

CANCER PREVENTION

INFORMATION TECHNOLOGY

SERVICES

Welcome! All of us at Cancer Prevention Information Technology Services would like to welcome you to take advantage of the various areas of support that we provide.

The CP ITS Support group provides assistance in the following areas but are not limited to these duties:

- Install/move new and existing workstations.
- Hardware and software installation and configuration.
- Troubleshoot hardware, software, and network connectivity issues.
- Data restores from archival tape backup storage.
- Laptop and Projector checkouts.
- Computing equipment recommendations and purchases.
- Security access and auditing of project data.

If you are new to the Hutch, your username will be given to you by your supervisor once received from HR.

LOCAL DRIVES:

C:\

Please **do not** save anything here as it is not backed up. C:\ includes My Documents and your desktop.

MAPPED NETWORK DRIVES

H:\ (Home)

Accessed **ONLY** by you. A personal folder used to store non project-related data that needs to be backed up.

Q:\ or P:\ or Y:\ (Project Data)

Accessed by different groups (sorted by PI) to store data used within a group or for collaboration. Permissions are set accordingly on these folders. Only PIs or an administrator from a group may request to have permission settings changed.

T:\ (Transfer Data)

Accessed by everyone. Make sure not to keep any confidential files and comply with the HIPAA. This directory is not backed up. It is cleaned up in monthly sweeps.

E-MAIL:

Quota for an e-mail account is 250MB. A Personal Folder in your e-mail is allocated for your use if extra space is needed.

You may also access your e-mail using the Outlook Web mail: <https://exchange.fhcrc.org/>.

PRINTERS:

If you need to add a printer that is not in your printer list, do the following.

Click *Start, Run*, type **\\cp-print**, then double-click any of the printers from the list. It will automatically install on your system.

For SWOG, type **\\swog-print**.

For PHS Labs, type **\\phslabs-print**.

OFFICE NUMBER:

Please make sure that your office number on the computer is correct. Open *My Computer*, double-click the C:\ drive and look for the *eaudit.ini* file. Your office number should be typed after the word **LOCATION=**. All characters need to be in uppercase and there should be no spaces between the characters. It should look like this: **LOCATION=M4-A111**.

If you do not have the *eaudit.ini* file, follow these steps.

Click *Start>All Programs>Accessories>Notepad*. Type **LOCATION=room number**. Click *File>Save As*. From the *Save In* drop-down menu, choose *Local Disk (C:)*. In the *File Name* text box type, **eaudit.ini** and click the *Save* button.

TELECOM:

We request service for desktop and cellular phones, pagers, toll-free lines, and fax machines. We assist to reset voicemail passwords, fix digital displays, activate data jacks, setup remote access accounts, and handle trouble calls when phones don't work.

OUTSIDE THE HUTCH NETWORK:

If you are outside the Hutch network, you may access your network drives by logging on to our terminal server: <http://www.cpit.org/TSWEB/>

PROCUREMENT:

CP IT oversees the entire procurement process: ordering, tracking, and installation. Request should be sent to cprp-pc-help@fhcrc.org. Information should include the description of the item, location of where equipment will be installed, and a budget number. A FMS requisition will be sent if needed.

If you are unable to log on to your computer, please call any of the CP ITS Support group listed on the back. For all other questions, concerns, or requests, please send an e-mail to:

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