

GETTING STARTED GUIDE

(last updated 25 July 2024)

Information Technology and Services Guide



Acceptable Use Policy

By logging in or using any laboratory computer services, you agree to the Michigan State University IT resource policies outlined in the Laboratory Acceptable Use Policy.

Find the [Laboratory Acceptable Use Policy](#) at [Portal>Business Support>Business IT](#).

Business IT Services

For information technology assistance, dial ext. 7-7407 or email helpme@frib.msu.edu.

Find policies, procedures, and computing FAQs on the Business IT Portal webpage at portal.frib.msu.edu/bussupport/businessit.

Find a [Quick Start Guide](#) explaining the basics of passwords, email, printing, etc. at [Portal>Business Support>Business IT >IT Systems Support>Quick Start Guide](#).

Email

The laboratory e-mail client is Microsoft Outlook. Obtain access outside of the laboratory at exchange.frib.msu.edu.

Please use the e-mail signature template found at portal.frib.msu.edu/gettingstarted.

Software

All software installations and purchases are coordinated through the [Business IT Department](#). Standard software is installed on every PC. The department owns additional licensed software that can be installed by request via email to helpme@frib.msu.edu.

IFS

Internal database that houses personnel files, recruitment, organizational information, financials, procurements (and procurement ordering system), and purchasing. Use your Windows password to access this database.

(Access via Intra)

Wireless Access

MSU's wireless network is available throughout the building. This network is separate from the laboratory network. Access to this network is achieved using your MSU netID and password (not your laboratory Windows password). If you do not have an MSU account, use the MSUNetWireless Guest network.

Find details on how to connect to the [MSU wireless](#) network, transfer files, and print at [Portal > Business Support > Business IT > IT Systems Support > Services > MSU Wireless](#).

Remote Access

To access laboratory resources remotely, follow the remote-access procedures found at <https://portal.frib.msu.edu/sites/bussupport/businessit/ITSystemsSupport/SitePages/Citrix.aspx>.

Portal (SharePoint)

FRIB's shared document server and intranet. Home to the Document Control Center (DCC) where revisions of documents are kept. Use your Windows password to access Portal.

portal.frib.msu.edu/

MICHIGAN STATE
UNIVERSITY



U.S. DEPARTMENT OF
ENERGY | Office of
Science



Intra Enterprise

The internal site used to submit weekly effort log, request time off, view sick/vacation time balances, absence list, and request overtime. Use your Windows password to access the Intra Enterprise site.

enterprise.frib.msu.edu/

Laptops

Personal laptops:

Any personal laptop brought into the building may NOT be connected to our wired ethernet network. If you need Internet access, you may connect to the MSU wireless system. Please see the Wireless Access section of this document for more information.

Signed-out laptops:

Users may check out laptops for lab-related activities. To reserve a laptop computer, send an email request to helpme@frib.msu.edu. Please include the desired reservation period (maximum of 30 days).

Enterprise Business System

Enterprise Business System (EBS), an MSU system that houses benefit enrollment, payroll and tax information, professional development, employee opportunities, employee information and union contracts. Use your MSU Net ID and password to login.

ebs.msu.edu



File Systems

NO IMPORTANT DATA SHOULD EVER BE STORED ON YOUR LOCAL HARD DISK.

In the event that your computer fails, we will not attempt to restore any data that has been stored on the local hard disk.

Home directories:

(H:\ or \\intranet\files\user)

Any personal or confidential data may be stored here (i.e. HR documentation or anything no other employees should access). The "My Documents" folder is located here. The directories are backed up.

Project directories:

(I:\projects or \\intranet\files\projects)

Project areas that are used for group collaboration. Files that need to be accessible by multiple people should be stored here. The directories are backed up.

Please contact helpme@frib.msu.edu for information technology assistance or dial 517-908-7407.

MICHIGAN STATE
UNIVERSITY



U.S. DEPARTMENT OF
ENERGY

Office of
Science



FRIB