

KITP Computing Services Guide

Frequently Asked Questions (FAQ) www.kitp.ucsb.edu/computing/help/faq.php

Help Desk: As a first source for computing assistance, please visit our web page at www.kitp.ucsb.edu/computing/. The page contains detailed information on connecting your laptop to our network, setting up printing, checking your email, using OS X, and frequently asked questions. If you have additional questions, contact our help desk **via email (preferred)**, phone, or in person in room 2202.

KITP Computing Account: Your computing login and password allows access to the Apple workstations located in every office as well as in room 2202. If you plan to use a laptop, you may still want to use the Apple workstation to look up our computing help pages for assistance setting up your laptop, or for X Windows and printing. It is also possible to transfer files to the Mac via the network (sftp/scp) or a USB keychain drive. For help with your computing account, including how to change your password and Mac OS X in general, refer to our FAQ.

KITP Email Account: Your KITP email account uses the same login name and password as your computing account. For new visitors, your KITP email should **forward** to your normal email account. To check your email, use the *Mail* program in the dock on your Apple workstation, the webmail system at www.kitp.ucsb.edu/mail, or set up your own mail client to connect to our IMAP server. Refer to the email section of our FAQ for assistance.

Laptops: Given limited staff time and resources, our assistance with laptops is restricted to providing information on getting the most common platforms to connect to the KITP network. Visit our laptops web page for additional assistance. www.kitp.ucsb.edu/computing/help/laptops.php

Network Access: We offer **wireless** network access in select areas of Kohn Hall. If you prefer wired ethernet access, use the second cable on the **Cisco phone** in your office. If that cable is in use, plug in to the **top right port** on the wall faceplate. Set your computer to use **DHCP** (auto-detect); you may have to contact the help desk to activate the port for you if it doesn't work. For assistance, visit our networking page. www.kitp.ucsb.edu/computing/help/laptop_network.php
Note that network access is for academic use only. Please apply all security patches to your laptop before connecting to our network.

Printing: The KITP has laser printers available on both floors and in three distinct locations. All printers offer a **duplex** option allowing **double sided printing**. Please don't send multiple copies to the queue - contact the help desk first if you have problems. For printer names, locations, duplex settings, and help setting up your laptop to print, refer to our printing web page. www.kitp.ucsb.edu/computing/help/printing.php

Cisco Phones: Most offices have a Cisco VOIP phone in them. **Dial 9 to get an outside line**; note that no dial tone will be heard. Voice mail is *not* provided and the phones do not have full speaker phone capability.

Other Tips: The OS X workstation can be used to run remote X Windows programs or simply to ssh to other computers. To **right click** if your Mac only has a one button mouse, hold the control key while clicking. To print duplex from lpr (command line), use the special *duplex1018* or *duplex2202* queues. *Preview* and *TeXShop* can open postscript and PDF files on the Mac; also try *gv* on the terminal.

Help Desk Contact Information

web	www.kitp.ucsb.edu/computing/
email	help@kitp.ucsb.edu
phone	extension 7340
room	2202 (limited availability)
hours	Monday - Friday, 8 am - 5 pm

The help desk is staffed by several people, so it is best to use the contact information above rather than contacting a staff member directly.

Wireless Access

kitp	call for password
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Not available in all areas of Kohn Hall; firewall blocks many ports