

# IT Services A-Z

## *Duke and Nicholas School of the Environment*

**ACCOUNT:** Manage NetID password and email alias: <http://oit.duke.edu/email-accounts/>

### **ADOBE CONNECT TEST:**

[http://nicholas.adobeconnect.com/common/help/en/support/meeting\\_test.htm](http://nicholas.adobeconnect.com/common/help/en/support/meeting_test.htm)

**ALERTS – DUKE:** <http://emergency.duke.edu/>

**ALERTS – IT:** <http://oit.duke.edu/>; RSS

**ANNUAL REPORT:** (Faculty and ESP Grads) <http://fds.duke.edu>

**BACKUPS:** Suggested strategy – <http://oit.duke.edu/comp-print/storage/>

**CALENDAR:** Duke Events – <http://calendar.duke.edu/>;

Your calendar – <http://exchange.oit.duke.edu>

**CONNECT TO NETWORK:** Select *DUKE* wireless for your laptop/mobile devices

Select *VISITOR* – for non-Duke friends/family.

Manage network registration: <http://dukereg.duke.edu>

### **COMPUTER LABS – physical and virtual:**

Nicholas IT Computer Labs: A153, A106, and A314 in LSRC; Bookhout 122, Marine Lab

OIT Public Clusters: <http://oit.duke.edu/comp-print/labs/locations>,

e.g. Perkins Library, Old Chem 01; Library Stacks, Marine Lab

Virtual Computer Lab: <https://vcl.oit.duke.edu> specialized software available via virtual ‘images’

### **COMPUTER PURCHASES & REPAIRS:**

Duke Computer Store: <http://www.dukestores.duke.edu/cpustore> - Back-to-School Bundles & Supplies

Duke Computer Repair (& Dell, Apple, Lenovo warranty service): <http://www.dukestores.duke.edu/cpufix>

**COMPUTER REPLACEMENT POLICY:** <http://www.nicholas.duke.edu/it/policies>

**COURSES – Sakai:** <http://sakai.duke.edu>

**EMAIL – Exchange:** <http://exchange.oit.duke.edu> – also use for calendar & contacts

### **FILE STORAGE:**

OIT and Nicholas Lab Computers have directories mapped to P: S: and Q: This is your “AFS Space,”

also accessible via WebFiles: <http://webfiles.duke.edu>

and WebDAVs: [http://oit.duke.edu/comp-print/storage/webfiles/misc/howto\\_webdav.php](http://oit.duke.edu/comp-print/storage/webfiles/misc/howto_webdav.php)

GIS students will receive additional storage on servers NS-GIS or ML-GIS

Nicholas Faculty and Staff are assigned home, dept and/or research directories on NickNet:

<http://www.nicholas.duke.edu/it/remote-access/nsoe>

**NOTE:** To access servers off campus use **VPN**. Run <http://portal.duke.edu> with default.

## HELP:

**NICHOLAS SCHOOL IT:** <http://nicholas.duke.edu/it/>

Help Desk Location: Room A141, LSRC | Hours: Mon - Fri 9 a.m. - 5 p.m.

Phone: 919-613-8148; Email: [IT@nicholas.duke.edu](mailto:IT@nicholas.duke.edu)

**DUKE OFFICE OF INFORMATION TECHNOLOGY (OIT):** <http://www.oit.duke.edu/>

Service Desk Location: The Link in Perkins Library (<http://map.duke.edu/>); Knowledgebase: <https://duke.service-now.com/>

Hours: Mon-Th, 8 a.m. – 10 p.m.; Fri, 8 a.m. - 5 p.m. Sat, closed; Sun, 1-5 p.m.

Phone: 919-684-2200; Email: [help@oit.duke.edu](mailto:help@oit.duke.edu); See <http://oit.duke.edu/help/> for more details.

**HOW-TO MINUTE:** <http://youtube.com/nicholasschoolit>

## LOANERS:

Laptop: <http://www.nicholas.duke.edu/it/laptop-request/>

Projector, iPod, Flip Camera, Skype camera, mic/speaker: <http://www.nicholas.duke.edu/it/av/av-request>

DDI: <http://dukedigitalinitiative.duke.edu/>

**LYNDA LEARN:** <http://oit.duke.edu/comp-print/training/online/lynda.php#lynda>

## MAILING LISTS: self-service – manage subscriptions

Nicholas School lists for important, official information: <https://lists.nicholas.duke.edu/sympa>

Duke-wide lists also available: <https://lists.duke.edu/sympa>

**MULTIMEDIA PROJECT STUDIOS:** <http://www.oit.duke.edu/comp-print/labs/mps>

Specialized labs in 006 Bostock Library and 115 Lilly Library for audio, video, print and Web production

**NEW TO DUKE:** <http://oit.duke.edu/newtoduke/>

**PANOPTO:** <http://nsoe.capture.duke.edu>

**POLICY – Duke:** <http://www.security.duke.edu/policies-procedures>

**POLICY – Nicholas School:** <http://www.nicholas.duke.edu/it/policies/>

**PRINT:** Network printers use ePrint – <http://oit.duke.edu/comp-print/printing>

1. Select printer: “ePrint-OIT” (Black & White Duplex) or “ePrint-NSOE-Color”

2. Enter NetID; 3. Swipe Duke Card at printer

Printers located in LSRC on 1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup> floors and A152\* and in Old Chem 321C & 110\*

(\* indicates NSOE color printer available); others listed here: <https://swat.oit.duke.edu/status/>

**NOTE:** USE **Nicholas ePrint client** to install NSOE Color Printer <http://nicholas.duke.edu/it/printing>

## QUOTAS:

AFS Space: start with 5 GB, but can request more via [help@oit.duke.edu](mailto:help@oit.duke.edu).

ePrint B&W: \$32/semester; free \$10 increase by request, <https://dco3.auxserv.duke.edu/eprint/>

ePrint Color: \$32/semester; additional prints are paid (real money!) via Flex; <http://dukecard.duke.edu/>

**RESERVE A ROOM:** Use Exchange for Nicholas rooms; (See how-to video:

<http://youtube.com/nicholasschoolit>), at ML contact [Dominick](#);

25LIVE for classrooms:

<http://www.registrar.duke.edu/registrar/studentpages/student/classroomreservations.html>

**SAKAI:** <http://sakai.duke.edu>

**SHAREPOINT:** <http://sharepoint.oit.duke.edu/sites/nicholas>

**SOFTWARE:** <http://www.oit.duke.edu/comp-print/software>

Discounted or free software for download, e.g. McAfee VirusScan/AntiSpyware, MS Office, & ArcGIS.

**SECURITY:** <http://security.duke.edu>

Nicholas IT recommends McAfee VirusScan/AntiSpyware. Send suspicious emails to [security@duke.edu](mailto:security@duke.edu).

**SISS (Student Information Services & Systems):** <http://www.siss.duke.edu/schedule/1180>

**TEACHING & LEARNING:** Center for Instructional Technology - <http://cit.duke.edu/>

Innovative and technological teaching spaces at the Link, Perkins Library: <http://link.duke.edu/>

Duke Capture: [http://oit.duke.edu/vvw/web\\_multimedia/multimedia/dukecapture/](http://oit.duke.edu/vvw/web_multimedia/multimedia/dukecapture/)

**TELEPRESENCE:** <http://sites.duke.edu/nicholastelepresence>

**TRAINING:** <http://www.oit.duke.edu/comp-print/training/>

Many options available, e.g. [LearnIT@Lunch Seminar Series](#) and [Lynda.com](#) online training

**VIRUS SCAN:** McAfee VirusScan/AntiSpyware - <https://oit.duke.edu/comp-print/software>

**VPN (Virtual Private Network):** <http://vpn.duke.edu>

**WEB PAGES:** Duke WordPress (e.g., for courses) – <http://sites.duke.edu>;

Duke WIKI – [http://oit.duke.edu/vvw/web\\_multimedia/web/wiki.php](http://oit.duke.edu/vvw/web_multimedia/web/wiki.php)

Nicholas School Communications: <http://www.nicholas.duke.edu/communications/websites>

Other options: [http://www.oit.duke.edu/vvw/web\\_multimedia/web/webpace.php](http://www.oit.duke.edu/vvw/web_multimedia/web/webpace.php)

**WEB AND VIDEO CONFERENCING:** [http://oit.duke.edu/vvw/web\\_multimedia/multimedia](http://oit.duke.edu/vvw/web_multimedia/multimedia)

A wealth of choices – contact [IT@nicholas.duke.edu](mailto:IT@nicholas.duke.edu)

**ZEALOUS: Nicholas IT staff,** [http://fds.duke.edu/db/Nicholas/staff/byDept\\_IT.html](http://fds.duke.edu/db/Nicholas/staff/byDept_IT.html)

Ready to assist!