

GETTING STARTED

For Faculty, Members, Visitors and Staff using IAS office Macs

The Information Technology Group 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. The ITG Help Desk is available Monday through Friday, 8am - 5pm, to assist users with computer-related problems.

Contact Information: Email: askitg@ias.edu Phone: extension 8044


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

GENERAL INFORMATION

IAS-owned office computers with MacOS installed come equipped with a wide variety of software applications including, but not limited to, Microsoft Office, Adobe Creative Suite, Acrobat Pro, Microsoft Defender, Dropbox, Zoom, and FileZilla FTP Client. A complete listing of the software applications installed can be found by clicking on **Go menu** on the Menu bar and clicking on **Applications**.

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.

LOGGING ON TO THE MAC

Your Mac should remain turned on at all times. If you do not see anything on the monitor display, make sure the monitor and Mac are both powered on. The power  button is located on the back, left-hand side of the monitor, and on the back 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](mailto:jdoe@ias.edu). **The first time you log in**, you will be prompted to change your password. This is mandatory. Refer to the next section for the password requirements.

CHANGING YOUR NETWORK ACCOUNT PASSWORD

Requirements for choosing a new network password:

- Use a **minimum** of **8** alphanumeric and special characters.
- You must have at least 3 of the following 4 types of characters in your password:
Uppercase letters, lowercase letters, numbers, and special characters or symbols
- You cannot use your username, first name, last name, spouse's name, or any dictionary words.
- Some examples of secure passwords would be:

P6rc@9#I

A3Y!@seI

U>e\$Cbor6D

L8n\$y3evX

How to change your network password in Mac OSX:

1. Click on System Preferences from the **Dock** or from the **Apple menu**.
2. Click on **Users and Groups**.
3. Click on your Username in the list on the left and press the **Change Password** button.
4. Input your old password, new password (twice), and then click on **Change Password**.
5. Log off and log back in to try it.

PRINTING

Network printers are located in the hallways of West Building 1st, 2nd and 3rd floors, Fuld Hall 3rd floor, and in the basement and 2nd floor of Building B. Prior to your arrival, we have installed these network printers on your IAS-owned office computer and set your default printer to the one closest to your office. If you wish to change your default printer, please contact the Help Desk.

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 Help Desk. You may notice a folder like this one on the **Dock**:



This is the network folder that may commonly be referred to as your “I: drive” or home directory. A subfolder named **My Documents** was created in your network folder to get you started. By saving important documents to your network folder, you ensure that your files are backed up regularly.

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

EMAIL ACCESS

Unless you have requested your email to be redirected to another address, ITG recommends that you use Webmail to access your IAS email. You can access your email at any time from any location by visiting <http://mail.ias.edu>

REMOTE SOFTWARE UPDATES

The ITG Help Desk deploys antivirus and other critical and security software updates to IAS Macs overnight. In order for these updates to be successful, we require all clients to leave their office computer **on**, but **logged off** when they leave their office at the end of every day.

When you are done for the day, please make sure you save all work and close all open applications. Then, click on the **Apple menu** and then Log Out.