MSc 2016
Introduction to Computing in Statistics

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Today’s talk

IT help in Statistics
Your Statistics Account
IT Teaching Lab
Logging in
Where’s my data?
Printing

Logging out
Do’s and don’ts
Local and Central IT Services
Use of mobile devices
Keeping safe
Online resources
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.
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.
IT Teaching Lab

This is where you’ll be spending most of your time!

Two views of the IT Teaching Lab
Software

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

- Internet Explorer and Firefox
- MS Office Professional Plus 2016
- R 3.3.1
- Matlab (latest stable version)
- 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. If software is being installed or updated it may take a few minutes.
- The first time on a different computer will take longer.
Where’s my data?

Storage and files

How to find your Your Home (P:\) drive.

Standard view

Content view

The Public drive contains shared software.
More about your Home drive

- Your Home (P:\) drive is the same on all computers.
- 3Gb quota.
- Backed up every day.
- Daily backups for a week.
- Weekly backups for three months.
- We will tell you if this changes.
- To recover deleted files and folders we need to know where they were 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. All fines incurred will be borne by you.

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

Where and how to print

Which printers?

- floor\_lg on BLACKWYRM in the IT Teaching Lab.
- floor\_lg\_2 on BLACKWYRM in the IT Teaching Lab.

- Printers will use colour unless you specify B/W.
- **Please specify B/W unless you absolutely need colour.** Colour printing is very expensive.
- Use duplex (double-sided) printing to save paper and printer credits.
- 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 floor_lg.
  • 300 B/W for floor_lg_2 [B+W only].
• 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.
• 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 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 and drink into the IT Teaching Lab.
Local and central IT services

Local

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

Central

IT Services  Nexus email, WiFi, Central 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
- A short description of the problem

We are available between 9am 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. IT services provide help. Pre-booked appointments 8.30am – 4pm. There is 24/7 helpline on (01865 2) 12345. See http://help.it.ox.ac.uk/ for more details particularly the Help Request Form.
Central IT Services - Accounts

• Central IT Services will send you a separate username (of the form *abcd1234*) 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 should use the web-based Outlook Web Access at **https://owa.nexus.ox.ac.uk/**

The Nexus web page
Central IT Services - Software

The IT Services shop provides selected software at a reduced or no cost for use on personal computers.

- Endnote
- Matlab
- SPSS

and many more.

See http://www.it.ox.ac.uk/shop.

It is also possible to buy Microsoft Office products via Office 365 Pro Plus. See http://help.it.ox.ac.uk/sls/msl/ for more details. You will need your Single Sign-On account.
Central IT Services - Courses

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.

NB the booking system is still under development so not all courses are listed yet. They should appear in the next few days.
Mobile computing

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 WiFi networks and public WiFi do not protect data as it travels over the network, so it can be read by anyone.
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/

Finally, never carry sensitive or confidential data on a memory stick, unless it is encrypted.
Connecting your laptop - WiFi

Central IT provide a WiFi 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. The easiest way to set up eduroam is to connect to the OWL visitor network, browse to [https://cat.eduroam.org](https://cat.eduroam.org) and download the University of Oxford installer.

See [http://help.it.ox.ac.uk/network/wireless/](http://help.it.ox.ac.uk/network/wireless/) for details of the WiFi services and for information about the the Rules and Regulations see [http://help.it.ox.ac.uk/network/wireless/rules/](http://help.it.ox.ac.uk/network/wireless/rules/)
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.
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.
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.
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 https://register.it.ox.ac.uk/self/software.
Keeping safe

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/](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 3.3.1) 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.
We have a web page of links to IT information.

http://www.stats.ox.ac.uk/about_us/it_information.

These slides will be there very soon!

Lots of other useful documentation.
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.