

Date Created	04 February 2005
Created by	Frank Eggenfellner
Date last revised	January 25th 2018
Revised by	Kjell Ivar Haugnes

## Introduction to the UNIS Computer System for Students

**Note!** You are requested to read and adhere to the UNIS IT Policy whenever using our IT systems. You can find it on our website: <http://www.unis.no/resources/it-services/>

### Computer availability

For students, there are two computer labs. Room B202 in the new building and room A241 in the old building. There is also a small computer lab in the library.

There is a wireless network both in the Science Centre and the student houses. 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 to the wired network 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 365 days you will be requested to change your password. The password you choose will have to be at least 12 characters long, contain both lower and UPPER case letters, at least one numeric character and at least one special character (!"#@%& etc.). Log in to one of our computers and press ctrl-alt-del and select 'Change a password' to change it.

Each student's user 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 will 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 2GB 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](mailto: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 memory sticks or external hard drives.

**NEVER** store files on the DESKTOP, in MY DOCUMENTS, MY PICTURES, etc. They will be deleted automatically at regular intervals.

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

### E-mail

UNIS send e-mail to your private e-mail address – make sure to check you gave us the correct address when you get your user account.

## **Print & Copy**

Students will have to pay for their prints and copies. How this works and a price list can be found on our web page: <http://www.unis.no/resources/it-services/>

## **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.

## **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:

- Don't bring or consume food in the computer labs for hygienic reasons.
- 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](mailto:support@unis.no)

We expect you to be familiar with basic software like Microsoft Word, Excel and PowerPoint. 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 IT systems, the installed standard software, our servers, printers and the computer network - to ensure a stable and effective IT environment.

We only give very 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.

## **Leaving UNIS**

When finishing your studies at UNIS, **you** are responsible for making a copy of personal data you want to keep.

**Your user account and data will be kept for 2 weeks after your studies are finished.**

Welcome and best regards,

Kjell Ivar and Petter