



School of Earth, Society and the Environment
Information Technology Support

COMPUTING GUIDE FOR ATMOSPHERIC SCIENCES

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ATLAS

CITES

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Passwords

Although the University is increasingly working towards a unified password structure, there are still several different important password systems in use for various reasons. The most important of them is the NetID password, which is your master password and which can be used to reset most other passwords. While most of the other passwords can be set to the same thing (if desired) for convenience, **the NetID password must be unique**. We'll spare you the lecture about choosing good passwords and keeping them safe... you should know that already.

NetID

The NetID password is also called the *Kerberos* password or *Bluestem* password. It is used among other things, for accessing *Bluestem* protected web pages (like NESSIE, Compass, Wireless access). It can also be used to reset other passwords.

If you know what it is, you can change it at <http://passwords.cites.uiuc.edu/>

If you forgot it, you can either visit the CITES help desk in 1211DCL, or see David Wojtowicz in Room 200, who is also authorized to reset NetID passwords for users in our dept.

Active Directory

The Active Directory (AD) password is used to access Windows desktop computers in our department, as well as Linux servers. It is also used on campus to access NetFiles, Engineering Workstations (EWS) and the new VPN software.

To change it (using NetID password), visit: <http://passwords.cites.uiuc.edu/>

If you are informed that your account is "locked" (which can happen if you enter it too many times incorrectly) you can either wait 30 minutes, or visit: <http://accounts.ad.uiuc.edu/> from a co-worker's computer to unlock it.

DAS E-Mail

Your DAS E-Mail password is independent of the other passwords. It can be changed by logging into the webmail application at <http://mail.atmos.uiuc.edu/> and then going to the Settings tab and Password subtab. If you forgot it, contact someone in Help to reset it.

CITES Express E-mail

Your CITES Express E-mail password is independent of other passwords, though you may have set it to the same thing as other passwords. It can be changed here (using NetID password): <http://passwords.cites.uiuc.edu/>

Instructional Computer Labs

Used to gain access in CITES computer labs (those not managed by Atmospheric Sciences or ATLAS), such as the lab in the Illini Union, English Building, Nevada or Oregon Labs. Can be reset here (using NetID password): <http://passwords.cites.uiuc.edu/>

Enterprise Password

Sometimes also called the *Banner* password, it is used to access the University's internal record keeping system called Banner. For students, it is primarily used for information such as Financial Aid, Account Billing, Employee data and registering for courses. It can be reset using your NetID password by following the link on any login page that requires the Enterprise password.

E-Mail

Departmental E-mail

Your departmental E-mail account is where your department-related mail gets sent. (such as your advisor trying to contact you, or a notice about a meeting)

- Email address

netid@atmos.uiuc.edu

- Web access

<http://mail.atmos.uiuc.edu>

- Email Program

You can access it via a program like Outlook, Thunderbird, Apple Mail, Entourage and others. Contact help@atmos.uiuc.edu for specific setup details

- Password

You can change your password for this in the webmail interface, under the Settings tab and the Password subtab.

- Forwarding

You can have your e-mail forwarded. Use the webmail interface, and look under the Rules tab. At the bottom, check the box Redirect All Mail To and fill in the box with the forwarding address.

- Vacation Message

You can enable/disable the vacation message under the Rules tab in the webmail interface.

CITES Express E-mail

Everyone on campus gets a CITES Express E-mail account. It presently has a nicer web interface, but a relatively small quota. We recommend that you forward it to your departmental e-mail account so you don't have to check a different account.

- Email address

netid@express.cites.uiuc.edu

- Web access

<http://express.cites.uiuc.edu>

- Forwarding

Log into Express and choose the Account Settings tab on the left and then the Forwarding tab on the top.

@uiuc.edu alias

Everyone on campus also has an e-mail address in the form of netid@uiuc.edu. This is a forwarding service. You can choose where you want the e-mail sent to this address forwarded to. By default it is set to your CITES Express E-mail account. If you choose your departmental e-mail account as your primary account, you probably want to change this. It can be changed with the Electronic Directory Editor.

<https://www-apps.cites.uiuc.edu/ede>

Aliases

There are a number of e-mail aliases in the department that allow you to send messages to groups of people with a single address. Among them are:

- students@atmos.uiuc.edu --- All students
- faculty@atmos.uiuc.edu --- All faculty members
- staff@atmos.uiuc.edu --- most other employees not included in the above two groups
- everyone@atmos.uiuc.edu --- all three groups above combined

There may be additional aliases available for your particular advisor's research group, etc. Please ask them. New ones can be established on request.

Spam – Junk E-mail

This is a huge problem. The University as a whole receives several million junk e-mail messages a day! Fortunately, the University has an excellent spam control service called CITES Spam Control (CSC). It uses cutting edge technology to determine whether a message is spam or not. Although a few undesired messages may get through when spammers first try a new evasion tactic, it learns quickly. History has shown that it very rarely marks desirable messages as spam.

New students and employees are automatically set up with the service. Existing users may need to sign up here: <http://www.cites.uiuc.edu/antispam/gettingstarted.html>

Once a day you will receive a digest listing the Spam the system has filtered out of your e-mail stream. Read the instructions there and follow the links in the digest to adjust your Spam filtering settings, release a desired message from quarantine or safelist the sender's address. If you aren't getting the digests, you may need to sign up.

Desktops

Your desktop computer is provided either by funds from the department (for TAs) or via your research advisor's grants. **They are intended for academic and research purposes.** We provide standard software (such as MS Word, etc) to help you accomplish your academic and research tasks. If additional software is needed, please have your research advisor send a request to help@atmos.uiuc.edu. If necessary, we will purchase and install the additional software. It also comes equipped with some typical media players and some common IM clients may also be installed on request. Requests for other software either unrelated to academic and research needs or unusual in nature are only entertained at the discretion of your research advisor and computer support staff. P2P filesharing programs are never permitted on the departmental network. Your machine is kept up to date with software updates, including anti-virus and anti-spyware programs.

Breeze

Breeze is our Windows fileserver. Each user has a directory there in which to store files that you wish to share among computers. (You have to have logged into one of the lab computers at least once to have this directory created) At present disk space is limited, but that may soon change. You can access your directory by typing the following address into the Start->Run command box in Windows. (where netid is your specific netid)
<\\atmos-breeze\home\netid>

Mac users can accomplish this by selecting Go/Connect to Server from the Finder menubar. In the dialog box enter: <smb://breeze.atmos.uiuc.edu/home> and then click Connect. In the next dialog box that appears, enter "UIUC" for the Workgroup, your NetID for the Name, and your Active Directory password for the Password. Then click OK. If all goes well, you'll have to browse then to find your folder.

Printers

Printers are provided for your printing needs. Some important ones to know about:

- **Room104** – B/W printer in mail room. (does double-sided by default)
- **Davinci** – Color printer in mail room. Single sided. Costs more to print, so reserve for things that really need to be done in color. At present there are four different print queues for Davinci... it doesn't matter which you use. The extras will be removed soon.

Print jobs are recorded and monitored for abuse (such as non-academic/research use beyond an occasional few pages)

Paper: Paper is self-serve. There paper in the mailroom, and typically paper behind the door of 113. If the printer is out of paper, please fill the tray to about $\frac{3}{4}$ of capacity (too much and it may jam).

Toner/Drum: E-mail help@atmos.uiuc.edu for toner or drum replacement. We keep toner cartridges in stock for all of our laser printers.

Jams: It's possible that it's a simple jam that you can remove yourself. If not, please e-mail help@atmos.uiuc.edu.

Large Format Printing: The School has a DesignJet 5400UV. We can print posters (up to 42" in one dimension and unlimited in the other). E-mail help@atmos.uiuc.edu to arrange service (preferably a day or two before you need it).

High Volume Printing: The photocopy machine can be used as a printer for very large print jobs. (Ask help@atmos.uiuc.edu for details).

Scanning

Color Scanner

There is a color scanner in room 100 attached to one of the PCs. We can also loan a small color scanner for large scanning jobs at your own PC.

BW Scanning / PDF conversion

The copier in the mailroom can be used as a scanner.

1. Press the Scan button
2. Enter your access code
3. Select options
4. Select e-mail destination
5. Your documents will be scanned and mailed to you as a PDF file.

Personal Laptops

You are permitted to use your personal laptop here. Your laptop should be kept up to date with patches and anti-virus software per university guidelines.

Wireless

Wireless service is available in the main building (and many other locations on campus) through UIUCnet wireless (select UIUCnet for your wireless connection, open a web browser and follow instructions). In the Annexes, use "DAS" as the wireless service.

Wired

Upon request, we can provide a wired connection for your laptop at your desk which is faster and more convenient for frequent use. We'll need to add your machine to our database before you can get a connection.

Notes

Use of the departmental network P2P filesharing (BitTorrent, Morpheus, Kazaa, Bearshare, etc) is prohibited. Skype is generally frowned upon as your machine might become a "supernode" and route a large quantity of other customer's voice data through our network.

Software for Personal Machines

You can obtain various software packages for personal machines for free or at reduced costs via the CITES WebStore. <http://webstore.cites.uiuc.edu/>

Computer Lab Resources

Room113

- 9 Windows PCs, 1 of which is for presentations
- Projection system (see below)
- Special Software
 - GRLevelX Analyst Edition – (see Meteorological Data section) All machines
 - MODTRAN (Radiative Transfer) – LAB113E
 - Adobe Acrobat (Full edition—not just reader) – LAB113I
 - Dreamweaver – LAB113F
- Room113b printer

113 may be closed for general use during scheduled class lab time.

Note... the first time you log into a particular machine, be patient. It might take a minute or more to complete the login process.

Room100 (Synoptic Lab)

- 3 Windows PCs with dual displays, 1 can be used for presentations
- Color Scanner -- LAB100A
- Projection system (see below)
- 3D Visualization machine (Skywalker) and stereo projection system (contact us for use).
- 15 panel display wall.
- Meeting [pace
- Television w/ Cable , VCR, DVD (player and recorder)

- Video conferencing system (contact Help for use)

The Synoptic Lab can be reserved for meetings and such by way of a signup calendar in the main office. However, with a few exceptions, **the lab is to remain open to others during your meeting**. Others need to be courteous and not disrupt the meeting and work quietly. The exceptions are Faculty Meetings, Qualifying Exams and Thesis Defenses. Other closed meetings need to be approved by the department head.

Room109 (Classroom)

- 1 PC which can be used for presentations
- Projection system
- Overhead projectors (old school instruction)

Projectors

Rooms 100, 109 and 113 are equipped with computer video projectors.

There is a switchbox near the projection PC that you can switch between displaying the desktop and a cable to connect to a laptop.

Turn projector off after use. Avoid unnecessary on/off cycles. The lamps in these units cost nearly \$400 to replace and have their already brief lifetimes shortened by unnecessary on/off cycles.

Projectors are only to be used for academic and research use or for approved department functions. No watching movies, playing games, etc.

Lab Machine Folders

The Desktop and the My Documents folders on the lab machines are shared such that files placed in them are available on any of the lab computers in the same location. You can access these files from your desktop in your Breeze directory mentioned above.

Linux Access

To connect to a linux server such as monsoon or manabe, you will need to use a program that communicates with the SSH protocol. SSH by itself provides a terminal window that lets you enter text-based commands. X11 is the protocol used in conjunction with SSH to display graphics from a linux server back to your workstation.

Connecting

- Windows

The typical SSH program you would use is Putty. On most machines here it can be found in Start/Programs/SSH Tools.

1. Start the Putty program.
2. **Important** If you have not previously done so you need to enable X11 forwarding (see section below)
3. Start Xming (see X11 display below) if you plan to do any graphics work
4. Then enter the hostname such as “monsoon.atmos.uiuc.edu” in the box at the top of the initial dialog.
5. Click Open.
6. The first time you connect to a host it is normal to get a warning message.
7. Enter Username and Password when prompted.

- Mac

Typically, you would open a Terminal window (found under Applications/Utilities)

1. Open a new terminal window
2. Start X11 if you plan to do any graphics work. (See below)
3. Enter “ssh -X [hostname]”
4. The first time you connect to a host it is normal to get a warning message.
5. Enter Username and Password when prompted.

X11 Forwarding

- Windows

If this is the first time you’ve used Putty on a Windows machine, you need to first enable a feature called “X11 Forwarding” in order to get graphics displays to work correctly.

1. Start Putty
2. In the category list on the left side of the dialog, look under Connection/SSH to find X11.
3. Click on it.
4. Make sure the box that says “Enable X11 Forwarding” is checked.
5. In the category list on the left side, click the top line “Session” to return to the main screen.
6. Highlight “Default Settings” in the large box in the middle. (click only once to select).
7. Then click Save
8. Your settings should be retained as the default for future settings

- Mac

Using the -X option to the ssh command accomplishes the same thing.

- DISPLAY variable

On the remote side, you should NOT attempt to modify the DISPLAY environment variable as it should automatically be set to the appropriate value for you.

X11 Display

If you plan to display graphics (or use a program with a GUI interface (non-text)) you need to also be running a program on your workstation in conjunction with SSH to enable the display of graphics.

- **Windows**

The machines here have a program called Xming installed on them. To start it simply select Xming from the Start->Programs Menu. The only evidence that it started and is running is the addition of a X icon in the “system tray” which is the collection of tiny icons on the right edge of the Windows taskbar.

- **Mac**

You will need to launch the X11 program on your Mac. If we set up the Mac for you, it is typically found in the taskbar as a white rectangle with an X in it. When you first launch it, it will open an “xterm”. You can close it after launch as it is not needed.

File Transfer

And finally.. you may need to transfer files between the linux server and your desktop.

- **Windows**

Under Start/Programs/SSH Tools is WinSCP. This is a drag and drop program for copying files between a linux server and your PC. Should be relatively self-explanatory

Method #2: Some of our linux servers are set up with Windows filesharing (via Samba). This allows you to access the files on the linux server as an ordinary windows file share. Contact help@atmos.uiuc.edu for details about a particular server.

- **Mac**

Although there is a command line client built into MacOS (called scp and sftp) there are several GUI programs available. One is CyberDuck (available at <http://cyberduck.ch>)

Method #2: See Windows method #2.

Monsoon

Every student has an account on our general purpose linux machine, named monsoon. It can be accessed via SSH at monsoon.atmos.uiuc.edu. Its primary use is to publish files to your space on the department web server (see below) or to run meteorological programs such as Garp and GEMPAK. **It is not intended to store research data or do heavy-duty number crunching.**

Manabe

Manabe is our computational cluster. It is a *computing cooperative* in that various research groups have purchased *shares* in the cluster and can take advantage of at least a proportional amount of the cluster's computing capacity (or more if there are idle resources available). Most new research is computing is being conducted on the cluster and single-group compute servers are being phased out.

The cluster currently has 42 nodes, and over 128 processors, with at least 2GB of RAM per processor. The associated storage system is about 40TB in capacity.

Faculty groups currently participating in the manabe cluster include: Snyder, Twine, McFarquhar, Wuebbles, Robinson, Nesbitt, Baidya Roy, Rauber/RICO, DiGirolamo

Use of the cluster is documented separately.

Remote Access

Off-campus access to many of the University and Department's computational resources is available from wherever you have a high-speed internet connection. Most web-based services, e-mail or linux servers (SSH) are directly available. Other resources such as Windows filesharing, MATLAB network licenses and restricted access services are available only if you are using the University's VPN (Virtual Private Network) software, which is available here: <http://www.cites.uiuc.edu/vpn>

Meteorological Data

The department gets a full compliment of many different real time weather data feeds. Because so many resources are available for ready access on various web sites, we primarily work to meet special needs that aren't addressed by existing web resources. Some resources for custom plotted data are:

IDV

Integrated Data Viewer. In the lab, there is an icon on the desktop. Elsewhere you can run it via webstart, from here:

<http://www.unidata.ucar.edu/software/idv/webstart/IDV/index.html>

(just go straight to step 3 and click on the launch link)

Garp

The Garp program can either be run from monsoon (after logging in with the appropriate X11 stuff set up as mentioned in Linux Access) or in the lab, there is a menu option.

GRLevelX

GRLevelX (Analyst Edition): This is the last word in LevelIII NEXRAD analysis. A commercial program, it is only installed on the lab machines. Launch the program. Then go to Start->Run and enter [\\notam.atmos.uiuc.edu\nexrad2](http://notam.atmos.uiuc.edu/nexrad2). Navigate to the desired data files and simply drag them onto GRLEVELX.

Other

Ask us about other needs and data.

Web Pages

You can publish files to the web by putting them in your public_html directory on monsoon. A file named, mypage.html, placed in your public_html directory will be available on the web at: <http://www.atmos.uiuc.edu/~netid/mypage.html> (where netid is your netid). The file index.html is special in that it can be accessed more simply at: <http://www.atmos.uiuc.edu/~netid> The public_html directory can also be accessed from windows by entering [\\atmos-monsoon\a\netid](http://atmos-monsoon/a/netid) into the Start->Run box. (For Mac, see the section about the Breeze server and follow those instructions, substituting the address: smb://monsoon.atmos.uiuc.edu/A)

Netfiles

The university maintains a system by which you can store, share and publish files to the web. This is called Netfiles. More info is available here: <http://netfiles.uiuc.edu/>

Netfiles uses your Active Directory password. If you reset your Active Directory password while signing up for Netfiles, the change will apply to your Windows and Linux logins here.

Electronic Library Resources

There are many electronic library resources available online such as the library catalog, search and full-text access to journal articles and more. A customized page for our department is available here:

<http://www.library.uiuc.edu/das>

Refworks

Refworks is a free service provided by the University library. It is a personal online reference tracking database in which you can keep track your literature searches. It also automatically generate bibliographies. It is similar in purpose to the standalone commercial program, *EndNotes*.

<http://www.library.uiuc.edu/refworks>

Backups

With over 50TB of data online, it's simply not possible to back up more than a fraction of this data on a regular basis given the resources that we have. Certain staff desktops and various servers are backed up on a regular basis, but a lot isn't.

You need to be responsible for backing up your most critical files.

Some ways to back up your files:

- Make a copy of the files in more than one place (on different computers)
- Copy the files to CD-R (most of our PC's have at least CD-R drives now) or other media such as a USB thumb drive.

Consider these criteria when deciding what to back up:

- Is the data easily replaceable?... Software can be reinstalled, datasets can be re-downloaded from another source and simulations can be rerun. Your thesis, paper, or unique computer code isn't replaceable and would take a long time to reproduce.
- How often does the file change? If you are working on a document, you may need to save a copy elsewhere every day.

Getting Help

The Department, in conjunction with the School and College provides full-service computer support. If it involves using a computer anywhere within the department, we can help you with it. In addition to setting up and maintaining computers, servers, printers, networking and accounts, we also help you resolve problems and answer questions you may have.

Single Point of Contact: help@atmos.uiuc.edu

We provide a single point of contact for all inquiries. Please send e-mail to help@atmos.uiuc.edu describing in sufficient detail what your question, problem or request is. Within a few minutes you will receive an automatic response acknowledging that your request has been added to our support tracking system. You should receive a response from someone

in our support group within a few minutes to 1 business day, depending on our workload and urgency of your problem.

Please don't e-mail a specific person in our support group directly.... Your request won't go into our tracking system, might be lost amidst other messages, and can't be handled by anyone else if the person you contacted directly isn't available, or it isn't their job to do the particular thing you need. For the same reason, please avoid calling if it isn't an emergency unless you aren't able to send a request because your e-mail is broken.

Always follow up with E-mail

Although we're happy to talk with you, please follow up any conversation that involves a new request with an e-mail to help@atmos.uiuc.edu. If you stop one of us in the hallway and ask for something, it's highly likely that several other people will stop us before we get back to our desk and we will have forgotten your request. If you stop by our office, we'll be happy to talk to you as well, but please keep in mind that there may be several other more urgent requests that we're busy working on and we might not be able to stop what we're doing and immediately handle your request on the spot.

Do's and Don't's

A few tips to help us help you better.

Don't say "*My computer is broken*" (too vague)

Do say "*My computer has a black screen and is unresponsive, although the power seems to be on.*" (better... more detail)

Do say "I already tried turning it off and then back on". (Say what you've already tried... that'll save us from asking you to try that) You did try that, right? It actually fixes about half of many common computer problems. :-)

Don't say "*It gave me an error message*" (We'll just write back and ask what the error message was... they do mean something and can help solve the problem)

Do say "*It gave me an error message.... It said 'Error 3432: Connection Failure'*" (just the first line or so... no need to copy lots of stuff if the error message is long).

Don't assume we know which computer you are talking about.

Do tell us the name of the computer if it has a label on it and what room it is in, or the name of the server you were using.

Do give us a sense of the problem's urgency. If your computer crashes right before a crucial deadline we can expedite repair. If it can wait, we appreciate knowing that too. (If you say everything's an emergency, we'll just ignore you.)

Don't assume we know about it. **Don't** come and say "I'm upset because I haven't been able to print from my computer for two weeks now," when you haven't told us about the problem.

We're here to help you with all of your computing needs, but we need you to effectively communicate with us to serve you best.

Room Temperature:

Our building was constructed before desktop computers (and the heat they generate) were ubiquitous. This sometimes makes it challenging to keep offices that share a common heating/cooling system but which have differing heat loads all at a comfortable temperature.

All of the offices that share a common exterior wall on a side and floor share the same heating and cooling system. If your office happens to be the one with the thermostat, it is important that you don't go changing it arbitrarily, or adding an external influence to the temperature in that office.

Consider this scenario. You open the window in a thermostat equipped office during a nice early spring day, then you go home leaving the window open overnight. When the cold night air comes in, the thermostat will turn on the heat to compensate. Aside from wasting energy, your office will probably still be comfortable the next morning. However, the other offices that share the same system that is controlled by the one thermostat will be literally roasting hot if they didn't also have their windows open. The opposite effect would happen when you open the window on a hot day... the other offices end up being freezing cold.

To compensate for uneven heating loads in the offices we open or close vents in the various offices. This is to be coordinated through the department. Send a request to help@atmos.uiuc.edu if you don't like the temperature in your office and we'll see what needs to be adjusted so that the adjustment keeps everyone comfortable, not just you.

Support Staff:

SESE IT is the name we use for the collection of people and organizations that make up the total information technology support package for the School of Earth, Society and the Environment and its three member departments: Atmospheric Sciences, Geology, and Geography.

Dave Wojtowicz (Sr. Research Programmer)– David is the IT Coordinator for the School (SESE), but primarily works as the Systems Administrator for Atmospheric Sciences. He's been doing the later for over a decade here. He is generally responsible for making sure the departmental computing infrastructure keeps functioning and that people are getting their needs met and problems solved. Having a slight case of ADD, he finds it difficult to focus on more than 11 things at once. He graduated from the University of North Carolina at Asheville in 1991 with a BS in Meteorology (so, unlike other geeks, he may know what you're talking about if you say "vorticity advection" for example). He has previously worked for the National Climatic Data Center and the National Center for Supercomputing Applications. (BTW, that 80's era computer terminal he has is geek retro culture and is not there because he's an inflexible old timer.)

Matt Erickson (Undergrad assistant) -- He's a Political Science major on paper and can answer any questions you may have about Soviet-era politics. However, he has excellent "geek" credentials. He primarily supports our high-performance computing cluster, our storage

network and other research computing needs (mostly linux systems and Fortran programming). Builds robots for fun. Note that it is normal for him to greet you with “Good Morning” no matter the actual time of day.

Josh Bautista (Info Tech Specialist) -- A recent graduate of the UofI, Josh works for ATLAS (see below). Josh is assigned to our department (among others) to do desktop support (Windows and Mac). Being detail oriented, he has an excellent record of doing it right the first time. He doesn't miss much.

ATLAS -- We collaborate closely with ATLAS to help provide the total support package. ATLAS is the IT support group for the College of Liberal Arts and Sciences (LAS), of which we're a part. It's an acronym for Applied Technology in the Liberal Arts and Sciences.

CITES – Campus Information Technology and Educational Services is the IT support for the whole campus, which we work with less closely. They provide general services like the campus network, the Express e-mail system, software licensing, general computer labs and such. They generally can't be as responsive on a personal level as the others listed above can, nor help with any department-specific service. We recommend that you contact us first for all needs via help@atmos.uiuc.edu and we can assist you with getting it taken care of if it's something that CITES has to handle. (We know shortcuts to navigating their support structure).