External Access
Most of our webservices are also available externally, but some services are only accessible by using one of these access methods:

--> VPN. If you need a VPN certificate, please write an email to: it@ist.ac.at

--> Windows Terminalserver (wt7.ist.ac.at). More information at: it.ist.ac.at/wt7

--> SSH. Just use your favorite SSH client to connect to: [username@login.ist.ac.at

It is important to remember that you will have to use one of these to access your payslips and time keeping system (dpw.ist.ac.at), and network shares.

Scientific Computing
We have a team dedicated to supporting our scientists with any computing needs they might have. This includes the operation and the support for our High Performance Computing Cluster (HPC Cluster) as well as support for other scientific software and applications.

To get in contact, just write an email to it@ist.ac.at.

IT Training
IT also offers trainings and courses. We strongly recommend attending the Introduction to IST Austria IT and the IT Security Awareness training. Please find more information and dates at:

it.pages.ist.ac.at/trainings/

Contact IT
The best way to reach us is by sending an email to:

it@ist.ac.at

We are also available via telephone, just call:

+43 2243 9000 1300

You can find basic information regarding the IT department and our services by visiting our website:

it.pages.ist.ac.at

If you need to come see us in person, you can find us in the Lab Building West, Ground-Floor, Room 118

it@ist.ac.at
+43 2243 9000 1300
http://it.ist.ac.at
Welcome to IST Austria!
Please read this for a quick introduction on how to use your IT account and the IT Services offered.

IT QuickStart
Version 1.0 | September 2017
Welcome
IST Austria provides a number of IT services designed to help you in your day to day work. This brochure gives a short overview of a few of these services, so please don’t hesitate to contact us with any IT related questions you might have.

IST Austria IT Account
This is your main account for IT services at IST Austria and consists of the IST Username and the IST Password.

For IST Austria IT services, you will always use the same username and password, but there are a few exceptions needing different passwords due to security reasons. One important exception, is the Wlan account, which uses the same username but a different password.

By using the IST Austria IT Account you agree to the Acceptable Use Policy and that you comply with the Password Policy. The full text of our policies can be found at: http://it.ist.ac.at/policies.

It is important to remember to never communicate your passwords to anyone, even a trusted colleague.

To change your password or reset it, please visit https://icp.ist.ac.at/

Use either the Password management or Forgot password? link.

Please make sure that any page asking you to enter your IST password is secured by “https” and the URL ends with .ist.ac.at

Email
You will be issued a Microsoft Exchange email account when you arrive on campus. The standard format of your email address is: firstname.lastname@ist.ac.at
Your email is available from anywhere through a webbrowser using: https://owa.ist.ac.at/

Your Exchange email account together with your contacts and calendar, can easily be synced with your mobile devices using ActiveSync. Just enter owa.ist.ac.at for the server address, and [username]@ist.local if asked for the username. IMAPS (993/tcp) and SMTP (587/tcp) are also supported. More information is available at: https://it.pages.ist.ac.at/docs

Please note: Only data stored on network drives will be backed up, do not rely on local storage. (e.g. the harddisk of your laptop)

File storage
The following storage locations are available.

--> Homedrive (H: on Windows, /fs3/home/[username] on Linux and Macs). This is for private/personal files only (e.g. your thesis, unfinished reports, etc)

--> Groupdrive (K: on Windows, /fs3/group/[grpname] on Linux and Macs, other letters for different groups/divisions/units). This should be the primary location to store data you work on. Please discuss actual locations (“folders”) with your supervisor.

--> Archive (Q: on Windows, /archive3/group/[grpname] on Linux and Macs). Mainly used by scientists, this is meant for archiving data of finished projects, acquired raw data, etc. Usage is usually defined by the group PIs.

--> Local Storage on Device (C: on Windows, / on Linux and Macs). We do not backup data from local storage systems. Please use either the ISTCloud (https://seafile.ist.ac.at) to sync files to the servers or copy your data/files manually to network shares.

Depending on your affiliation to a research group/division/unit/team, you might get access to more network resources.

Other IT Services
The following are a few of the web services we offer along with their links.

--> intranet.ist.ac.at (portal.app.ist.ac.at), the main intranet page for IST Austria. Here you can find any information published on our intranet and wiki pages. Try the search on top. It is great!

--> icp.ist.ac.at, the IST Control Panel, which provides self services and organizational information. This is also the place where you manage your passwords.

--> seafile.ist.ac.at, the ISTCloud, our own Dropbox/Google Drive clone. Please use this instead of external services, as data/files are kept on campus.

--> booked.app.ist.ac.at, our central booking/room scheduling service. Please use this if you need to book a seminar room or any special equipment.

--> talks-calendar.app.ist.ac.at, the resource for looking up talks at IST Austria.

--> pages.ist.ac.at, our WordPress network. You can create a WordPress page if you’d like, examples are group pages, personal pages or conference pages.

More information can be found by searching the intranet or asking your friendly IT Support Staff.