VirginiaTech®
Biocomplexity Institute

//Get Connected

How to set up your VT PID, forward VT mail to your Biocomplexity Institute mail account, how to use your phone and request tracking, how to navigate shares/network drives.

//Generating a VT PID

Your Virginia Tech PID is a unique Personal IDentifier. With it and the associated password, you can access the online Virginia Tech services that you may be eligible for.

1   Access https://my.vt.edu/mdsAuth/start.html
2   Select **New Faculty or Staff Member**
3   On the **Identify Yourself** page, fill in all the fields as they appear on the "Welcome to the Institute" handout
        Note: If the phone number is blank use (540) 231-2100
4   Click **Continue**
5   Enter a password (must include at least eight characters, including a capital letter and a number)
6   Click **Generate**

//How to forward VT mail to a Biocomplexity Institute mail account

1   Access http://start.google.vt.edu/
2   Click on **Mail**
3   Enter your **PID** (Virginia Tech ID) and **Password**
4   Click on the arrow beside the **GEAR** Icon in the upper right hand corner
5   Click on **Settings**
6   Click on **Add a forwarding address**
7   Click on **Enable Forwarding**
8   Enter your Biocomplexity Institute email address in the pop up box
9   Click **Next**
10   Click **Proceed**
11   Click on the Radio button beside **Forward a copy of incoming mail to**
12   Click **Log Off**

*If you need assistance with VT e-mail or other VT services, call the university help desk at 4-HELP (4-4357)
*If you need assistance with Biocomplexity Institute e-mail or services, contact helpdesk@vbi.vt.edu

//Wireless Access

The process to create a wireless account for Faculty/Staff is a little complicated, so please contact Helpdesk to place an order for wireless access.

If you are a student, you should already be registered with CNS Wireless!

//How to Use Your Phone

To Make a Call

For emergencies dial 911. This is the universal emergency number on campus. It will take you to Virginia Tech Police, Fire, and Rescue. There is no need to dial 9-911.

For calls off-campus, dial 9 to get an outside line then dial the 7-digit phone number.

For calls on campus, dial the five-digit extension. 2-XXXX are mainly used for students, 1-XXXX are for faculty, staff, etc.

For long distance calls, dial "9" then "1" and then the 10-digit phone number.

Using Voice Mail

If your Message button is red, then you have a voice mail message. To retrieve this message:

1. Press the MESSAGE button and follow the prompts given by the voicemail system. After accessing your voicemail for the first time, you will be prompted to change your password from the listed default.
2. If you are not at your phone, press the MESSAGE button or dial (1-1000). When prompted to "enter your password", press the * key and then follow the prompts given.
3. From off-campus, dial 540-231-1000, and then follow the prompts given.

Transferring a Call

While on a call, select the line that you are currently using via the call appearance buttons. Press the TRANSFER key. Then dial the number you want to transfer the person to. When the call is answered, hang up or press the COMPLETE key.

To access Hands-on-Training: www.nis.vt.edu/uc/training

For questions or assistance, please call the Biocomplexity Institute IT office at 1-2101 or access technical support at 4help.vt.edu or call 231-4357. All other phone problems please send an email to helpdesk@vbi.vt.edu briefly explaining the problem.

//Help Desk

The institute has a dedicated Help Desk Team to solve most of your I.T. issues. They are located on the 3rd floor in room 344. The Help Desk is open Monday through Friday, 8AM to 5PM.

For directions to commonly asked questions, please see:
https://collaboration.vbi.vt.edu/display/ITHelpdesk/IT+Help+Desk

Before accessing any of VT's IT resources, please read the acceptable use policy found here:
http://www.vt.edu/about/acceptable-use.html

//Administrative Assistance through Request Tracking (RT)

RT is the preferred method to submit computer problems or questions. To send in IT, facilities, or building access requests through Request Tracking System (RT)

1. Open a web browser and go to https://rt.vbi.vt.edu
2. Login with your Biocomplexity Institute email username and password
3. Select the area you need help with and click the New Ticket in button

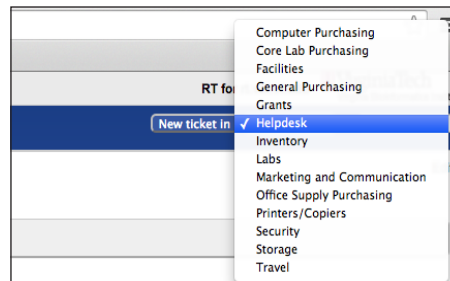   For all IT related requests: helpdesk@vbi.vt.edu
      Examples: forgotten passwords, software installs
   For all Facilities related requests: facilities@rt.vbi.vt.edu
      Examples: lab and space issues/concerns
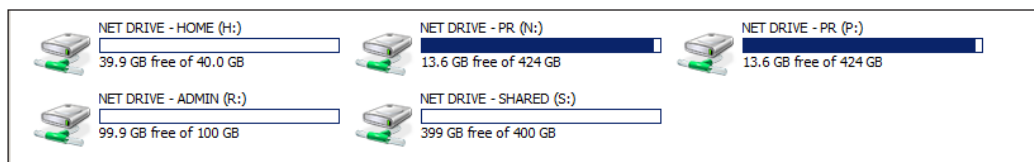   For all Security related requests: security@rt.vbi.vt.edu
      Examples: office keys and building access cards

4. This will open up an email type form for you to describe the issue you are having.
5. Give as much detail as possible about the issue and click the Create button.
6. After you click the Create button the appropriate staff will be notified via email that there is a new ticket.
7. A member of the appropriate staff will contact you shortly to address the issue.

//Shares/Network Drives

There are several network file shares at the institute. The three default shares are H, R, and S.

H: or home on Gimli
This is your personal space on the file server. Only you have access to this share. You have 1GB of space and it is backed up nightly. You should use this share for any critical data.

Note: More space can be requested, on a need basis only.

R: or readonly on Gimli
This share has policies and procedures and as the name implies is read-only.

S: or vbi on Gimli
This is the "common dumping ground" of the Biocomplexity Institute. Everyone in the institute has read/write privileges to this drive. This share can provide temporary storage space for large amounts of data that may need to be transferred between users. Data on this share is NOT backed up and is automatically removed every 30 days. DO NOT store critical or sensitive information on this share.

There are several other network drives that are available to different groups at the institute. Access to these drives is given on an 'as needed' basis with PI (principle investigator) approval. If you need access to a certain drive please submit an RT ticket with the drive name (i.e. facilities) and have your PI comment on it.

<u>If you use Mac OS X, the process to connect to our network shares is a little different.</u>

1   In the Finder menu on the top toolbar, click Go > Connect to Server.
2   In the box that appears type cifs://gimli.vbi.vt.edu
3   It will then prompt you for a username and password
4   Username will be "BIOINFORMATICS\username" and password will be your Biocomplexity Institute password.
5   A view of all available gimli servers will now be accessible.
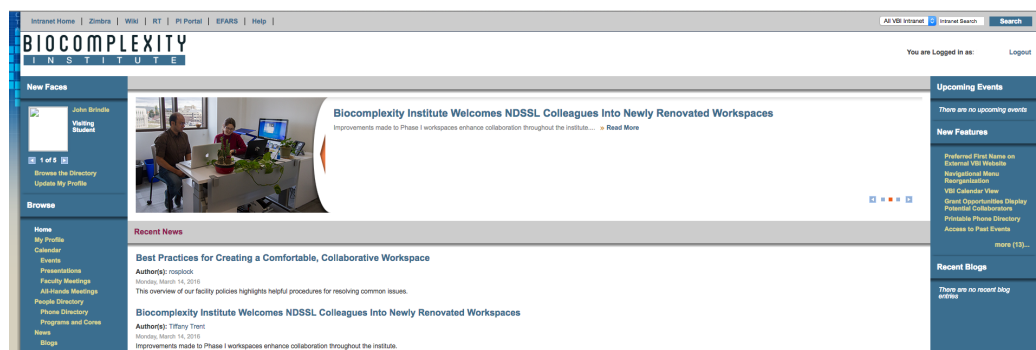
//How to Use Zimbra Web Client

Please use your assigned Biocomplexity Institute username and password to log in.

The institute's e-mail is now handled through our Zimbra mail server. The official name is "VBI Connect". Our mail service can be reached anywhere on, or off campus by going to https://connect.vbi.vt.edu/ VBI Connect includes its own calendaring system that will allow you to schedule your personal calendar, request resources, and view/schedule OTHER calendars.

Zimbra Outlook connector allows you to use VBI Connect with your Outlook e-mail client if you prefer to use Outlook. Please request this option if you want to use Outlook.

//Welcome to the Insider

The Insider is the intranet gateway for the entire Biocomplexity Institute. The Insider's web page allows you to view new events, awards, and blogs created by other institute employees.

http://insider.vbi.vt.edu

All new users will be set up with a Insider account automatically, this will enable you to create your own FAQ's and update your personal blog. We ask that all users read the rules of blogging on the Frequently Asked Questions section on the homepage.