

Forestry Computing Resources Helpdesk

<http://helpdesk.forestry.oregonstate.edu/>

Phone: 541-737-2152

Richardson 215

email: forestry.helpdesk@oregonstate.edu

OSU User Account

- **ONID ACCOUNT**

- To set up an account, go to <http://onid.oregonstate.edu/>.
- It provides access to additional OSU computing services. OSU_Secure wireless network access, Canvas, and VPN remote access are examples of services that are accessed with an ONID account.
- Remote access to some course software: ArcGIS, ENVI+IDL, Minitab, MS Office

Computing Resources

- **DISK SPACE** is provided in different ways:
 - Users on the Forestry network are mapped to a home drive (N:\). 20 GB is provided.
 - Common storage is available to Forestry users at T:\Commons. This space is for **temporary** network storage or file transfers and is deleted at the end of each term.
 - The university provides cloud storage via Box, Google Apps, and Office 365.
 - Group space is available upon request. Check with the Helpdesk to determine the best resource for your needs
- **FORESTRY PRINTING and SCANNING** is provided on shared resources.
 - LaserJet (B&W) printers are located in RH 207, RH 249, RH 321F, Snell 415, and FSL 217.
 - Color LaserJet printers are located in RH 207, in RH 321F, Snell 123, and FSL 217.
 - As part of paid user fees, all users receive an annual \$35 color printing credit on July 1.
 - Color printing is 15¢ per page against your credit.
 - The helpdesk can assist you if you want to add funds to pay for more color printing.
 - **Details at:** <http://helpdesk.forestry.oregonstate.edu/forestry-printing-services-and-policies>
 - Poster printing: a fee-based service. <http://helpdesk.forestry.oregonstate.edu/using-cof-plotter>.
 - Instructions on connecting to any forestry network printer can be found at: <http://helpdesk.forestry.oregonstate.edu/installing-helpdesk-printers-windows>
 - Public scanners and copiers are available in numerous locations:
 - Flatbed scanner– RH 207, RH 249
 - Slide scanner – RH 249
 - Copier – RH 207
- **REMOTE FILE ACCESS** is available to your N: and T: drives from a remote computer. See instructions at <http://helpdesk.forestry.oregonstate.edu/remote-access-desktop-or-network-files-windows>
- **WORKSHOPS** are held throughout the year for Forestry customers.
 - R, Excel, SigmaPlot, Thesis Formatting and more. Details at <http://helpdesk.forestry.oregonstate.edu/training>.
- **EQUIPMENT CHECKOUT** at the Forestry helpdesk. **The equipment is available for classroom, workshop, or conference presentation ONLY!** Laptops, projectors, and laser pointers are available.
- **WEB and AUDIO CONFERENCING and EQUIPMENT.**
 - Details at <http://helpdesk.forestry.oregonstate.edu/multimedia-conferencing>
 - Cisco WebEx, webcams, microphones, Logitech ConferenceCams, Polycom SoundStations
- **SOFTWARE**
 - List of supported and specialized software: <http://helpdesk.forestry.oregonstate.edu/software>
 - List of software installed on student lab computers: <http://helpdesk.forestry.oregonstate.edu/general-college-forestry-software>

OSU Software Resources

- **APPS.OREGONSTATE.EDU** allows you to run some OSU licensed software from on or off campus. For instructions and a list of available software see the OSU helpdocs pages at <http://oregonstate.edu/helpdocs/software/remotappsandcitrix>
- **ADDITIONAL OSU SOFTWARE RESOURCES** are available through the OSU Software License Coordinator <http://oregonstate.edu/helpdocs/software/campus-licenses>

Forestry Facilities

- **FORESTRY COMPUTING HELPDESK**
 - **Location:** RH 215. **Hours:** M–F 8am–6pm during academic terms; 5pm closing during breaks and Summer.
- **UNDERGRADUATE COMPUTING** is in RH 207 and SNELL 123/129. (see table below)
- **GRADUATE COMPUTING LAB** is in RH 249. (see table below)
 - Graduate students are given a key code to the graduate computing lab by the Helpdesk. Therefore, access to these labs is available at all times.
- **USAGE OF MULTIPLE COMPUTERS** is available for Forestry users. As a courtesy to others, do not login to multiple lab computers and tie them up to run processes. Instead, we manage a computing cluster and a couple of labs that can be made available for after-hours use. Contact the Helpdesk for additional information.
- **GRADUATE STUDENT REMOTE ACCESS COMPUTERS** can be reserved up to 2 weeks at a time by graduate students that need a computer to run programs for multiple days or when out in the field. Contact the Helpdesk RH 215 or 737-2152 to reserve. For more details: <http://helpdesk.forestry.oregonstate.edu/graduate-remote-desktop-computers>

Computing Policy

Forestry computing policies are at: <http://helpdesk.forestry.oregonstate.edu/forestry-computing-resources-policies>

- **POLICY REMINDERS:** <http://helpdesk.forestry.oregonstate.edu/living-within-acceptable-use-policy>
- The most common points of conflict with the policy involve:
 - Using College and University mailing lists to broadcast announcements – Most announcements should be submitted to CoFToday@oregonstate.edu to help minimize e-mail traffic.
 - Storing and using non-work-related media files on the network.
 - Material that could be considered obscene, offensive, or threatening should not be stored or viewed on OSU computers.

All Access Computing Facilities

Location	Purpose	Features
RH 313*	Classroom/Open Lab <i>All users; See lab handout for hours</i>	31 computers (30 for students). 1 LaserJet printer.
RH 207	Open Lab <i>All users</i>	20 computers. 1 BW and 1 color printer. The room is always open.
Snell 129	Self-Learning Center (SLC) <i>All users; See lab handout for hours</i>	6 computers. Print to Snell 123 printer.
Snell 123	SLC <i>All users; See lab handout for hours</i>	7 computers. 1 printer that does both color and B/W.
RH 203*	Classroom/Quiet Lab <i>All users; See lab handout for hours</i>	19 computers (18 for students). 1 LaserJet printer. THE QUIET LAB!

*Check the posted calendar for availability. If you need to reserve a lab for a course you are teaching, contact Julie Barlow at julie.barlow@oregonstate.edu or call 541-737-6790

Forestry Only Computing Facilities

Location	Purpose	Features
RH 249	Graduate Student Quiet Lab <i>Forestry customers only</i>	8 computers, 1 flatbed scanner, 1 slide scanner, 1 B/W LaserJet printer.
FSL 217	Forest Sciences Lab <i>Forestry customers only</i>	1 computer, 1 flatbed scanner. 1 printer that does both color and B/W.