

CS Grad Orientation Help Sheet 2022

THE BULLPEN (Room 108)

- [KEEP YOUR AREA CLEAN!!!](#) (ie. No empty food/drink containers lying around)
- Dispose of food waste outside the rooms in the recycle bins provided.
- Most PCs are Windows with a few Linux PCs.
- Adobe Creative Cloud is installed on several PCs.
- Hangout room adjacent in room 144 with TV, ping pong table, pool table and foosball table.

OTHER WORK AREAS

- Room 355 is a Skype Conference room available on a drop-in bases. Room X552 is a 1-2 person meeting room.

COMPUTER ACCOUNTS

- You should have a CWL account, a CS Department (CWL@cs.ubc.ca) account and a CS Students (CWL@students.cs.ubc.ca) account.
- All students and alumni should sign up for a UBC Student email address, CWL@student.ubc.ca.
- Your account works for both Windows and Linux. You can reset your password at <https://www.cs.ubc.ca/getacct>

DISK QUOTA

- Graduate accounts are given a 5GB disk quota.
- Use the command “`du -sk * .??* | sort -nr | head -20`” to list your largest files/directories.

BACKUP AND RESTORE

- Your home directory is backed up every hour. Store your important files here.
- Backup snapshots are kept hourly, daily and weekly and kept for 1 year.
- Users can retrieve short term backups themselves by going to your .snapshot directory.

EMAIL SETUP

- All CS students have a CS email account. Your address will be in the form of CWL@cs.ubc.ca.
- Regularly monitor your CS email account or forward the email to your main email account as department correspondence will be sent to your office CS account.
- If you are a TA for a course, use your CWL@cs.ubc.ca email address for communicating instructors and students.
- Do not forward emails which contain confidential information (eg. Student grades) to an external email address. Only use your CWL@cs.ubc.ca email address to reply to emails that contain confidential information.

PRINTING

- There are several laser printers available. Choose the printer closest to your location (ie. iccs-108).
- Colour printing available in room ICCS-212 (iccs-212).
- If your printer runs out of paper, you can obtain more from room ICCS-212.

WEB SPACE

- Each student is given a personal web space. <http://www.cs.ubc.ca/~cwlid>
- It is recommended that you use research web space (/ubc/cs/research) if you want your papers available online as they can continue to be available after you leave UBC.

CONTACT INFORMATION

- Always use both your CWL@cs.ubc.ca and CWL@student.ubc.ca email addresses when publishing papers.
- Your CWL@cs.ubc.ca email address and your personal website will be deleted one year after your graduate.

CONNECTING LAPTOPS

- Laptops can connect to the network via 2 methods:
 - Wired IAP ports. There are many active ports available in the public areas of the building. To activate a port in a room, email help@cs.ubc.ca with the 6 digit CCT number.
 - Wireless. ubcsecure (encrypted network - recommended) and ubcvisitor (unsecured network) Most of the UBC campus has wireless access. Setup instructions available at <http://www.wireless.ubc.ca>

REMOTE COMPUTING

- You can do most of your computing work remotely since:
 - The CS servers are available through the Internet.
 - Software needed for doing coursework is freely available for download/installation for all registered students.

REMOTE ACCESS

- To connect to our Linux servers, ssh from a terminal emulator program to remote.cs.ubc.ca.
- To connect to our Windows server, connect to the department VPN and then remote desktop to tse.cs.ubc.ca.

WINDOWS SOFTWARE

- Staff Maintained PC:
 - To install software on a staff maintained PC, please email help@cs.ubc.ca
 - Place file in C:\Temp or leave install CD in your workstation DVD drive.

UNIX SOFTWARE

- Staff supported software is installed in the /cs/local directory.
- Email help@cs.ubc.ca to report problems.
- User supported software is installed in the /cs/public directory.

HOME USE SOFTWARE

- Licensed software available for download:
 - Xmanager (SSH and X Server)
 - <https://my.cs.ubc.ca/docs/free-terminal-emulation-software-xmanager>
- Free Microsoft software:
 - Microsoft Office 365, Windows, Matlab, etc
 - <https://it.ubc.ca/services/desktop-print-services/software-licensing/software-available-no-cost-ubc-students>

SYSTEM MAINTENANCE OUTAGES (IMPORTANT)

- Any active jobs running during maintenance period may be terminated without warning!

General Outages

- 7pm Tues – 7am Wed
- 10pm Thurs – 7am Fri
- 7am – 12pm Sun

Brief Outages

- 6am Wed
- 6am Fri

Emergency Outages

- Before 8am
- 12pm – 1pm
- After 10pm

TA's: Privacy and Information

- Devices used to store Personal Information for the University must be encrypted.
- All email sent to students, containing private information, must be from a UBC email account.
- Personal Information must be transmitted and stored securely.
- Personal Information cannot be transmitted or stored using services hosted outside of Canada.
- Please review policy 104 for more information:
<http://www.universitycounsel.ubc.ca/files/2013/06/policy104.pdf>
- If storing student information on a laptop, the laptop must be encrypted. Visit the CS Helpdesk if you need assistance.
- Windows: Encrypt using built-in Bitlocker software.
- Mac: Encrypt using built-in FileVault software.

Guidelines for Sending Personal Information

- Use an @CS or @UBC email account to send personal information to students.
- Use the blind carbon copy field if you send an email that is addressed to more than one student.
- You can use your smartphone to access your UBC email account and receive confidential information, provided that the phone is encrypted.
- A TA CANNOT forward email from a CWL@ubc.ca email address to a UID@gmail.com email address, and then use that UID@gmail.com email address to send student information to an Instructor.
- You can use an @UBC email account to send a small amount of confidential information if you're sending to another UBC employee, provided that the information is used for work purposes, and is sent to a UBC email account.

Personal Information in the Cloud

- Personal Information must be stored on services hosted in Canada.
- You CANNOT use Dropbox to share confidential information, even if you encrypt the files first.
- You can use UBC OneDrive to exchange documents containing confidential information, even with people who don't have OneDrive accounts.
- It is acceptable to use students.cs.ubc.ca services such as the Bitbucket server to store confidential information.

Tips for TA's

- GetAcct (cs.ubc.ca/getacct) is used to enable a new account, re-enable an existing account, reset an account's password and setting up email forwarding for an account.
- Returning undergrad students must run GetAcct every September to re-enable their accounts.
- Students having account problems should always try running GetAcct first to see if it fixes their problem.
- Urgent problem in labs? Find a tech staff member on the 1st floor of West Wing. CS Helpdesk is located in room 103.

Help and other information

- To report hardware, software, network or building problems, email help@cs.ubc.ca. Use your @cs.ubc.ca email address for faster response.
- You can also phone 822-1423 or drop by the CS Helpdesk in room 103.
- <http://my.cs.ubc.ca> for CS Documentation.
- Report any issues that you see in a lab, including account issues, server problems or broken computers.
- For urgent issues, and when no one is at the helpdesk, the tech-staff area is on the south and east hallways of the first floor in ICICS.

For help: Email help@cs.ubc.ca

For documentation: Visit <http://my.cs.ubc.ca>