2-Minute Guide to NC State's IT Resources

Support@ncsu

ISEHELP (isehelp@ncsu.edu)
ISE's IT Group (Justin, Rob and students)

ITECS (eoshelp@ncsu.edu)
College of Engineering IT

OIT (help@ncsu.edu)
NC State Office of Information Technology

ClassTech: The OIT that supports classroom computers

ComTech: The OIT folks that support wireless and wired networks

SAT: The folks who support card access system for exterior locking doors

Account Overview

UnityID/UserID: "jelanca2"
Used for PC/MyPack/Wolfware Logon

Google: "jelanca2@.ncsu.edu"
Used to access Google Apps

Campus/Student ID: 000123456

Used with HR and R&R

Google Email / Calendar / Docs

All Staff and students have access to:

- 30GB Storage (Drive / Gmail / Docs)
- Gmail / Calendar / Hangouts / YouTube
- G Suite News: https://google.oit.ncsu.edu/
- Email: https://mail.google.com/
- Calendar: https://calendar.google.com/
- Docs: https://drive.google.com/

Google Calendar Resources

ISE uses Google Calendar to schedule classrooms and conference rooms. All faculty, staff and students can reserve Fitts-Woolard Hall Rooms 2125 | 4101-A | 4101-B | 4103 | 4125 | 4191 | 4290 | 4320 |4322 | 4331-A | 4333-A | 4340 | 4361

How? Create a meeting on your own calendar, click "rooms, etc" and search for resources starting with "FWH".

For schedules and details, visit:
https://www.ise.ncsu.edu/myise/room-reservations/

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Phone / Laptop / Tablet Wireless

"ncsu" SSID recommended

For best performance, use the "ncsu" wireless and register your device via https://nomad.ncsu.edu. This will always authenticate your devices (up to 5 total) so that you're not logging in every day. Annual renewal required to continue service.

EDUROAM is also available at NC State.

Personal Laptop Support

Hardware / Software support is available for your personal machine. This includes application errors / hardware troubleshooting. Do not expect assistance with homework OR hardware replacement with expired warranty.

ITECS Helpdesk is available to Engineering students only. eoshelp@ncsu.edu or 515-2458

OIT Helpdesk is open to all NC State students. help@ncsu.edu or 515-HELP

ISEHELP

Fitts-Woolard Hall Room 4158
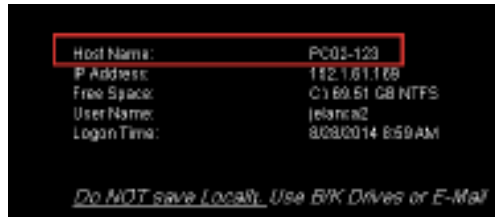isehelp@ncsu.edu or 513-0845
Mon – Fri: 8am - 5pm

ISE departmental desktops, laptops, software and classrooms are supported by ISEHelp. We'll also be glad to assist with other inquiries and direct you as needed.

Software for Desktops

ISE Desktops have access to the full suite of NC State software. If an application is needed, email isehelp@ncsu.edu with the "hostname" of your PC with the software name/version. Some software may require that you're logged off for us to complete the installation.

DO NOT attempt to manually install software on these PCs without authorization.

<< Obtain "hostname" via desktop

Software for Personal Machines

Software for laptops can be obtained via OIT and the College of Engineering. Not all NC State software is licensed for personal download.

Software @ NC State: Authenticate to access available downloads

Engineering / EOS Software: Software for engineering students

DreamSpark: Microsoft products available to students **currently enrolled** in ISE. Office **NOT** Included.

Remote Desktop for ISE PCs

If eligible, your desktop should indicate this ability on the desktop background. To obtain access, email isehelp@ncsu.edu with the "hostname" of the PC as well as your "unityID". Once granted, users can access their desktops via [these instructions](#).

MacBook users will require [Microsoft Remote Desktop](#).

Be sure to use the VPN when off campus. (see next slide)

Campus VPN

PCs are required to use the Campus VPN when remotely accessing ISE Desktops. Many Laptop software packages (Solidworks) also require VPN for licensing.

Visit https://vpn.ncsu.edu to acquire the VPN client for your personal machines.

If the server field is blank, use "vpn.ncsu.edu"

NC State File Storage

NC State Drive (B:) drive on all ISE Windows machines

- 5GB allocation for personal use (cannot share with others)
- https://oit.ncsu.edu/file-space/ncsu-drive/
- Instructions to access via personal laptop, etc.

AFS (K:, J:) drives on some ISE Windows machines

- Accessible in all ISE Teaching Labs
- K: features 2B Storage for personal use
- J: may be used for course workspace
- https://it.engr.ncsu.edu/our-services

ISE Shares (V:)

- Applicable only to ISE staff and faculty
- Used for operations and administration

Virtual Computing Lab (VCL)

https://vcl.ncsu.edu

- Windows & Linux images on 1000+ blades

- Two reservations at a time for students

- Remote Desktop Client to connect to Windows

- SSH to connect to Linux images

- Some ISE Courses require use of VCL

- Matlab/SAS/JMP/Dreamweaver/Photoshop/etc.

High Performance Computing (HPC)

https://it.engr.ncsu.edu/services/hpc

- Offers HPC and Grid / Cluster resources

- Excellent for long running jobs

Students don't have access by default:

- Advisor must first create a project with HPC advisor then grants you access

Public Computing Labs

[COE Labs](#) are best-suited for ISE students due to their inclusion of ISE apps (Simio/SurfCAM/Lingo, etc). Locations available throughout campus, and available in FWH.

[EOS Collaboratories](#) are private rooms that can be reserved for group meetings, like FWH Room 4322.

[WolfPrint](#) charges 10 cents per page for B&W and 25 cents per page for color.

Check [EOS Labs](#) for locations and current schedule, especially during holidays.

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Do's and Don'ts

DON'T provide your password to anyone. We will NEVER ask for your password. Foward attacks to phishing@ncsu.edu

DO have justification for administrative access requests. "I need to install X" is not a valid reason. Submit a request for software installation. If requested and justified, your advisor must approve of access. You must CC your advisor on admin requests.

DON'T reinstall the OS of an ISE PC. Network connectivity will be revoked.

DO leave PCs ON. This will ensure that all machines are up to date and available for remote access.

More Do's and Don'ts

DO check Sysnews for system outages at
https://sysnews.ncsu.edu

DO read the error message when submitting a call. Providing any extra info when submitting a helpdesk ticket will save everyone time in getting the problem resolved.

DO provide accurate info when submitting a helpdesk call. Include hostname, room location, affected software, etc.

Other Items

Facilities issues (Broken Lights / HVAC issues)

- Email isehelp@ncsu.edu and we'll route the call to the facilities

Telephony

- Email or visit the front desk (4121 Fitts-Woolard Hall)

Toner Replacement

- Email isehelp@ncsu.edu with location and printer model

Exterior Door Access

- Email jelanca2@ncsu.edu with requests. See [Building/Lab Keycard Access Request](#) for more information

Any Questions?

Email isehelp@ncsu.edu