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: wwwfbm.unil.ch/si

> 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: wwwfbm.unil.ch/si/storage
      wwwfbm.unil.ch/si/backup
      wwwfbm.unil.ch/si/faq_research

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> 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: wwwfbm.unil.ch/si/charter

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> 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: wwwfbm.unil.ch/si/support
      wwwfbm.unil.ch/si/vnc
The common office software (Microsoft Office) is installed by default on all FBM computers. The complete list of available software at UNIL (Adobe Suite, EndNote, Overleaf, SnapGene, MATLAB, FileMaker, etc.) is published on our website. To complete this offer, the FBM IT Service also provides other specialized programs such as:

- GraphPad Prism (statistics)
- LimeSurvey (survey)

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

Help: wwwfbm.unil.ch/si/soft

**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

**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

**E-mail and calendar**

You can check your e-mails and your calendar with your Web browser using the UNIL Webmail. For a more user-friendly access, you can configure your e-mail address on Outlook, Apple Mail or your smartphone.

Preferably use Exchange whatever equipment (smartphone, computer, tablet, etc.).

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/

**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

**Software**

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

Help: wwwfbm.unil.ch/si/soft

**Software**

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

- GraphPad Prism (statistics)
- LimeSurvey (survey)

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

Help: wwwfbm.unil.ch/si/soft

**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

**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.

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