

## Sanford School IT Services August 2021

### The Sanford Network:

The Sanford School provides network storage for graduate students in both a private directory and, if needed, shared space for group projects. You can access this space from any windows or Mac computer. The network is backed up every night, and backups are available for 3 months. More information about [file storage](#) is available on the Sanford Intranet, under Computer Support.

In addition, Duke offers storage space in the cloud via [Box](#) and [OneDrive](#). There will be a training session to get you familiar with these alternatives.

Duke University has a robust, secure, wireless network available across campus named [Dukeblue](#). You can connect to the Duke wireless network with your netid and password. The “visitor” wireless network (does not require authentication) is also available but is limited and not secure. You should always use Dukeblue. Duke University is a member of the [Eduroam](#) campus wireless community. This is comparable to using Dukeblue.

For classroom training, presentation or Audio-Visual needs at Sanford (video conferencing, Zoom, skype, and use of classroom equipment) please contact the AV support specialist at 919.613.7400, **option 2**.

### Hardware:

We provide computers in lab 09 in the Sanford Building. This space is equipped with computers running Windows 10 and MS Office 2016. All of these computers have Stata 16 IC. When a lab is reserved for a class the schedule will be posted on the door. It is possible to remote in to the lab computers. Directions are posted on the intranet, <https://inside.sanford.duke.edu/>, under the IT Support tab and Computer Support. See Remote Desktop: Mac or Remote Desktop: Windows.

There are four “study/team rooms.” They are 203 and 254 in the Sanford Building, and 103 and 160 in Rubenstein Hall. Students can use these rooms for group projects. Each room has a display panel, with assorted adapters to attach your laptop, and a web camera for room zoom meetings. The rooms can accommodate two to six people. Students can typically reserve these rooms using the sign-up sheet posted on the door of the room. For security reasons the doors to these rooms should not be propped open. During orientation you will get a key for these rooms.

***Sanford IT does not provide support for personal computers. If you have a problem with your personal laptop, contact Duke OIT at 919-684-2200, or bring it to [The Link](#)***

### eMail:

Your Duke email address is [netid@duke.edu](mailto:netid@duke.edu) Your E-mail address alias is: [firstname.lastname@duke.edu](mailto:firstname.lastname@duke.edu). You can access your email via <http://mail.duke.edu>.

### Software:

Duke OIT offers a wealth of [free and discounted software](#) including adobe products, Stata and other statistical software, research tools, Office suites, and operating systems.

## Reporting IT Problems:

For problems related to email, call the [Duke OIT Helpdesk](https://oit.duke.edu/helpdesk/) at 919-684-2200 or email at [help@oit.duke.edu](mailto:help@oit.duke.edu). For computer/printer related problems, call the PPS Helpdesk at 919-613-7400 or email [ppshelp@duke.edu](mailto:ppshelp@duke.edu) to tell us the problem. When reporting a problem on a lab computer, please be specific, including any error messages and the computer number posted on the front of the computer. Answers to common Sanford IT questions can be found on our intranet page: <https://inside.sanford.duke.edu/sspp-it/faqs/>

## Printing:

### *Duke's ePrint System:*

ePrint is a University managed print service offered by Duke OIT. ePrint printers are located in the alcove off the Fleishman Commons in the Sanford Building, Sanford 09 Computer Lab, room 145 in Rubenstein Hall, and near Rubenstein 291. Please visit the [ePrint](https://eprint.duke.edu/) website for information on other locations, quotas, and the required ePrint software download.

*Personal copies:* For personal copies, you will need to load FLEX money onto your DukeID card, which you will swipe through the copier's card reader in the same way you swipe a print/copy card. Copiers are in Sanford 133 and 223D, and Rubenstein Hall 104, 195, 205, and 285.

## Printer Paper and Toner:

Paper and toner cartridges in the computer lab will be restocked by employees. If any of the eprint printers are out of supplies please email [ppshelp@duke.edu](mailto:ppshelp@duke.edu). Students are advised to check the condition of the toner cartridge (by printing a sample page and checking it for readability) prior to printing a large number of pages, to reduce waste of paper. This paper is for the lab and is not intended for personal use.

## Security

To keep your information secure you are offered several services through Duke's IT Security Office. We will talk about these at greater length during orientation:

- Multi-factor authentication to protect duke websites you log in to that have personal information <https://oit.duke.edu/net-security/security/multi-factor-authentication.php>
- [LastPass](https://lastpass.com/) Premium password manager
- Box, 50 GB of encrypted storage in the cloud <https://box.duke.edu>
- Phone and mobile device security: <https://security.duke.edu/anti-theft-tracking>

## Sanford School Computing Staff:

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