UCSF Fresno Center Computing for New Employees

Initial Login
You will be given a temporary password which must be changed immediately. Upon your first login, you will be prompted to change your password. Please see the Passwords section on password rules.

Passwords
When choosing passwords, include the following criteria:
• **Longer than 8 characters**

Contains elements from at least three of the following four character sets:
• **Uppercase characters**
• **Lowercase characters**
• **Numbers**
• **Non-alphabetic characters (!,@,#,$,%,^,*,&,etc.)**

• **Does not contain any part of your name, username, or any common dictionary word**
• **Difficult to guess, but memorable**

Shared Drives
When you login with your UCSF Fresno account, several drives are mapped. Below is an explanation of the drives that may be listed.

• **P:** (public) – Everyone has “full” access to create, delete, and modify. Please, no confidential, critical, or original files should be stored here. Good for quick sharing of files between departments and users, where confidentiality is not a concern. The public folder will periodically be “cleaned up” without notice; files will be deleted from time to time.

• **R:** (global share) – Specific folders are administratively created here for collaboration between departments and/or specific users. Confidential and critical information is protected.

• **S:** (department share) – All users of a specific department or residency program have access.

• **W:** (personal files, my documents) – User specific, only the user has access to these files.

Disk Space and Backups
Disk Space – All users have 1.6GB of total server space. This is a “starting point”. Space can be increased depending on the users requirement and data needs. To help conserve disk space, please remove old files which are no longer needed.
Backups – All “network” drives (P, R, S, W) are included in our backup routine. No backups are made of individual computers (your local C drive, your desktop, etc). The “My Documents” folder on your local computer is mapped to the W drive (which is on the server and is part of our backups).

**E-Mail**

Your e-mail address is in the form of username@fresno.ucsf.edu

Microsoft Outlook is used for e-mail, calendaring, contacts, tasks management, sharing, etc. You are allowed a maximum of 1GB of storage on the server for your mailbox. Users are encouraged to use a “Personal Folder” for archiving/storing old e-mail messages.

**How to access your UCSF Fresno mail account remotely**

Users can also access their e-mail remotely through a web interface (Web Outlook). The address to access the site is – [https://exchange.fresno.ucsf.edu](https://exchange.fresno.ucsf.edu)

With Web Outlook you:
- are viewing your information securely over SSL (https)
- have complete access to your inbox/mailbox
- can send/receive e-mail, move/delete messages
- can set your “Out of Office” reply message
- can access public folders
- cannot access personal folders
- cannot access shared components (contacts, calendars, etc)

**Secure E-Mail**

If you need to transmit PHI or other protected data via email, simply begin the Subject line with the following key word, including colon:

For more information on UCSF Email Security, please visit [http://it.ucsf.edu/services/secure-email](http://it.ucsf.edu/services/secure-email)

**Wifi**

[https://connections.fresno.ucsf.edu/its/wireless-new.shtml](https://connections.fresno.ucsf.edu/its/wireless-new.shtml)

**Software**

All UCSF, Fresno workstations have a suite of basic applications installed. Applications include: Word, Excel, Access, Outlook, PowerPoint, Publisher, Adobe Acrobat (Reader and Professional), Symantec AntiVirus, Webroot Spy Sweeper, Internet Explorer and required browser plugins (java, quicktime, flash, ).

*What if I need a specific application/program installed?* Software applications used within a department to address a formal business need will be installed for the required workstations. However, funding and support of the software application needs to be provided by the requesting department.
**What about CMC-specific and other related applications?** CMC-specific applications such as LastWord, Synapse, CMC’s Citrix Applications, etc. will be installed upon request by our ITS department. Account access to these programs is handled by CMC. Any problems pertaining to your CMC account will need to be handled by CMC’s Help Desk at (559) 459-6560.

**Viruses/SPAM/Spyware**

UCSF Fresno deploys various virus, spam, and spyware filtering systems.

Before messages arrive in your mailbox, they are spam filtered and scanned for viruses. Periodically, you may receive a message from our spam filter system regarding a message that may need some attention. These messages come from “Barracuda Spam Firewall” and pertain to your “Spam Quarantine”. Messages in quarantine can be deleted, delivered, or white-listed. Other messages may come through with [SPAM] in the Subject line. Those messages are believed to be spam, but have been allowed through for your review.

At the desktop, we run Symantec AntiVirus for further protection. Symantec actively runs in the background, scanning all data on-access.

Symantec AntiVirus (this icon can be seen in the taskbar)

Where can I find instructions for using the phone system?

Complete information about the phone system and voicemail can be found at https://connections.fresno.ucsf.edu/its/telecomm-new.shtml

**How do I request computer support?**

Each computer has a “Work Order” tag with your assigned user id and password (different from your UCSF Fresno account). This unique user id and password is used for submitting work orders through the ITS Work Order System.

To submit a work order, please visit - [http://ti.fresno.ucsf.edu/trackit/](http://ti.fresno.ucsf.edu/trackit/)

Before submitting a work order, please try the following:

- If rebooting/restarting is an option, please try rebooting/restarting your machine and checking if the problem persists. Most problems can be remedied by rebooting/restarting the computer.

- If the problem is with a device physically connected to your computer (mouse, keyboard, local printer), check the connections to make sure they are firmly in place. If device has its own power, please try power-cycling the device (power off, then power back on).

**Contact Info**

UCSF Fresno ITS  
3rd Floor, Room 317 – Academic Research and Technology  
559-499-6660 Main Line  
559-499-6661 Fax  
its-support@fresno.ucsf.edu (support e-mail)  
accounts@fresno.ucsf.edu (info regarding new accounts, mail forwarding requests)

**Important Links**

https://exchange.fresno.ucsf.edu – Remote access to UCSF Fresno web-based email system
https://connections.fresno.ucsf.edu – UCSF Fresno Intranet, when accessed from remote locations, you will be prompted to enter your UCSF Fresno username and password

http://atyourservice.ucop.edu/ - Online access to your Human Resources and Benefits

http://campuslifeservices.ucsf.edu/techstore/ - UCSF Technology Store for Departmental and Personal purchases of software and hardware

http://software.ucsf.edu - a list of UCSF software, some of which can be downloaded and used at home

http://vpn.ucsf.edu – VPN access from main campus, allows remote access to the GALEN library, can also be setup to access the UCSF Fresno Connections (IntraNet), call (415) 514-4100 option 2

Frequently Asked Questions

I deleted something from my desktop, do you have a backup of it? No. Individual computers are not part of daily backups. This includes items on your desktop (and anything on the local C: drive).

I deleted something that I created today, can you restore it? Backups are done daily, in the evening. Files created and deleted the same day, before an evening backup can occur, cannot be recovered.

I've been receiving a lot of Spam recently, can't something be done about it? UCSF Fresno deploys a very sophisticated spam filtering device. It captures and blocks a large amount of spam and viruses. Unfortunately, spam is a big problem and the spammers try to stay one-step ahead of these systems, making it a difficult problem to deal with. The ITS department constantly monitors and makes adjustments when necessary to try and provide the highest level of spam and virus protection.

I got an e-mail from Barracuda about Spam, is this a legitimate message? Messages from “Barracuda Spam Firewall” with a subject of “Spam Quarantine Summary” or messages with [SPAM] in the subject line come from our SPAM Filtering System (Barracuda). These messages are legitimate and indicate that a message has been quarantined or is possibly spam.

My computer is slow, or something is not working as it did before. If it's possible, try rebooting/restarting your computer. Most minor glitches can be remedied by rebooting/restarting your computer. If problem persists, submit a work order or contact ITS.

Can I access my e-mail from home? Yes – https://exchange.fresno.ucsf.edu/

I'm having problems sending/receiving an e-mail attachment, is there a limit on how large the attachment can be? Yes, attachments can be no larger than 20MB.

I think my computer has been hacked, security compromised, and/or has a virus, what should I do? Contact ITS immediately.

I'm out of disk space on the network, what can I do to free-up some additional space? Any files that you may have on the network drives (P:, R:, S:, W:, ) count against your overall disk space. Deleting any files that you own from those drives will help free-up extra space for yourself.

How can I change my password, how often do I need to change it? Passwords do not expire. You can change your password at anytime by hitting CTRL-ALT-DEL (when logged in) and choosing “Change Password”.

My computer will not shutdown, how can I shutdown? If you computer is having problems shutting down, you can hold down the green-lit power button for about 5 seconds. This will power-down the computer. To power it back up, hit the power button again.