

# 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://updateme.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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## Windows Desktop

### General Information

IAS-owned office PCs come equipped with a wide variety of software applications including, but not limited to, Microsoft Office, Adobe Creative Suite, Microsoft Defender, Dropbox, Skype, Zoom, and FileZilla FTP Client. A complete listing of the software applications installed can be found by clicking on Start button and clicking on All Programs.

Please consult with the ITG Help Desk 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 PC should remain on at all times. If the monitor display is blank, ensure both the monitor and PC are powered on. The PC's power button is located on the front, right side of its base. If the PC is off, wait for it to complete the startup process until the Logon screen appears.

Click the screen to start the login process. Enter your username and network passphrase to log in to the domain. Press Enter or click the Arrow button to continue. If another username is listed, click "Switch User," then "Other User," and enter your username and passphrase.

### Changing Network Passphrase

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

- Close all running programs and press the CTRL+ALT+DEL keys simultaneously.
- Click the Change a password option.
- Type your current network password, and your new password twice in the listed text boxes.
- Click the arrow button or press Enter. You should see a confirmation message.
- Log off your computer and log back in to try 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 and set the default printer to the one closest to your office

If you wish to change the default printer, follow these steps: Select Start > Settings > Bluetooth & Devices > Printers & Scanners > select a printer, then choose Set as default.

### Network Storage

Users are initially allocated 20GB of space on the network file server for storing files. If you need additional space, please contact the HelpDesk.

You may see a shortcut to "My Documents" on your Desktop. This points to your I: drive, the network drive where you should save your data. Storing important documents in your network folder ensures regular backups of your files.

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

### Software Update and Installs

Installing software may require HelpDesk assistance. If you download an application and encounter a password prompt, please contact the HelpDesk for approval.

The ITG HelpDesk deploys antivirus and other critical security updates to IAS PCs overnight. To ensure these updates are successful, please leave your computer on but logged off at the end of each day.

Before leaving, save all work, close all open applications, then click the Start button in the lower-left corner of the Windows desktop and select Log Off.