**Group workstations**
Logging on any linux workstation of your group, your main directory is always the same. **You are not authorized to disconnect mouse, keyboard, network cable, monitor;** move any workstation (on the floor too). **To reach your linux workstation** (inside SISSA network or using VPN) use the following format name: `workstationname.group` or `workstationname.group.sissa.it`

**Printing service**
You can manage and see your printing jobs at the url `http://spooler.sissa.it/` only. **Please note that all print jobs are logged.** All the printers use A4 paper and the duplex is the default printing. At the page: `www.itcs.sissa.it/printers` you can find network printers list and how to configure a SISSA network printer on your laptop.

**E-mail service**
E-mail service is provided by `smtp.sissa.it, imap.sissa.it`. Please consult the page: `www.itcs.sissa.it/email-service`
Webmail service address: `http://webmail.sissa.it/
Your e-mail address is: `yoursissausename@sissa.it` or `firstname.lastname@sissa.it`

Please note: SISSA VISITORS’ accounts have not a SISSA e-mail box/address.

**HELPDESK SERVICE**
The ITCS offers a Help Desk service in order to cover hardware and software problems (the latter related to the supported software). **BEFORE ASKING ITCS staff help, please consult our help-pages:** [www.itcs.sissa.it](http://www.itcs.sissa.it)

You can get Helpdesk assistance: preferably by sending an e-mail to: helpdesk@sissa.it

For help regarding a workstation, please **ALWAYS write its name** and a brief & clear description (not generic) of the problem.

*If you cannot send an e-mail, call the extension 822* (from outside SISSA: 040 3787 822)

**Helpdesk Access hours:**
In the case of lack of staff or due to an emergency, the helpdesk service may not be available during the afternoons. **Helpdesk Staff are available in the room 114 or by phone from 9.30-11.30 (from Mon to Fri) and from 15.00-16.00 (from Mon to Thu).** Outside these hours users are kindly invited to send an e-mail to helpdesk@sissa.it

**ITCS (Information Technology and Computing Services) reference card**
Nov, 2012
Quick reference for SISSA Linux users and general vademecum about SISSA computer resources.

`www.itcs.sissa.it`

**ONLY after having a valid SISSA account, you can connect and use your laptop on the SISSA WIRED network in the Santorio building.** For temporary lending of a network cable, please ask to helpdesk service room 114.

With a valid SISSA account, you may:
- obtain a temporary connection (12 hours) by opening any browser page (you will then be redirect to the temporary authentication page where you have to insert your SISSA username and password),
- obtain a long term authorization to use your laptop on the SISSA network completing the port authentication process. Please read the page: `www.itcs.sissa.it/services/santorio`

Please note that a personal laptop (bought by yourself) will not be given technical support by the SIS staff. You will be given a **limited help** regarding the registration, wireless and printer settings only.

Other information about laptop usage and policy at the page: `www.itcs.sissa.it/laptop/`
To obtain an account: you have to fill in the Account Request Form, which can be obtained from the Scientific/Student/Area Secretariats. The person responsible for the accounts of your Area must sign the form. Each Area has one or more persons who are responsible for the accounts, no other member of staff can sign the form. Ask the Secretariats for their names. You have to attach to the form a photocopy of your ID card or passport (pages with your photo and personal data).

To renew an account: one of the account responsible of your Area have to send an e-mail to: accounting@sissa.it with the new expiration date.

Complete infos about accounts requests/renewals (account responsible list too) on the page:
www.itcs.sissa.it/services/accounts/getting_an_account

The use of your account is subject to the laws of the Italian Republic, as well as to the GARR network (Italian university network) policies.

See: www.garr.it/a/eng/garr-en/aup-eng-home

Security warnings about passwords
Due to security reasons, you are kindly requested to NEVER SEND YOUR PASSWORD BY E-MAIL regardless of who requests it. Concerning this subject please read the page:
www.itcs.sissa.it/password-security

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<th>Change your password</th>
<th>at least every 6 months and immediately after the opening of your account using this page ONLY: <a href="https://password.sissa.it/">https://password.sissa.it/</a></th>
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GOLDEN RULES ABOUT PASSWORDS
- Your password has to contain a mix of letters, numbers and characters like . ! ;
- NEVER GIVE your password to anybody;
- NEVER LEAVE your session open without locking it;
- your password MUST BE SECRET, KEEP IT SAFE!

It is strictly forbidden to ‘’share ‘’ your account with other people.

Remote access: to manage the files of your main directory, you can login on ssh.sissa.it using the ssh command.

Mobile computers
Mobile computers can be connected to the SISSA network, but you must have an active account to complete correctly the authentication process. Please read the page: www.itcs.sissa.it/services/santorio

After the authentication process (wired or wireless SISSA-WiFi), if it is correctly set, your laptop will be allowed access to the SISSA network services. Connect your laptop to the SISSA network using the DHCP server. If you have trouble with the wired authentication process, you may obtain a temporary connection (12 hours) by opening any browser page (you will then be redirect to the temporary authentication page).

The WIRELESS network service is available in some areas only. For more infos, read the page: www.itcs.sissa.it/services/wireless

Short term visitors, who need wireless only for web access outside SISSA network, have to choose SISSA-Guest network.
From SISSA-Guest network there are no access to SISSA internal network resources (ex: printing, connection to SISSA workstations).