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Introduction to the UNIS Computer System for UNIS staff

Note! You are requested to read and adhere to the UNIS IT Policy whenever using the computer system. If you have not got a copy of this policy, you will find it here on the web.

Computer availability

All UNIS staff will be given an office space with a desktop computer.

If you rather want to use your own laptop, this is alright. However, as a general rule only one computer will be supported per person. Therefore, if you choose to use your laptop, it is recommended that you connect your laptop using a docking station or a port replicator. This allows for permanent connection of network, external monitor, keyboard, mouse and other peripheral devices. We will then take the away the desktop if not needed.

Information regarding how to reach network resources as printers, Internet and file services from a laptop can be obtained from technical support or found on the UNIS web site.

Computer system access

You should have received a personal username and password from the Administration at UNIS in order to access your computer account on the network. Every 90 days you will be requested to change your password. The password you choose will have to be at least 8 characters long, contain both small and capital letters and one or more numeric characters. You can find out how to change your password on the UNIS web.

Each computer account will provide access to a personal share to store own files, and to a common share to read and store common staff related material. Also, staff will have a mapping **W:** to the students' common share, in order to store student related documents.

Your personal share is private and will have the drive letter **U:** on your computer: The common share will be labeled **V:**. If using your own laptop, you may need to create network mappings to these shares manually. You can find out how to do this on the UNIS web.

NEVER store files on the DESKTOP, in MY DOCUMENTS, MY PICTURES, etc. See also the document "**What to do if you exceed your profile space**".

Note: Leave the computer turned on, but always log out from the computer whenever you are finished working.

E-mail

You should have received your e-mail address from the Administration at UNIS. To receive and send e-mail we use Microsoft Outlook. Outlook will automatically be set up for you the first time you log on to the network if using an UNIS computer. If you are using your own laptop, you can find how to set up your e-mail manually on the UNIS web.

Print & Copy

You should get a personal 4-digit code to use for printing and copying when starting at UNIS.

Scanning

You are able to scan your documents on any of the multifunctional devices (print/copy/scan) at UNIS. Information about how to do this can be found on the web page.

Making personal data backups

Almost all staff computers are provided with CD burners and software to burn CDs. Writeable CDs can be bought from the reception at UNIS or at Svalbardbutikken.

Technical Support

Note: Contact technical support by e-mail at support@unis.no.

We expect everyone to be familiar with basic software like Microsoft Word, Excel, PowerPoint and Outlook. However, you are always welcome to ask technical support or fellow staff for assistance.

The technical support personnel's main task is to monitor and maintain the computer park, the installed standard software, our servers, printers and the computer network - to ensure a stable and effective IT environment.

The computer software platform supported is based on Microsoft products. We do not provide support i.e. to Macintosh OS or Linux computers.

Leaving UNIS

When leaving UNIS, you are responsible of backing up all your personal data (see "Making personal data backup" section above). Your user account, email account and data will be deleted 2 weeks after your last work-day.

If you need to keep your computer account and email account longer after you have ended your work at UNIS you should talk with the UNIS-administration about some kind of special agreement. They will then let us know and we will not delete your account.

Welcome and best regards,

Heinrich, Frank and Roy-Erik