

ICG Computing for New Starters

ICG IT HELP RESOURCES

IS Service Desk Portal: servicedesk.port.ac.uk

IS Service Desk: extension 7777, or email
servicedesk@port.ac.uk

IS MYPORTR Knowledge base: <https://myport.ac.uk/>

ICG Computing Help: icg-computing@port.ac.uk

ICG Knowledge base: <http://www.icg.port.ac.uk/support/>

1.0 Your University Accounts

On arriving at the ICG as a new starter you will be given your UoP account details. This will be an email address and a computer account name. These are managed by the UoP IS department.

Additionally, you can apply for a Sciama Supercomputer account. See Knowledge base.

1.1 Email

You will be given an email address similar to:-

Firstname.Lastname@port.ac.uk (eg. gary.burton@port.ac.uk)

(To initially access your mail in a browser use the URL <http://mail.port.ac.uk> . The Knowledge base will give instructions on how to use other mail clients.)

1.2 Computer Account

To log into Windows or Linux you will be given a computer account name similar to:-

<lastname><firstinitial> (eg, burtong)

When you log into a computer using these credentials your "N Drive" will be mounted. This is your HOME account which should be available from all platforms. This area is backed up by IS. This area is limited to 25Gbytes. If you need more then you can use your Google drive (see knowledge base).

If you need to wait for your account to be created there are Linux workstations distributed throughout the department. Most of these will have a guest login called "icgguest". The password is available from the office.

2.0 WIFI

The main UoP Wifi network is called EDUROAM. You will need your computer account before you can connect to this network (See IS knowledge base) . If you need to wait for your account details there is a guest WIFI network called "UoP GUEST" which should give you basic internet access.

3.0 Hardware

As a new starter at the ICG you will usually be given access to either a “Dual Boot Linux / Windows Laptop” or a “Dual Boot Linux / Windows Desktop”. These devices will be running Windows 10 and Centos7.

4.0 IT Problems

A lot of effort has been put into maintaining a Support knowledge base both by the IS department and by ICG. Please refer to the databases in the first instance:-

IS MYPORT Knowledge base: <https://myport.ac.uk/>

ICG Knowledge base: <http://www.icg.port.ac.uk/support/>

If you need further help in general :-

Contact IS servicedesk@port.ac.uk (ext7777) for account problems, network, Wifi , licensing, email etc.

Contact icg-computing@port.ac.uk for local printer issues, application support, IT peripherals , AV / projector issues, conferencing, mailing lists etc.

5.0 Mailing Lists

ICG support a number of mailing lists. Please refer to the knowledge base.

<http://www.icg.port.ac.uk/support-kb/what-are-the-different-mailing-list-at-the-icg/>

6.0 Initial IT Overview

A more detailed overview of ICG computing is given here:-

<http://www.icg.port.ac.uk/icg-computing-guide/>

It is suggested you read through this document when you arrive.

7.0 Supercomputer

The UoP has a supercomputer called Sciama (pronounced Sharma). If you need an account on the supercomputer please check with you supervisor then complete the online account request form found here:-

<http://www.icg.port.ac.uk/support-kb/how-to-apply-for-a-sciama-account/>

Any Sciama issues should be directed to icg-computing@port.ac.uk .