



Introduction to IT at IHEID - 2011-12

Who? Where? What? How?
and more!



WHO: IT TEAM

Contact: Helpdesk

Pavillon IT, 132 rue de Lausanne, entrance of Parc Barton

1. Opening hours: Mon-Fri 7:30-12:30 am & 1:30-17:30 pm
2. Reception hours for students: Tue and Thu 2:00-4:00 pm
3. Email to helpdesk@graduateinstitute.ch: questions, problems and requests are dispatched according to:
 - Severity
 - Urgency
 - Importance
4. In case of **emergency**: (022 908) 57 46



WHERE: IT ON THE CAMPUS

1. Computer labs:

- ❑ **Voie-Creuse** (STTE - inside the library: 20 PCs, 2 printers, 1 scanner);
- ❑ **Rigot** (Room 39: 10 PCs, 1 printer, 1 scanner);
- ❑ **Rothschild** (Cyberthèque: 5 PCs, 1 printer);

2. **Wi-Fi:** **Voie-Creuse** reading room and entrance Hall, **RI** full coverage, **Rothschild** entrance Hall, **Barton** Entrance Hall

3. **IT administration:** Pavillon informatique at the entrance of the park (ring the bell)



WHAT IT FACILITIES FOR STUDENTS?

1. IDENTIFICATION & AUTHENTICATION
2. NETWORK
3. WORKSTATION
4. STORAGE
5. PRINTING
6. EMAIL & CALENDAR
7. SOFTWARE
8. INTERNET
9. OTHER SERVICES



WHAT: IDENTIFICATION & AUTHENTICATION

1. **IHEID IT Login:** access to the computer labs PCs and printers/scanners, network, storage, Campus
2. **IHEID Email Login:** access to email and calendar services

COMPTE ITPERSONNEL GRILLE DE DIFFERENCIATION DES CARACTERES

PERSONAL IT ACCOUNT ET CHARACTER DIFFERENTIATION GRID

Login k amero8 **1**

Email username Jennifer.K ameron **2**

Password trucMuch **.**

Email address Jennifer.K ameron@graduateinstitute.ch

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WHAT: NETWORK

1. CABLE

Reserved for IHEID computers only

2. WI-FI: IHEID_AUTH

- Encrypted
- Internet
- Electronic resources of the Library
- Computer Lab's printers
- Personal storage on the fileserver: **Home**

3. Wi-Fi: IHEID_GUEST

- Internet
- Electronic resources of the Library



WHAT: WORKSTATION

1. IHEID DESKTOPS

1. Windows XP

- Roaming profile
- No administrator rights

2. Shared PCs

- Do not store documents on the C: drive
- Log off when before you leave

2. PRIVATE LAPTOPS

- Security is your concern
- Keep your anti-virus up to date and backup your data



WHAT: STORAGE

Personal secure storage on srv1.iheid.ch

- Quota: 2 GB
- Back up every night
- Visible as **My Documents**, or a **M:** drive or **home** depending on the computer your are using
- Remote access through a secure protocol (SSH)



WHAT: PRINTING SERVICE

Available from the Computer Labs and IHEID_AUTH, the printing service offers:

1. Free quota each semester
 - 500 pages for Masters' students
 - 2000 pages for PhDs' students
2. Credit for unreadable material
3. Printed pages statistics on ETUNET



WHAT: EMAIL & CALENDAR

Webmail

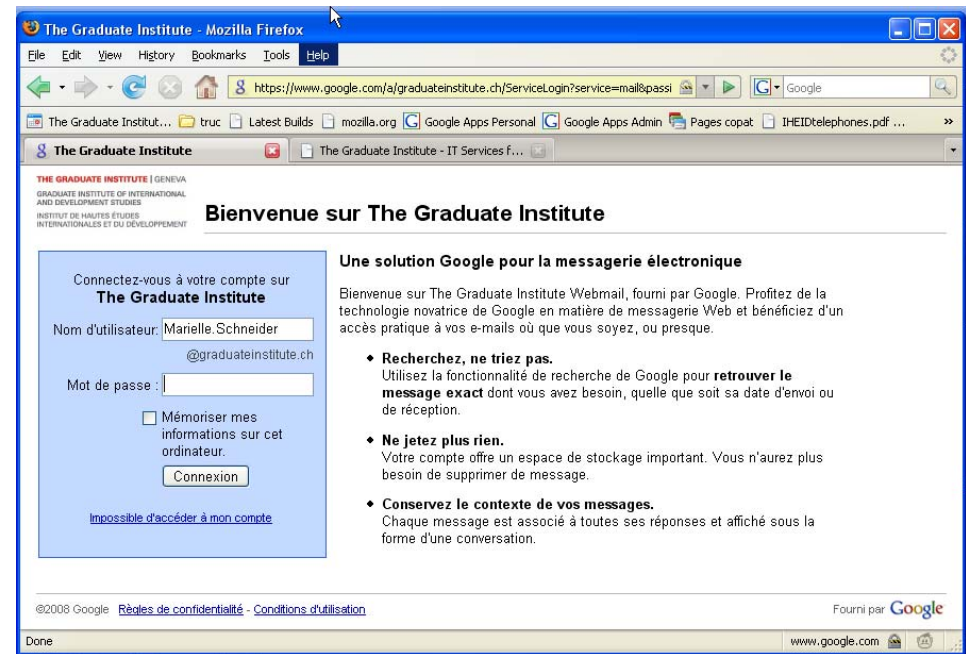
<http://gmail.graduateinstitute.ch>

1. Permanent
2. Accessible through smartphones

Shared calendar

<http://calendar.graduateinstitute.ch>

Synchronized with smartphones





WHAT: SOFTWARE

1. Standard software
 - MS Office
 - Firefox
 - Acrobat
2. Optional
 - Econometrics
 - Qualitative analysis
 - Bibliographic Database
3. Open source software
 - OpenOffice
 - GIMP
 - 7-Zip, 7zx
4. Security
 - Antivir



WHAT: INTERNET

File server remote access

1. Mac OS X: <http://graduateinstitute.ch/students/fugu.html>
2. Windows: http://graduateinstitute.ch/students/winscp_fr.html



WHAT : OTHER SERVICES

1. Poseidon: http://graduateinstitute.ch/students/infoadmin/it_en.html
2. Math Server: math.iheid.ch (cf CUB)



HOW TO USE IT FACILITIES?

1. « ETHIQUETTE »
2. SECURITY
3. REPRESENTATION
4. WEB
5. ETUNET
6. PRINTING STATISTICS
7. MORE SERVICES AT UNIGE



HOW: “ETHIQUETTE”

How to share resources

1. Policy

- Network bandwidth
- Equipment (Printers!!)

2. Best practices

- Be efficient and community oriented in Computer Labs
- Use fileserver space to save your data
- Save paper
- Close your session when you leave a Computer Lab



HOW: SECURITY

1. Respect your privacy
2. For your own protection:
 - No password sharing
 - Never give away a password by email
 - Watch out for phishing



HOW: REPRESENTATION

A student representative attends the IT Commission to convey and to defend your proposals.



HOW: WEB

1. Academic Information System: <http://campus.iheid.ch>
2. Academic Unit Website
 - Secured pages for readings, assignments
 - Ask your Unit webmaster
3. ETUNET



HOW: ETUNET

- Poseidon
- Policy
- CUB
- Endnote purchasing order
- Remote access
- Printing statistics

The screenshot shows a web browser window with the URL http://graduateinstitute.ch/students/home/infoadmin/it_en.html. The page header includes the Graduate Institute logo and navigation tabs for 'THE INSTITUTE', 'TEACHING', 'RESEARCH', 'EXECUTIVE EDUCATION', and 'RESOURCES'. The main content area is titled 'IT Resources' and contains information about computer rooms, printing services, and the Poseidon project. A sidebar on the left lists various categories, and a sidebar on the right provides quick links to 'Printing Statistics', 'IT Service', and 'Important Documents'.



HOW: CHECK YOUR PRINTED PAGES

Printing Statistics

Enter your IHEID IT Login username to check how many pages you have printed since the beginning of the semester

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THE INSTITUTE | TEACHING | RESEARCH | EXECUTIVE EDUCATION | RESOURCES

The Institute > Administrative services > IT department > Print Monitor

Checking print statistics

CHECK YOUR PRINT STATISTICS

Enter your username
judoka91
Number of printed pages from 24.09.2009 to 16.09.2009 00:16.

Rules
Free quota per academic semester

Licence 4th year	300
Master	500
Certificate	500
PhD	2000

Cost
one printed page above the free quota : CHF 0.10 (10 centimes).
a page printed on both sides counts as 2 printed pages.
billing is done at the end of every semester

These conditions have been negotiated with the Student Association Comitee in October 1998 and last revised in Summer 2006.

Remark
The two printers in the Library Computer lab are "load balanced", which means that print jobs are distributed to the two printers in order to optimize the work load of each machine.

Contact
IT Services HelpDesk : 022 908 57 46
[HelpDesk](#) 08.2008



MORE IT SERVICES AT UNIGE

The University of Geneva provides services to registered students:

1. VPN: virtual private network that simulates the University local network at home (access to file servers and librarian resources): <http://www.unige.ch/dinf/etudiants/acces.html>
2. Software: GDL provides licence and software access: <http://etugdl.unige.ch>
3. Computer labs
4. Other accounts: UNIGE IT and Email Logins.....
5. Access to a large number of e-learning systems and web applications for all the participating universities in Switzerland

SWITCH > aai



QUESTIONS?

