

EN Computing Environment

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- ▶ EN Desktop
 - ▶ Installation
 - ▶ Troubleshooting
 - ▶ Advice
 - ▶ Management of the EN computing equipment inventory

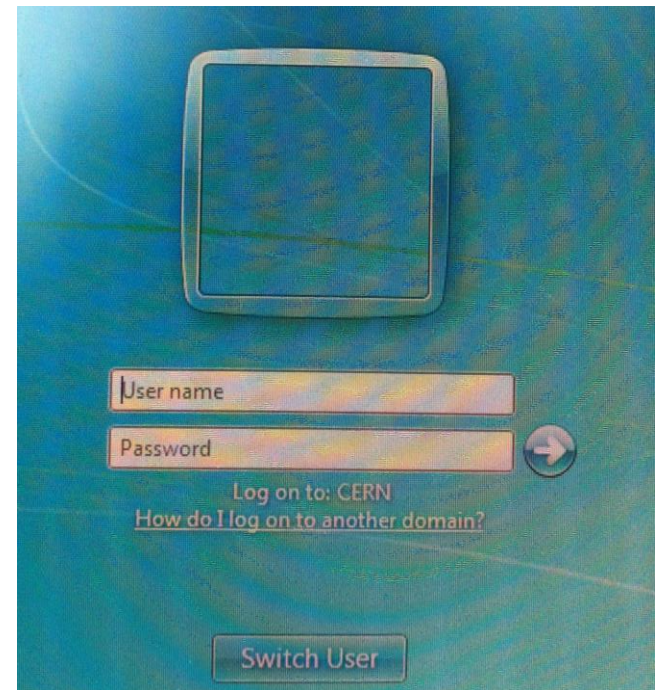


**In case of problems with your computer, contact the EN
Desktop Support (169807 or En-desktop@cern.ch)**

- ▶ General Support (including software):
Helpdesk Support => help.desk@cern.ch or 77777
- ▶ For printers (installation & troubleshooting):
Printer Support => Printer.Support@cern.ch or 77777
- ▶ For CAD (Computer Aided Design) softwares:
CATIA Support => catia.support@cern.ch or 77777
- ▶ For workstations (installation & troubleshooting)
GS Support => GS-Desktop.Support@cern.ch or 77777

**In case of doubt, call EN Desktop (169807 or
En-desktop@cern.ch)**

- ▶ Use your **login** and **password** to connect to the CERN computing environment
- ▶ How to get it
 - ▶ Go to bldg. 55
 - ▶ Give a personal e-mail address
 - ▶ Pass the computer test



Connecting to the CERN Network

- ▶ Via CERN Computer

- ▶ **Login with your NICE login & password**



- ▶ Windows7 and CERN network are already configured

- ▶ Via Personal Computer and Phone



Computing guide

- ▶ Connection from Outside CERN

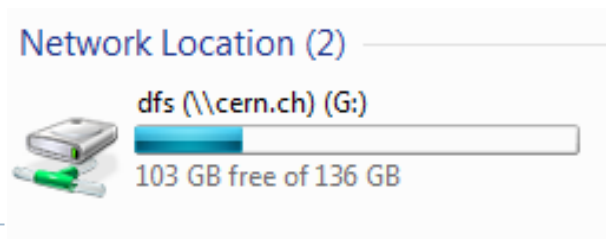
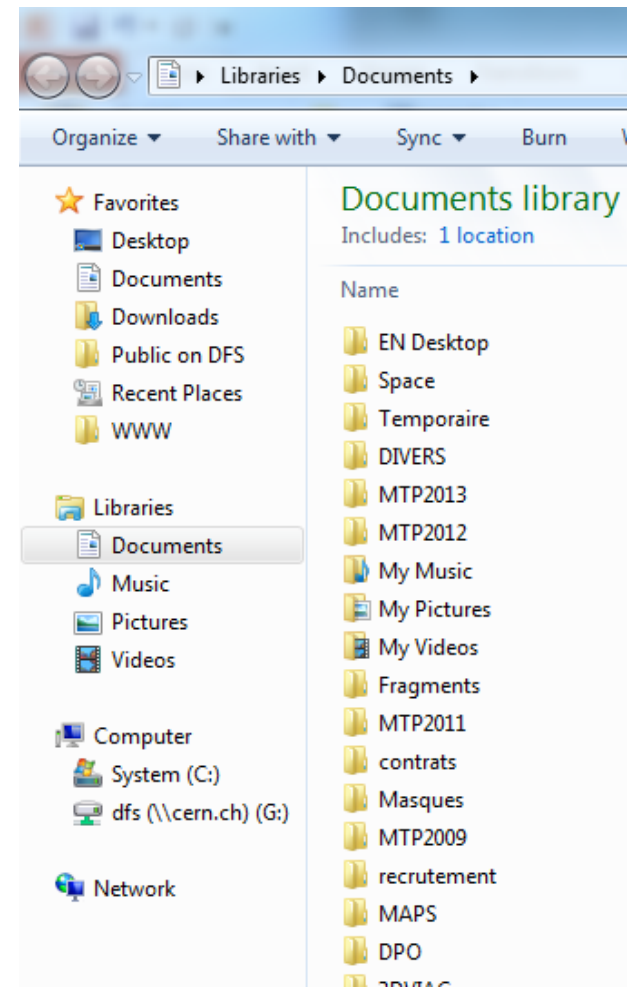
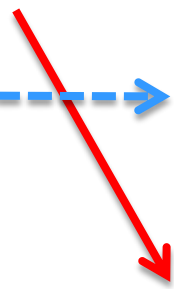


Computing guide

Distributed File System

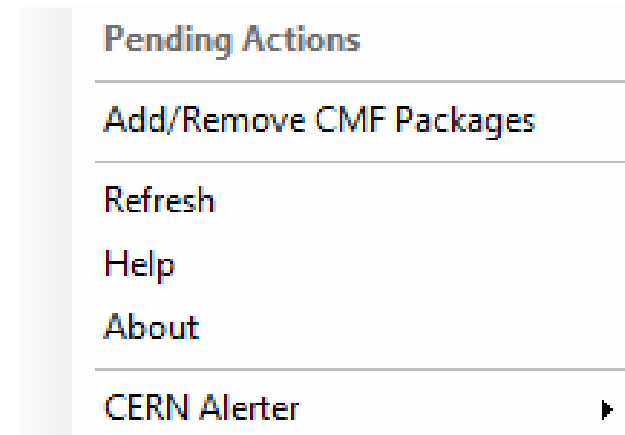
DFS is a **data storage space**

- ▶ For personal data
 - ▶ Backs up data stored in desktop and libraries
 - ▶ Associated to your NICE login
 - ▶ A “Public” folder
 - ▶ Memory quota is 2 Go
- ▶ For shared data
 - ▶ Gives access to CERN data servers (folders for applications, departments, groups, projects, workspaces, etc.)




CMF is a CERN tool to **install and remove softwares**

▶ Icon on your Desktop 



▶ Applications installed by default

- ▶ Microsoft Office
- ▶ Adobe Reader
- ▶ Phonebook
- ▶ Antivirus

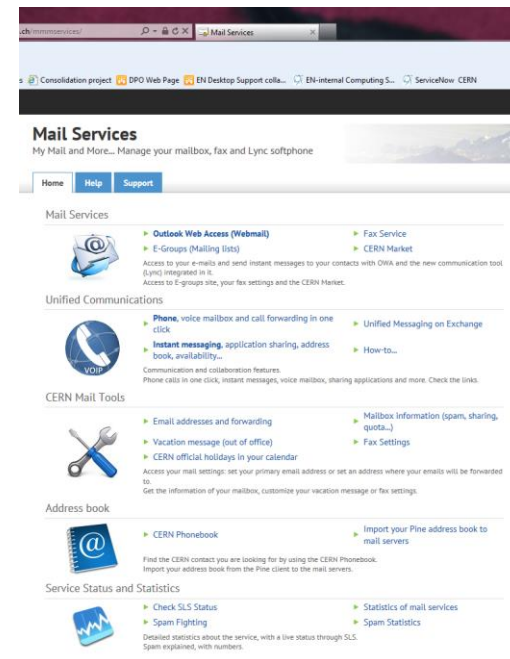
- ▶ To search
 - ▶ A phone number
 - ▶ An office number
 - ▶ An organic unit
- ▶ Available on your desktop 



CERN Phonebook (1.1.1)
Report any change in the 'Contact' field
Report a problem at 74444

Two ways to access CERN E-Mail:

- ▶ Microsoft Outlook: in the Start Menu
- ▶ Outlook Web Access (<https://mmm.cern.ch/owa/>)
- ▶ Mail Services (<https://mmservices.web.cern.ch/mmservices/>)
 - ▶ Vacation message (out of office)
 - ▶ CERN holidays in the calendar
 - ▶ Quota: 2Go



EDH is a CERN tool containing **electronic forms** with an approval **signature** circuit

▶ Access: <https://edh.cern.ch/Desktop/dir.jsp>



▶ Require two passwords:

▶ To access the system: NICE login

▶ To sign a document: "EDH authorization password"

▶ Different from NICE login

▶ Request for EDH password through Helpdesk

▶ Examples of forms

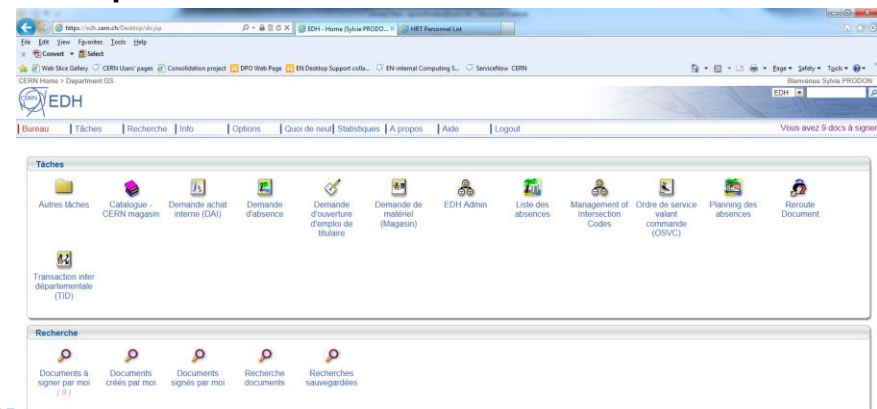
▶ Absence Request

▶ Access Request

▶ Driving Request

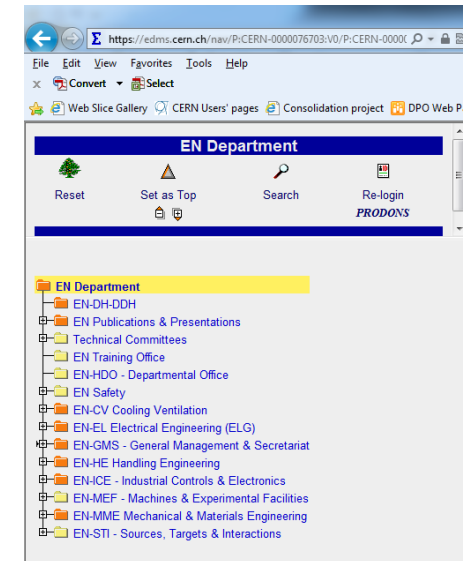
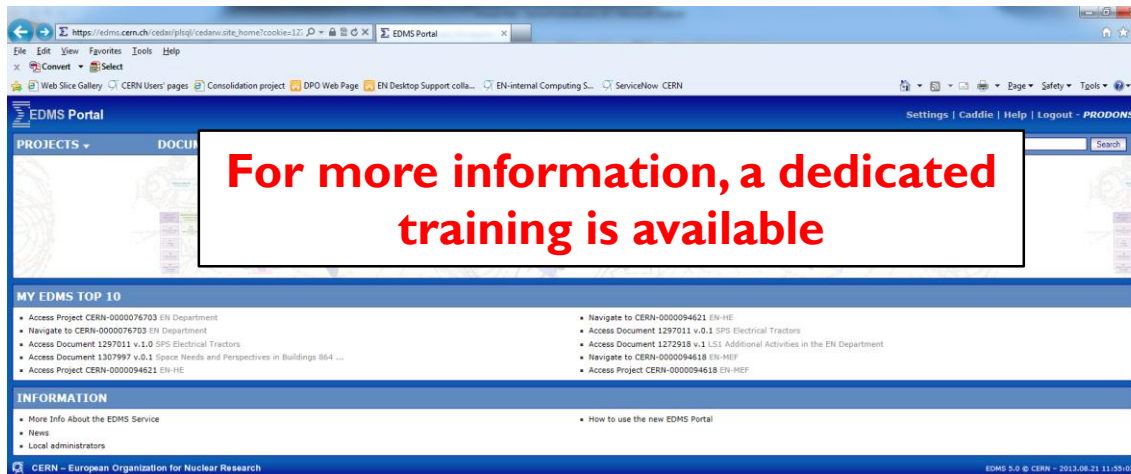
▶ CERN Catalogue

For more information, a dedicated training is available




EDMS is a CERN tool for the **approval, archiving and follow up** of **technical documents**

- ▶ Access: https://edms.cern.ch/cedar/plsql/cedarw.site_home
- ▶ To access the system & approve documents: NICE login
- ▶ EN Department EDMS structure available



Additional Sources of Information

- ▶ **CERN Directory WebPage**
 - ▶ Phone numbers and Buildings
 - ▶ Departments, Experiments and Projects
 - ▶ Applications
- ▶ **IT Department WebPage** 
 - ▶ Account Management
 - ▶ Mac Support
 - ▶ Linux Support
 - ▶ NICE services

<http://en.web.cern.ch/for-en-members>

- Office & Space Logistics
- Official Travels
- Education Fees
- English Proofreading
- EN Desktop Support
- EN Workshops

Useful tips: Templates are available on our website

For any problem/request, contact the Service Desk (**77777**)

In order to make you comfortable with:

- ▶ The CERN environment (Bank, Post Office, restaurants, etc.)
- ▶ Useful services provided by CERN (HR, shuttles, maps, car sharing, Bikes, CERN clubs, etc.)
- ▶ Useful info (public transports, accommodation, CERN Market, etc.)

We have prepared a EN Newcomers' Leaflet and there is a link to a EN Quick Guide on our website.



- ▶ Consult the EN Computing guide for Newcomers
 - ▶ Contains links and snapshots
 - ▶ Additional information not presented today
- ▶ Call EN Desktop Support : Gaetan Richaud, tel. 169807 or email: en-desktop@cern.ch



