on to the domain, you will need to enter both. Enter your ITG-assigned username in the box next to Name. If your IAS email address is jdoe@ias.edu, then your username is jdoe.

### Changing Network Passphrase

**Use this as the preferred method to change your passphrase.**

- Click on System Settings from the Dock or from the Apple menu.
- Click on Users and Groups.
- Click on the i with a circle to the right of your name. Click Change Password.
- Input your old password, new password (twice), and then click on Change Password.
- Log off and log back with the new password.

### Printing

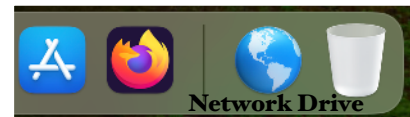
Network printers locations can be found here:

**<https://www.ias.edu/itg/content/printers>**

Before your arrival, we installed network printers on your IAS-owned office computer. To select a printer on your Mac, go to the Apple menu > System Settings, then click “Printers & Scanners” in the sidebar. Use the “Default printer” pop-up menu on the right to choose your preferred printer.

### Network Storage

Users are initially allocated 20GB of space on our network file server for storing files.



If you require additional space, please contact the HelpDesk.

This is your network folder, often referred to as your “I: drive” or home directory. A “My Documents” subfolder has been created to help you get started. By saving important documents to this folder, you ensure that your files are regularly backed up.

**Any items saved on your Desktop or local folders on your computer will not be backed up.**

### Software Update and Installs

Self-Service allows you to install software and printers on your Mac. Look for the Self-Service icon in the dock. Open Self-Service, go to “Software,” and install applications without needing admin access. If the software you’re trying to install isn’t listed, you may need assistance from the HelpDesk. Printers can be installed under the “Printers” section by selecting the one closest to your location.



The ITG HelpDesk deploys antivirus and other critical security updates to IAS Macs overnight. To ensure these updates are successful, please leave your office computer on but log off at the end of each day. Before logging out, save your work and close all open applications. Then, click the Apple menu and select “Log Out.”