Today’s talk

IT help in Statistics
Your Statistics Account
Rooms and computers
Logging in
Where’s my data?
Printing
Logging out

Do’s and don’ts
Turning computers off and on
Local and Central IT Services
Use of mobile devices
Keeping safe
Online resources
Rules and regulations
Who we are

We are a team of four who manage IT within the Department.

Computing manager: Stuart McRobert
Computing support specialist: Susan Hutchinson
Computing officers: Mark Feasey, Simon Patchett
How to get help

• The best way is to email ithelp@stats.ox.ac.uk.
• No access to email? Phone 70869, 82852, 72588, or 72862.
• We are here between 9am and 5pm (at least).
• If there are no phones and email isn’t working then there’s probably a serious problem that we know about!
• If all else fails, come to our offices on the ground floor, 2 South Parks Road.
STATS account

• Gives access to Departmental services.
• Must only be used by you.
• Must not be shared with anyone.
• Username and password are the same for all Departmental services.
• Passwords cannot be changed except by coming to us.
• If changed, new passwords will be of a similar format to the old one.
MSc Labs

In 1 South Parks Road
  • Lab: Room 1.207
  • Lecture Theatre: Room 1.102

In 2 South Parks Road
  • Lab: Room 2.205

1 SPR MSc Lab  20 Windows 7 desktops
2 SPR MSc Lab  10 Windows 7 desktops, 1 scanner

MSc students have priority for teaching and practicals, but anyone can use them at other times.
MSc Lab 1.207

Figure: Two views of the 1 South Parks Road MSc Lab

Susan Hutchinson (Oxford)

MSc Introduction

October 2014
MSc Lab 2.205

Figure: Two views of the 2 South Parks Road MSc Lab

Susan Hutchinson (Oxford)

MSc Introduction

October 2014
Software

All computers run Windows 7 Enterprise x64. The software installed includes

- Internet Explorer and Firefox
- MS Office Professional Plus 10
- R 3.1.1
- Matlab 2014a
- MiXTeX, Ghostscript and GSview, Texmaker and TeXworks.
- Nuance PDF converter
- 7-Zip, PuTTY, GNU Emacs
- Sophos Antivirus

You are not allowed to install software on these systems. Mail ithelp@stats.ox.ac.uk if you need another application and we may be able to install it for you.
No food or drink
Logging on

- Ctrl + Alt + Delete
- Type in your username.
- Type in your password.
- Domain must always be STATS.
- Logging in should take up to 30 seconds.
- The first time on a different computer will take longer.
Storage and files

- Save your files in P: \ drive.
- Your P: \ is the same on all computers.
- Start > Computer > Home... (P:).
- 2Gb quota.
- Backed up every day.
- Daily backups for a week.
- Weekly backups for three months.
- We will tell you if this changes.
- To recover files and folders we need where it was stored and when you last had a good version.
Use of storage

- Our file storage services are for academic purposes only.
- No music files.
- No films.
- No unlicensed software.
- Any kind of illegal download may result in the suspension of your account and further action may be taken.

Do not save large files on your desktop as this will fill up your Windows profile and prevent you logging out.
Where and how to print

Which printers?

- spr1mfp_1 on BLACKWYRM outside the 1 SPR MSc Lab.
- spr2mfp_1 on BLACKWYRM outside the 2 SPR MSc Lab.

- Printers will use colour unless you specify B/W.
- **Please specify B/W unless you absolutely need colour.** Colour printing is very expensive.
- You need to enter your University Card barcode in the pop-up box; leave PIN empty.
What to print

• Print for academic purposes only.
• Your initial quota is:
  • 900 B/W and 100 colour for spr1mfp_1.
  • 300 B/W for spr2mfp_1.
• If you need more quota, come to us:
  • £10 for extra 450 B/W and 50 colour.
  • £10 for extra 100 colour.
  • £10 for extra 700 B/W.
Logging out

- Log out when you leave the room.
- Start > Log off
- If you cannot log out due to a full Windows profile:
  - See [http://www.stats.ox.ac.uk/about_us/it_information](http://www.stats.ox.ac.uk/about_us/it_information) and follow the links to ‘Quotas’ > ‘Windows profile’
  - Contact us – do not leave the machine logged in as other people may need to use it.
Do’s and Don’ts

✓ Do email us if you need help: ithelp@stats.ox.ac.uk.
✓ Do think of others: the computers are a shared resource.
✓ Do remember to look after your data.
✓ Do save files on the P: \ drive.
✓ Do log out when you leave the room.

✗ Don’t save files on the local drive.
✗ Don’t take food into the MSc Labs.
Off and On

Switching off the lab machines may bring a number of benefits.

- It will use less power: good for the environment and the finances!
- The room will be quieter.
- The room will be cooler and so there’s less for the air-conditioning to run.

- We need the machines to be on to install new software, get anti-virus updates and essential security patches.
- We want to do this when the computers are not being used for teaching to minimise disruption.
WoL Wake on LAN

Why do they wake up?

• The computers in the MSc Labs are configured to use our WoL service.
• They are woken up by a signal sent across the network.
• We use this to turn the machines on when software and security updates are available.

How do they wake up?

• The machines will switch on automatically at 8.45am.
• If you want to use a machine and it is turned off, simply press the power button on the front of the computer.
• When you have finished using the computer please log of ALWAYS and shut down if you want.
Local and central IT services

Local

- ithelp@stats.ox.ac.uk
- Lab computers, printers, Stats VPN, wired laptop connections.

Central

- Nexus email, wireless, OUCS VPN, software shop, courses.
Contacting ithelp in Stats

Please remember to include the following information when contacting ithelp@stats.ox.ac.uk:

- Your Departmental username
- The computer’s name
- Your location (1 SPR Lab/2 SPR Lab)
- A short description of the problem

We are available between 9.00am and 5pm, Monday to Friday.
• The Central IT services help centre is the initial point of contact for all their front-line user support services.
• It is on the ground floor, 13 Banbury Road, Oxford OX2 6NN.
• Drop-in advice is available from 1.00pm – 8.30pm Monday to Friday. Pre-booked appointments 9.00am – 1.00pm. By phone 01865 273200, 8.30am - 8.30pm. You will need your University Card.
• For more information see http://www.it.ox.ac.uk/helpcentre/ particularly the Help Request Form.
Central IT Services - Accounts

- Central IT Services will send you a separate username (of the form $abced1234$ and an activation code. These will have been mailed to your College address.
- This is your ‘Single Sign-On’ or SSO account. You will use for a range of Central IT Services, especially email. You should make sure you activate this account as soon as possible using the instructions provided.
- A guide for new students and staff is available at http://www.it.ox.ac.uk/welcometoit
To access your mail within the Department you can use either the web-based Outlook Web Access at

https://nexus.ox.ac.uk/

or you can configure Outlook 2010 following the instructions at available at:

http://help.it.ox.ac.uk/nexus/outlook2010/
Logging in with SSO to

https://register.it.ox.ac.uk/self/nexus/

gives you access to various mail setting including setting up forwarding, junk mail filtering and managing your quota.
Nexus - don’t Auto-Archive

If you choose to configure Outlook 2010 to read your mail, please make sure you **NEVER** use the Auto-Archive function.

This feature moves older messages to the local hard drive of the machine you are using.
The IT Services shop provides selected software at a reduced or no cost for use on personal computers.

- Endnote
- Matlab
- SPSS

See [http://www.it.ox.ac.uk/shop](http://www.it.ox.ac.uk/shop).

It is also possible to buy Microsoft Office products via Dreamspark. See [http://help.it.ox.ac.uk/sls/msl/](http://help.it.ox.ac.uk/sls/msl/) for more details. You will need your Single Sign-On account.
IT Services run a programme of IT courses covering a range of software and skill levels, at little or no cost.

See [http://courses.it.ox.ac.uk/](http://courses.it.ox.ac.uk/) for more details.
Smart phones and tablets are for many of us now an essential part of how we work and live our lives.

They do however create extra risks:

- Easy to lose or have stolen.
- Open wireless networks and public WiFi do not protect data as it travels over the network, so it can be read by anyone.
Use of mobile devices

Mobile computing - staying safe

What can I do to minimise the risks?

• Do not store confidential or sensitive data on your device.
• Where possible, use VPN to access data.
• Use a secure network when sending or receiving private information.

These two sites provide simple and authoritative advice on protecting yourself.

• http://www.it.ox.ac.uk/infosec/
• https://www.getsafeonline.org/smartphones-tablets/
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- http://www.it.ox.ac.uk/infosec/
- https://www.getsafeonline.org/smartphones-tablets/

Finally, never carry sensitive or confidential data on a memory stick, unless it is encrypted.
Central IT provide a wireless service; we manage the access points.

**EDUROAM** is available in many academic institutions world-wide and is much the quickest and most robust service. You will need your remote access SSO account [http://register.it.ox.ac.uk/](http://register.it.ox.ac.uk/) to use this service.

Alternatively, if you need to use the Stats VPN, you should use the OWL wireless service. Once connected, open a browser, ignore the Visitor sign-on and connect to the Stats VPN.

Use of mobile devices

Connecting your laptop - wired

Please mail ithelp@stats.ox.ac.uk with the MAC (or hardware) address of your computer. There are instructions here: http://tinyurl.com/statsconnect describing how to find this.

You can connect your computer to the three ‘hotdesk’ spots in each MSc Lab. These have grey network cables attached to them.
Keep your software up-to-date

Software updates
Make sure your operating system software is up-to-date. This applies equally to Linux, Mac and Windows.

Windows updates generally come once a month, on the second Tuesday; Macs and Linux laptops at any time.
Backups

IT services run a free backup service which allows you to take regular backups of the data on your computer. See http://www.it.ox.ac.uk/hfs.

To use the service register your computer, download the software and configure your computer.

**We strongly recommend using this service.**

Register for the service using your SSO. You can then download and set up the software. This will take only a few minutes. We strongly recommend
Anti-virus

Make sure you have installed anti-virus software and that it is being updated very regularly.

As a member of the University you can download a copy of Sophos Anti-Virus for free by logging on with your SSO to http://www.it.ox.ac.uk/infosec/protectyourself/useanti-virus/.
Using VPNs

• Both IT Services and Statistics run VPN services that you can use on your personal computers. We recommend using the Statistics service as this will provide extra features.

• To use this service, configure your laptop according to the instructions here: https://tinyurl.com/statsvpn.

• Tablets and phones may also be able to make a successful connection.
Statistics VPN

Connecting to the Statistics VPN will give you access to

- Departmental printers.
- The data on your Home (P:) drive. See http://tinyurl.com/statspdrive.
When things go wrong

IT services run a Hardware Breakdown service which you can use.

See http://www.it.ox.ac.uk/breakdown/
Weblearn

• WebLearn is Oxford University’s Virtual Learning Environment (VLE). You may be directed here to access course and other learning resources.
• Browse to https://weblearn.ox.ac.uk/.
• Click on ‘Oxford Account’ in the top left corner and log in with SSO account.
• Click on ‘My Active Sites’ to find your resources.
The R software environment is extensively used both for teaching and research in the Department.

The latest version (R 3.1.1) is installed on all computers.

It is simple to install on your own computer. Go to http://cran.r-project.org/mirrors.html and find the closest mirror.
Stats IT help pages

- We have a web page of links to IT information.
- [http://www.stats.ox.ac.uk/about_us/it_information](http://www.stats.ox.ac.uk/about_us/it_information).
- These slides will be there very soon!
- Lots of other useful documentation.
Watching TV

• The Department does not have a TV licence for 1 and 2 South Parks Road, so you should not watch live TV broadcasts on our computers.

• If you use a mobile device to watch live TV you will be covered by your home TV licence as long as you are running on battery power.
Finally

- Always check our web pages for IT information.
  - http://www.stats.ox.ac.uk/about_us/it_information
- Any questions?
- Mail ithelp@stats.ox.ac.uk if you have any questions or need help.