This document provides a descriptive summary of the work environment and services that FIB offers to all the students.

You can find more information on FIB services and resources at https://www.fib.upc.edu/en/fib/it-services. In the ICT Support Tools section, you will find extensive information on services and systems, as well as FAQs and other information of interest.

If you can’t find the information you’re looking for, please contact the staff of the Operations Service on A5 or C6. Alternatively, you can open a ticket explaining the problem or issue at http://gn6.upc.edu/utgcntic.
THE RACÓ

All FIB students have personal access to the students’ section of the Racó (the FIB intranet). The Racó offers a wide range of information for students and can be reached from the FIB’s website: https://www.fib.upc.edu/en

In this space, you will find:

**Notices**: notices related to subjects you’re enrolled in.

**Calendar**: upcoming classes and events (exams, submission dates for practicals, and FIB events).

**Subjects**: professors, practicals, access to ATENEA (for the subjects that use it), etc.

**Administrative matters**: your class schedule, consultation of academic record, administrative procedures, etc.

**Services**:

- **Quotas**: email quota (space used on the FIB email system), disk quota, print quotas (number of sheets printed on various systems), etc.

- **Computer reservations**: application to reserve lab computers and laptops.

- **Disk access**: web access to files stored on file servers.

- **Lab occupancy**: queries regarding current occupancy of computer labs.

- **Request software**: access to virtual images and the software available to you according to the subjects you’re enrolled in.

- **Access to webmail**: Access to your personal FIB email.

WORKING ENVIRONMENT

Computer labs are located on the basement level of buildings A5, B5 and C6 on the North Campus. You can find more information on opening hours and how the labs operate at https://www.fib.upc.edu/en/fib/rooms/computer-labs .
Only the professor, persons authorised to attend by the professor, and students enrolled in the practicals group may be present during sessions.

You’ll find various types of computers in these labs:

- PCs that allow users to connect to the Net and to FIB computers. These PCs run Windows and Linux.

- Computers in operating system labs have limited access to the outside world. Access to these computers is restricted to students taking specific subjects that require their use.

- iMacs that allow users to connect to the Net and to FIB computers. iMacs run macOS, Windows and Linux.

- Group work rooms are equipped with sockets and network connections to facilitate connection of students’ computers with any arrangement of

<table>
<thead>
<tr>
<th>Classroom building A5, basement level 1</th>
</tr>
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<tbody>
<tr>
<td>Computer labs with PCs: S102, S104, S105, S108, S109, and S113</td>
</tr>
<tr>
<td>Group work room: S101</td>
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<tr>
<td>Computer labs with a specific environment for subjects that focus on operating systems: S103, S111 and S112</td>
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</tbody>
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<tr>
<th>Classroom building C6, basement level 3</th>
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<tbody>
<tr>
<td>Computer labs with PCs: S301, S302, S303, S306, S308 and S309</td>
</tr>
<tr>
<td>Computer lab with iMacs: S307</td>
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<tr>
<td>Group work room: S307</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Classroom building B5, basement levels 1 and 2</th>
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</thead>
<tbody>
<tr>
<td>Computer labs with PCs: S101, S201 and S202</td>
</tr>
</tbody>
</table>

![Map of FIB ICT Support facilities](image)
tables. In room A5S101, there are also two 32" monitors that allow users to connect laptops and work more comfortably.

HOW TO CONNECT TO SYSTEMS

All FIB students have a login (username) to access various FIB resources. The username format is as follows: **name.surname**

### New students

Before enrolling, you were sent a message with instructions on how to access the e-Secretaria and UPC intranets. You can use the same username and password to access the Racó (the FIB’s intranet), where you’ll find all the information you need on the subjects you’re enrolled in.

You’ll have access to the Racó and to your FIB email approximately 48 hours after enrolling. Server accounts, rooms, etc. will be available from the first day of class.

If you forget your password, you can change it at: [https://identitatdigital.upc.edu/gcredencials/init/?lang=en](https://identitatdigital.upc.edu/gcredencials/init/?lang=en).

Once you know your username and password, you can establish a connection. The way to do this depends on the computer or system you want to connect to:

**PC:** When you turn on a PC, you will be asked what system you want to work with: Windows or Linux. Select the desired option. After a moment, the selected system will appear on the screen and you will be asked to enter your username and password to connect.

**iMac:** When you turn on an iMac, you will be asked what system you want to work with: Linux or Mac OS X. Select the desired option. After a moment, the selected system will appear on the screen and you will be asked to enter your username and password to connect.

**Database servers:** There are several database servers: MySQL, Postgres, Oracle, NoSQL and Hadoop. The servers you have access to will depend on the subjects you are enrolled in.

**Special operating system environment:** The specific way this environment works will be determined based on the design of practicals.

You can check the status of the systems on the FIB website or on the information monitors in the labs.

**HOW TO PRINT**

You can find information on printers and print quotas at [https://www.fib.upc.edu/en/fib/it-services/printing-service](https://www.fib.upc.edu/en/fib/it-services/printing-service). When you want to print something **for the first time**, go to the Operations Service for the labs (A5s110 and C6s304) to get the vouchers you will need to use the self-service printer.

**PRINTER:**
- A5: Self-service laser printer located in the A5 entrance hall.

There are no printers in building B5 or C6, but print jobs can be sent to the printer in A5.

Jobs sent to the printer will be added to the print queue. Next to the self-service printer, you will find instructions indicating the steps you must follow to print your documents.

**STORAGE SPACE**

For Windows, Linux and Mac OS X systems, there is a common space for storing files. The space allocated to each student is around 600 MB, and it can also be accessed via the Web, from the Racó. You can find more information at [https://www.fib.upc.edu/en/fib/it-services/remote-access-file-repository](https://www.fib.upc.edu/en/fib/it-services/remote-access-file-repository).

**WIRELESS NETWORK**

You can connect to the EDUROAM or XSF-UPC wireless network with your laptop if you have a wireless card. For more information, visit [https://www.fib.upc.edu/en/fib/it-services/wireless-network-eduroam](https://www.fib.upc.edu/en/fib/it-services/wireless-network-eduroam)
EMAIL

Email addresses:
All students enrolled at the FIB have an institutional email address with the following format:
login-student@est.fib.upc.edu, where login-student is your assigned username to access FIB resources (format: name.surname).

If you want to redirect your email to a personal email address, you can do this on the day you enrol or through the e-Secretaria at https://esecretaria.upc.edu, you first need to log in and then go to My details (on the left side of the screen once you are logged in), search for the option Personal data and at the bottom of the page you will see Change personal address. Here you can set a personal e-mail address and select your personal e-mail address to receive communications. Changes will take effect on our systems (and on ATENEA and other UPC information systems) from 9 a.m. the following day.

The FIB and the UPC will communicate with you only via your institutional email address (login-student@est.fib.upc.edu). If you’re redirecting your email to another address, it’s important that you make sure forwarding is working correctly. Please check regularly for new messages.

The FIB and the UPC reserve the right not to reply to any messages received from an email address other than your assigned institutional address or an alternative address provided to the e-Secretaria.

How to read your email:
You can read your email through webmail (from the students’ section of the Racó) or at https://webmail.fib.upc.edu.
You can also access your email account from a PC (Windows or Linux) running Thunderbird. Instructions for configuring this application are provided at https://www.fib.upc.edu/en/fib/it-services/student-email-account.

HOW TO CONNECT FROM HOME

You can find instructions on how to connect from home at https://www.fib.upc.edu/en/fib/it-services/vpn-upclink.

In this guide, we’ve provided information on the most frequently used FIB services. Information on other services is available at https://www.fib.upc.edu/en/fib/it-services.
The FIB computers serve to support the School's teaching and administration tasks. Only students, professors and administrative and service staff assigned to the Barcelona School of Informatics (UPC) are allowed accounts. They are bound to the following rules for use:

1. Users must not physically mistreat the computer equipment or infrastructure, disconnect or re-route it, or modify any configuration without permission from the FIB.
2. The systems should not be used for private, commercial or professional activities (except for those persons who work at the FIB and use the systems in their work).
3. Users are responsible for ensuring that the information stored in their work area complies with current legislation regarding the protection of computer programmes.
4. Users must not access resources (computers, accounts, software, files, queues, terminals, folders, etc.) without authorisation. Please consult the FIB support with any doubts.
5. No system may be used in such a way as to interfere with its normal functioning or that of any of the computers it is connected to. Viruses, worms or other programs that may harm the information processing systems must not be distributed. The systems and communication links must not be intentionally congested. The systems may not be used to play games, except those developed as part of a course, master's degree or bachelor's thesis.
6. Users must not send offensive or defamatory information via any of the available means of communication.

The account holder is the only person responsible for any activities carried out with the account. This includes password security. It is important that the users keep track of all the accounts they have assigned to the systems.

Lack of compliance with these rules may result in temporary or permanent restrictions on access to the systems, and the offender may be reported to the pertinent authorities.
https://www.fib.upc.edu/en/fib/it-services
support.tic@fib.upc.edu