User Information for New Students
August 31, 2010

The School of Fisheries and Ocean Sciences (SFOS) maintains an independent Information Systems staff at UAF to maintain mail and web services, assist users with network connectivity and most general computer issues. Some UAF or UA issues outside of our control include uaonline.alaska.edu, wireless connectivity registration, alaska.edu email and VPN accounts. The latter are handled by the Office of Information Technology (OIT) www.alaska.edu/oit

The SFOS IT main support email is support@sfos.uaf.edu and general phone line 474-7092. You can call upon any of us for computer or network assistance. We will do our best to help you, as students are one of the most important reasons we are here.

Our main support pages are at: and http://it.sfos.uaf.edu/wiki and www.sfos.uaf.edu/tech
Our support email is support@sfos.uaf.edu

SFOS Information Systems Staff are:

John Haverlack, IT Manager 245 O’Neill 474-7092 jehaverlack@alaska.edu
Gary Newman, Systems Administrator 237 O’Neill 474-1991 gary@alaska.edu
Mark Vallarino, Systems Administrator 239 O’Neill 474-7830 markv@sfos.uaf.edu
Stephen Bodnar, IT Professional Tech Kodiak FITC 486-1518 sbodnar@sfos.uaf.edu

Student Assistants for the Fall 2010 semester are:

Ben Hartman 239 O’Neill 474-2433 bbhartman@alaska.edu

Web Assistant is:

Ben Tucker Homer Office 235-5643 bdtucker@alaska.edu

Email and Directory

All students, faculty and staff are assigned a UA Google Apps account which includes an email account with 7 gb of storage and no ads. Once your name is registered in the UA system, you can get access to this account by going to http://elmo.alaska.edu. This will get you your “authserv” login and password. This authentication is used by many systems at UA, including a systemwide people and department directory at http://edir.alaska.edu. You can update your personal information on this site once logged in.
You will have a mysfos account, through which you can change your contact information on our sfos website directory and give you the ability to create a student profile webpage. If you do not, or do not know the log-in, please contact Madeline in the Academics Office or, failing that, support@sfos.uaf.edu. Normally, the Academics office will take care of this for you or you can fill out the new user form at www.sfos.uaf.edu/tech.

We have a directory at our website www.sfos.uaf.edu. You can have website space on either UAF servers or on SFOS servers.

**Network Connectivity**

Every grad office at SFOS has the ability to connection to the wired network without special software or access requirements. We can provide a network cable if you need it. However, some like the flexibility of a wireless connection. Most buildings at UAF and at our non-Fairbanks campuses have wireless connectivity available. A wireless connection is not considered to be a trusted connection as the data is not encrypted. It is also not as fast as a wired network connection.

To connect with wireless at UAF, you will need to first have your wireless on, connect to UAF, then by opening a browser, follow the authentication procedure of having your machine scanned and registered with http://netreg.uaf.edu. To do this, you will need to use your authserv account credentials. An SFOS account cannot authenticate access to the UAF wireless network, as the wireless is maintained by UAF/OIT (Office of Information Technology). OIT’s contact info is helpdesk@alaska.edu or the help desk on campus at ext. 8300 or 450-8300. Their website is at www.alaska.edu/oit. If you are out of Fairbanks, their toll free number is 800-478-8226.

If you are located at Lena Point, you will not need to authenticate to use wireless at this time. If you are at the Kodiak FITC location, please see Stephen Bodnar for getting connected to the wireless.

DO NOT install your own network equipment, particularly wireless. The problems and repercussions from a private network in our buildings create problems for all users. If you have a network problem or need, contact us or OIT.

**Security and Network Use**

We all should use our common sense when we connect to the network. Your computer should be kept up to date with operating system and application security updates. Use your intelligence to not open emails and attachments that aren’t from known senders and expected. For example, some viruses and trojans can even slip by antivirus and antispyware hidden in .pdf files.

All UA computers should have a combination of some of the following: Managed version of Symantec Endpoint Protection for Windows or Mac, Microsoft Security Essential and/or, Malwarebytes. **Any computer plugging into our network must have some form of antivirus client.** For personally owned computers, we recommend Microsoft Security Essentials or the free AVG client that can be downloaded at free.grisoft.com/doc/2/ and Malwarebytes.

We also recommend some form of anti-spyware such as Spybot 1.6 that can be downloaded at http://www.safer-networking.org/en/mirrors/index.html. This needs to be installed, immunization performed and scanned weekly or monthly, depending on how risky your browsing habits.

Both UAF and SFOS email systems filter for spam. UAF uses Google’s filters.

Reasonable network use does not exclude personal use at the university, but it does mean that you should not be doing excessive music/video downloads or setting your computer up as a peer-peer file server, using bittorrent, Limewire, Napster, etc. Doing so catches the eye of UA OIT and us and can result in your computer being banned from the network. This would make it more difficult for the educational purpose for which you are here.
University Software

UA can provide a number of basic software applications and does so in various forms. SFOS Information Systems can assist you with either pointing you to the appropriate resource or in installation. Limitations are dependent on several factors, including whether or not it is a personally owned machine or, in the case of KMS (key management server) applications, connecting to the UA network at least once every 6 months.

SFOS Information Systems Software  *SFOS IT has the software for installation for you*

| Windows XP | Microsoft Visio, Project, Visual Basic up to 2007 |
| Windows Vista (not actively supported at UA/SFOS) | Office 2010, Visio 2010, Project 2010 (KMS) |
| Windows 7 (KMS) | Matlab |
| Office 2003 and 2007 | Endnote (keyed) |
| | SPSS (keyed) |

UA provided Keyed Software

These are applications that generally require being connected to the UA network. See [www.alaska.edu/keys](http://www.alaska.edu/keys) It includes the Macromedia and Adobe suites.

UAA licensed

The University of Alaska Anchorage IT group maintains group license for a number of applications on an annual fee basis. You can contact them regarding current availability: August Axtell, 907-786-4707, anala@uaa.alaska.edu They accept a University account code Your faculty advisor may be able to provide funding assistance. This includes SAS and AutoCAD/AutoDesk offerings.

ESRI

The UAF Geophysical Institute provides licensed ESRI (ArcGIS) software on an annual fee basis. https://gislicense.gi.alaska.edu/ At present, it does require a USB dongle. Your faculty advisor may be able to provide funding assistance.

Other Software

Procite is not provided nor licensed by UA or SFOS. Procite is installed at the Geophysical Institute library in the IARC Building on a couple of their common computers.

Virtual Private Network

Sometimes when you are traveling, you may need to simulate being part of the UA network in order to use applications, such as the keyed software. The application that allows this is called Virtual Private Network or VPN. If you can justify it, your advisor and we will go to bat for you to establish a VPN account. The VPN request form is linked at [www.sfos.uaf.edu/tech](http://www.sfos.uaf.edu/tech)

Windows domain account

UAF has a domain (UAF) that will give you lab access on Lower Campus. You use your UAusername to log in. Contact helpdesk@alaska.edu or 450-8300 for assistance on getting set up. The Natural Sciences (Reichardt) Bldg. also has a lab with ESRI and other software installed. You will need a NatSci domain account. SFOS Information Systems can put you in touch with the tech person.
SFOS also has a Windows domain (SFOS) which you may or may not require. All our lab computers locations in Irving II 335B. and 117 O’Neill have a default account that you can use. The domain can be used for more expanded file storage and we are coordinating with faculty on those needs. It is also useful for expanded ease of access to printers. If you think you will need an SFOS domain account, contact SFOS IT and we can make this happen.

**Printing**

Most grad student offices have dedicated B&W duplex printers in each (and sometimes color). If you are on the domain, they can be easily set up as network printers. If you are NOT on the domain, we can provide you the drivers and the needed information to get connected. See the local IT tech or contact support@sfos.uaf.edu. Other grad offices have access to a common printer. Please keep in mind that SFOS Central, Academics, or benevolent faculty members fund the supplies for these printers. Please be efficient in your use of them (use duplex when you can) and be judicious on personal printing. If a Fairbanks based printer has a problem, notify the Academics office. At Lena Point or FITC, notify the admin office.

See SFOS IT for poster printing larger that 11x17. We prefer a poster print request be given to us on a flash drive in a .pdf format in the final size, though will accept .ppt files as well. Please provide us 48 hours notice and something with your name, contact info, type of paper requested, and an account code with your flash drive. [https://it.sfos.uaf.edu/wiki/index.php/Poster_Printing](https://it.sfos.uaf.edu/wiki/index.php/Poster_Printing)

Juneau Fisheries has their own poster printer. See Gabrielle (Gabbi) or Louisa for poster printing.

Kodiak FITC has their own poster printer. See Stephen Bodnar for poster printing.

**Backup practices**

We recommend regular backups of your data. If you need assistance in backup strategies, please contact us.

**Loaner PC**

If you don’t have a functional computer, we may have a loaner PC available. These aren’t the fastest computers around and may need an advisor contribution for a hard drive or upgraded memory, but are otherwise serviceable.

**Webspace**

UAF web space is available for personal or academic use with few limitations, using our Google Apps for Education offering. SFOS webspace is available for faculty/advisor sponsored research as needed. Academics is working with our web assistant Ben Tucker [bdtucker@alaska.edu](mailto:bdtucker@alaska.edu), 235-5643, our webmeister/Public Information Officer Carin Bailey Stephens [cbstephens@alaska.edu](mailto:cbstephens@alaska.edu), 322-8730, on student webpages. [http://www.sfos.uaf.edu/tech/web/student.html](http://www.sfos.uaf.edu/tech/web/student.html)

**Other Campus Locations**

It is likely during your time here that you will travel to one of our other units in Juneau Kodiak (FITC), Seward (SMC), or Kasitsna Bay. Feel free to ask us in advance for any computer connectivity considerations or other related issues in advance.
SFOS Computer Technical Support

If you have computer problems, you are welcome to contact us and we can try to help. We are primarily a Windows shop, but do have a few Mac users and some Linux users. If you have a choice when purchasing a new computer, please contact us for recommendations and, if at all possible, purchase at least a Business version of Windows instead of the Home versions, as we can provide more services to you with the Business or Ultimate versions.

Let us know if we can help you with your computing needs and welcome to the UAF School of Fisheries and Ocean Sciences.