

FBM IT MANUAL

FBM IT SERVICE

The FBM IT service's mission is to offer quality and proximity services based on existing resources within UNIL and CHUV. It does not replace neither the services of the UNIL's IT Center (Ci) nor those of the CHUV Information systems (DSI) but it enhances and adapts their services to FBM's special needs.

It gathers departmental IT managers who provide IT support to users and three IT specialists in infrastructure, applications and projects management.

All the practical information and a full description of our services are available on our website.

Address : www.fbm.unil.ch/si

IT CHARTER

The IT Charter defines the rules and conditions of the IT support at the FBM. We invite you to read and validate this document online.

To begin, we draw your attention to the following provisions :

- Data resulting from the employee's work is protected by copyright but remains UNIL's property.
- Equipment provided is dedicated to professional or academic use. Only a limited personal use is allowed.
- Moving or changing the configuration (hardware and software) of the provided equipment must be approved by the FBM IT Service.
- Non-compliance with this charter may lead to administrative measures.

Address : www.fbm.unil.ch/si/charter

IT SUPPORT

If you have any question about IT, please contact the FBM IT support, from **Monday to Friday between 8 am and 5 pm** :

- by phone : + 41 21 692 **50 94** (central phone number)
- by email : supportfbm@unil.ch

Help : www.fbm.unil.ch/si/support
www.fbm.unil.ch/si/vnc

DATA MANAGEMENT

The IT Center of UNIL (Ci) provides different storage and scientific calculation infrastructure to users. These servers are backed up daily and can be access from everywhere (see chapter Working outside UNIL).

NAS server - administrative data

Only the administrative data of users or groups can be stored on the central NAS server (`\\nas.unil.ch\FBM\`) of UNIL. The most important folders are :

- GROUPS where you can share data with your administrative unit or group.
- PRIVATE which is inside the GROUP folder and whose access is restricted to the user of the group.
- PUBLIC which is inside the GROUP folder and which allows you to share data with all users of the department.

Computing and research server - research data

The data generated within a research project must be stored on the DCSR NAS server (`\\nasdcsr.unil.ch\RECHERCHE\`). A project directory on this infrastructure is open on request only.

Like the DCSR NAS server, access to high performance computing resources requires a prior request.

Research-related services are managed by Ci and their use is charged to research groups.

Backup of the work computer

Free of charge, Comet Backup allows you to back up the data on your work computer. If you are interested in this software, please contact the FBM support who can help you configure it on your computer.

Address : `\\nas.unil.ch\FBM\` (administrative NAS server)
`\\nasdcsr.unil.ch\FAC\FBM` (research NAS server)

Help : www.fbm.unil.ch/si/storage
www.fbm.unil.ch/si/backup
www.fbm.unil.ch/si/faq_research

E-MAIL AND CALENDAR

You can check your e-mails and your calendars with a Web browser using Outlook Online (webmail). For a more user-friendly access, you can configure your e-mail address on Outlook App on all your devices (computer, smartphone, tablet, etc.).

On request, shared mailbox can be created for administrative units or secretaries.

Address : outlook.office.com (Webmail)

Help : wwwfbm.unil.ch/si/email

WIFI

Eduroam

When you are at UNIL or on a trip to an SWITCH partner institution, you can access the internet and all UNIL services with Eduroam. This network offers an encrypted connection and can be automatically configured on any kind of device with the configuration assistant tool EduroamCAT.

Public-unil

Individual visitors at UNIL who cannot connect to Eduroam can request an access code by SMS to use the public-unil network.

Help : wwwfbm.unil.ch/si/wifi

Address : <https://cat.eduroam.org/>

WORKING OUTSIDE UNIL

You can work from outside UNIL as if you were at UNIL with the UNIL's VPN (Virtual Private Network) : crypto.unil.ch. This secured connection allows you to access all FBM and UNIL resources (personal files, FBM applications, etc.). You can configure your VPN access on any kind of equipment (computer, smartphone, tablet, etc.) with Ivanti Secure Access application.

Help : wwwfbm.unil.ch/si/vpn

SOFTWARE

The common office software (Microsoft Office, Adobe Acrobat) is installed by default on all FBM computers. The complete list of available software at UNIL (EndNote, Overleaf, SnapGene, MATLAB, FileMaker, etc.) is published on the CiO's website. To complete this offer, the FBM IT Service also provides other specialized programs such as :

- GraphPad Prism (statistics)
- BioRender (online figure library)
- LimeSurvey (survey)

For the installation of software for professional purposes, please contact us.

Help : wwwfbm.unil.ch/si/soft

PRINTING

Every department manages its own printers and supplies. The list of FBM printers is available on the website of the FBM IT Service. On your Windows computer, install your printers (including PrintUNIL) easily with FBM Utility. For Mac users, please contact the FBM support.

Help : wwwfbm.unil.ch/si/print
wwwfbm.unil.ch/si/printwindows (installation)

SHARED RESOURCES

The FBM IT Service has developed special web applications for the Faculty.

FBM Booking calendar

The FBM reservation system allows you to book rooms and shared resources (setups, instruments in animal lab, etc.).

Laptops and accessories loan

You can consult the loan computer equipment available in your department in the loan catalogue.

Scientific instruments inventory

In the department, scientific instruments are listed in the setups inventory web app. (under implementation).

Address : wwwfbm.unil.ch/calendar
wwwfbm.unil.ch/prets
wwwfbm.unil.ch/setups

IT PURCHASES

Professional purchases

All IT purchases (Hard- and Software) connected to the network must be validated by the FBM IT Service. Please contact us before ordering. This also includes scientific equipment connected to a computer and servers.

Private purchases

Discounts are available on the private purchase of computer hardware and software. The Neptun offer (16-18% discount) is proposed twice a year at the beginning of the semester and the Poseidon offer (12-13% discount) is available all year round, except when the Neptun discounts are open. Please note that private purchases are not supported by FBM support.

Help : wwwfbm.unil.ch/si/purchases

USING A PRIVATE COMPUTER

In the exceptional case where you would not have access to a UNIL computer, it is possible to add your personal computer to the UNIL's inventory. This initiative must be approved by the Director of the department, before being considered by the FBM IT service. To do so, please contact us.

Help : wwwfbm.unil.ch/si/inventory

VIDEOCONFERENCING

At the University, two videoconferencing softwares are at your disposal:

Microsoft Teams

Microsoft Teams offers a variety of possibilities for teamwork and communication: audio or video call, one-on-one or group chat, screen sharing and transfer of documents. Please ask your supervisor to join your unit's Team Teams.

Zoom

To organize one-off virtual meetings, especially with people from outside UNIL, we recommend that you use Zoom. With Zoom you can also schedule your virtual sessions, share your screen and chat during the meetings.

Help : wwwfbm.unil.ch/si/videoconferencing