Guide to ICT Support Services and Tools for FIB Students
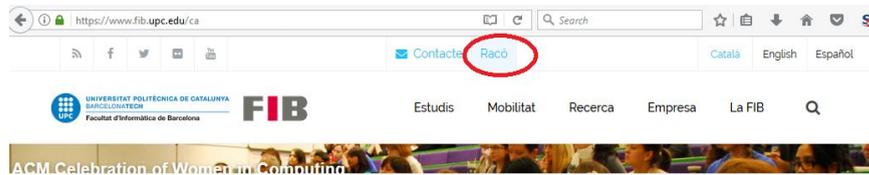
This document provides a descriptive summary of the work environment and services that FIB offers to all the students.

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://suport.fib.upc.edu/.

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. **Other services such as:**

- **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.

Check out all Raco options!

The Atenea is the UPC's web-based teaching environment. Some FIB subjects use this environment as a complement to the Racó.

The URL to access is *http://atenea.upc.edu*. Username and password are the same ones you use to access the Racó.

EMAIL

All students enrolled in the FIB have an **institutional email address** with format:

name.surname@estudiantat.upc.edu

where name.surname is the user assigned to access the resources of the Faculty.

The FIB and the UPC will communicate with you only via your institutional email address. 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..

How to read your email

You can read your email through https://correuv3.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

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WHERE ARE THE COMPUTER LABS on CAMPUS?

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 .

Classroom building A5, basement level 1
Computer Labs with PC: A5S102, A5S104, A5S105, A5S108, A5S109 and A5S113
Computer labs with a specific environment for subjects that focus on operating systems: A5S103, A5S111 and A5S112
Classroom building C6 basement level 3
Computer Labs with PC: C6S301, C6S302, C6S303, C6S306, C6S308 and C6S309
Work group rooms: C6S307
Classroom building B5 basement level 1 and 2
Computer Labs with PC: B5S101,B5 S201 and B5 S202

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

Following the instructions of the UPC Resumption Plan, the computer rooms can only be used when there is a teacher. The use of a mask is mandatory.

HOW TO CONNECT FROM HOME

We have summarized all the information that may be useful for you to study from home. We explain how you can work as if you were in FIB Computer labs at
https://www.fib.upc.edu/en/fib/it-services/how-work-remotely-students

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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.

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 find more information at: https://www.fib.upc.edu/en/fib-it-services/accounts- pcs-and-servers.

HOW TO PRINT

You can find information on printers and print quotas at 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.

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.

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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

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REGULATIONS

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.

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