

## 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](http://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](mailto:smtp.sissa.it), [imap.sissa.it](mailto:imap.sissa.it). Please consult the page: [www.itcs.sissa.it/email-service](http://www.itcs.sissa.it/email-service)

Webmail service address: <http://webmail.sissa.it/>

Your e-mail address is:

*yoursissausername@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\*\*](mailto: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](mailto: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\*](http://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\*](http://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/\*](http://www.itcs.sissa.it/laptop/)

**To obtain an account:** you to have **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@sisa.it](mailto:accounting@sisa.it) with the new expiration date.

**Complete infos about accounts requests/renewals** (account responsables list too) **on the page:**

[www.itcs.sissa.it/services/accounts/getting\\_an\\_account](http://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](http://www.garr.it/a/eng/garr-en/aup-eng-home)

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If you are interested in number crunching and numerical simulations, please see the page:

[www.democritos.it/cluster-wiki/index.php/INTRODUCTION](http://www.democritos.it/cluster-wiki/index.php/INTRODUCTION)  
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## 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](http://www.itcs.sissa.it/password-security)

**Change your password** at least every 6 months and immediately **after the opening** of your account using this page **ONLY:**  
<https://password.sissa.it/>

### **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](http://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](http://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](http://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).