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Introduction to the UNIS Computer System for Students

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 on the web site.

Computer availability

For students, there are two computer labs on the first floor. Room B202 in the new building and room A241 in the old building.

In all rooms on the second (top) floor of the old building, there are possibilities for connecting laptops. There is a wireless network system in both buildings. Information regarding how to reach network resources as printers, Internet and file services from a laptop can be found on the UNIS web site. Here you can also find how to connect to the wireless network.

Laptops should not be connected in the computer labs.

Computer system access

You should have received a personal username and password from the Study Administration 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 web site.

Each student's computer account will provide access to a personal share to store own files, and to a common share to read and store study related material.

Your personal share is private and will have the drive letter **U:** on your computer: The common share will be labeled **W:**. 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 site.

Quota: Each student has a data volume quota of 400 MB in total on the network storage. Some students need more space for study related data. If so, please have your supervisor/lecturer notify support@unis.no how much more space you'll need.

Note: You should not store any data on any computer in the computer labs. Store your private and common data on the network under U: and W: respectively. These network shares are centrally backed up every night. However, you may temporarily store files on the D: drive on the local computers in order to copy these files to an external media such as CD/DVD, memory sticks or external hard drives.

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**" on the UNIS web site.

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 Study Administration.

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 you are using your own laptop, you can find how to set up your e-mail manually on the UNIS web site.

Print & Copy

Students will have to pay for their prints and copies. You should get a personal 4-digit code for this when starting at UNIS. How this works and a pricelist can be found on the UNIS web page.

Scanning

You are able to scan your documents on any of the multifunctional devices (print/copy/scan) at UNIS. This is free of charge, and information about how to do this can be found on the UNIS web page.

Making personal data backups

All computers in the two data labs are provided with DVD burners and software to burn CDs and DVDs. Writeable media can be bought from the reception at UNIS or at Svalbardbutikken.

Expectations of good behavior

In addition to the requirements stated in the IT Policy document, you are expected to show good behavior and judgment when using the computer resources. Here are some examples:

- Never bring or consume food or beverages in the computer labs
- Never disconnect anything from a computer, i.e. network cable, keyboard, mouse, monitor etc.

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. Questions regarding the use of such software should primarily be placed to fellow students. However, you are always welcome to ask technical support for assistance. Teachers and supervisors will give support for special software used in their courses.

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.

We only give limited support on private computers (laptops etc.) since they vary a lot in regards to brand, software and compatibility with the UNIS computer system. However, you are always welcome to contact technical support to see whether we are able to help you along with troubleshooting.

The computer software platform supported is based on Microsoft products. We can only provide very limited support i.e. to Macintosh OS or Linux based computers.

Leaving UNIS

When finishing your studies at UNIS, you are responsible of backing up all your personal data (see "Making personal data backup" section above). **Your user account and data will be kept for 2 weeks after your studies are finished.** People staying in Longyearbyen after their studies will not have access to the UNIS computer system.

Welcome and best regards,

Heinrich, Frank and Roy-Erik