

GETTING STARTED

For Faculty, Members, Visitors and Staff using IAS office PCs with Windows

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.

Email: askitg@ias.edu

Phone: extension x8044


Please visit our website at www.itg.ias.edu for more information, tips, and FAQs.

GENERAL INFORMATION

IAS-owned office PCs come equipped with a wide variety of software applications including, but not limited to, Microsoft Office, Adobe Creative Cloud, Acrobat Pro, VIPRE Antivirus, Dropbox, Skype, and Zoom. 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.

LOGGING ON TO THE PC

Your PC should remain turned on at all times. If you do not see anything on the monitor display, make sure the monitor and PC are both powered on. The power  button is located on the front, right-hand side of the monitor, and on the front, center of the PC case. If the PC is off, let it run through the startup process until you see the **Log on Screen**.

Press the **CTRL+ALT+DEL** keys simultaneously to begin the login process. To log on to the domain, you will need to enter your network password. The domain name appearing next to your username should be **NTDOMAIN**. Press the **Enter** key or click the Arrow button after you enter your network password to continue. If any other username is listed, click the **Switch User** button and then click on Other User, then enter your user name and password.

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
- Some examples of secure passwords would be:

P6rc@9#I

A3Y!@seI

U>e\$Cbor6D

L8n\$y3evX

HOW TO CHANGE YOUR NETWORK PASSWORD IN WINDOWS

1. Close all running programs and press the **CTRL+ALT+DEL** keys simultaneously.
2. Click the **Change a password** option.
3. Type your current network password, and your new password twice in the listed text boxes.
4. Click the **arrow** button or press Enter. You should see a confirmation message.
5. Log off your computer and log back in to try the new password.

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 20 GB of space on our network file server for storing files. If you require additional space, please contact the Help Desk. When you log on, you may notice a shortcut to “**My Documents**” on your Desktop.

This points to your I: drive, the network drive where you should save your data. 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 <https://mail.ias.edu>

REMOTE SOFTWARE UPDATES

The ITG Help Desk deploys antivirus and other critical and security software updates to IAS computers overnight. In order for these updates to be successful, we require all clients to leave their office computer **on**. When you are done for the day, please make sure you save all work and close all open applications. Then, click on the **Start** button in the lower left hand corner of the Windows desktop, and click Log Off.