



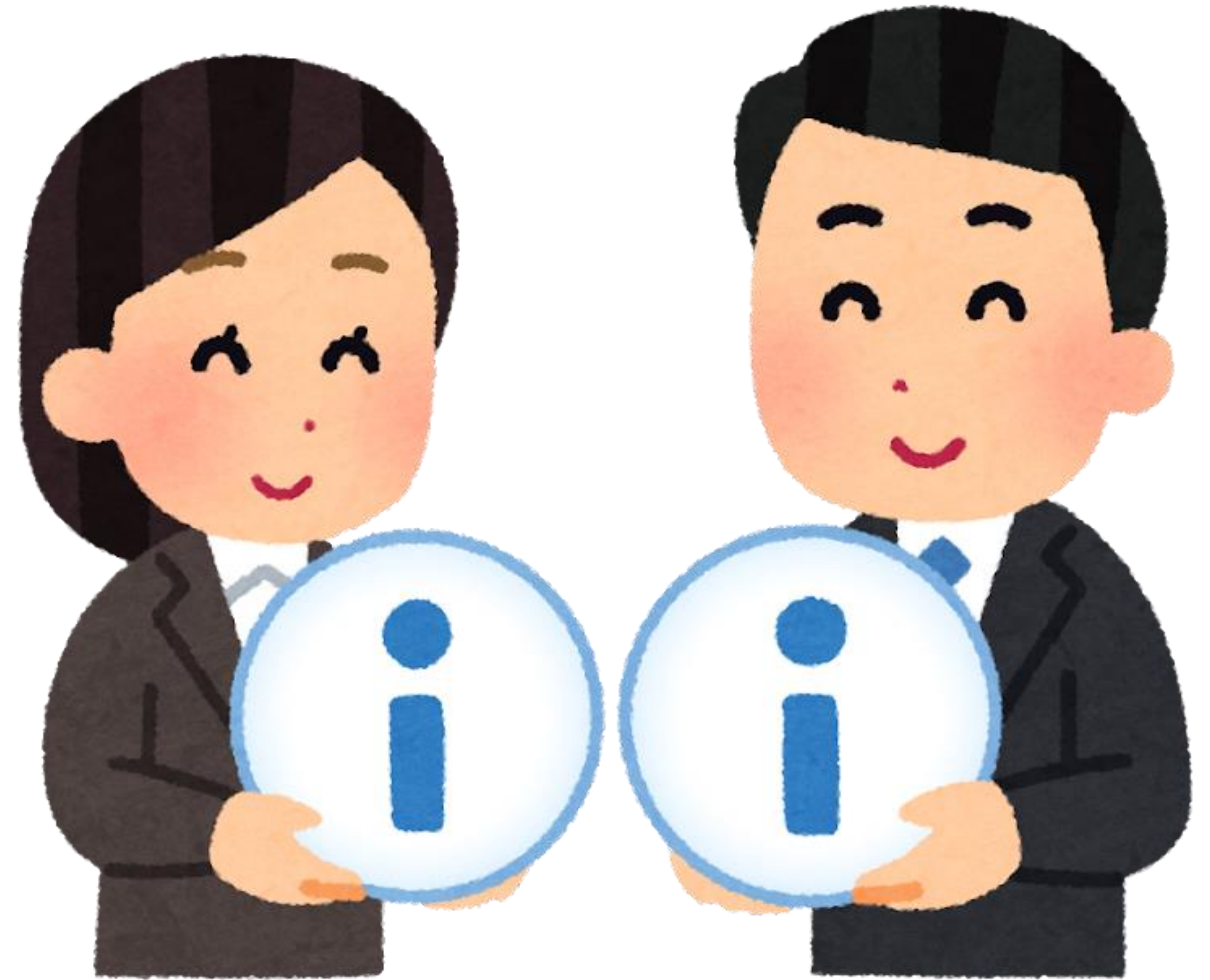
WHEN YOU ARE IN NEED OF SOME HELP



Bart van der Wal
Nikhef
Computing Course
2022

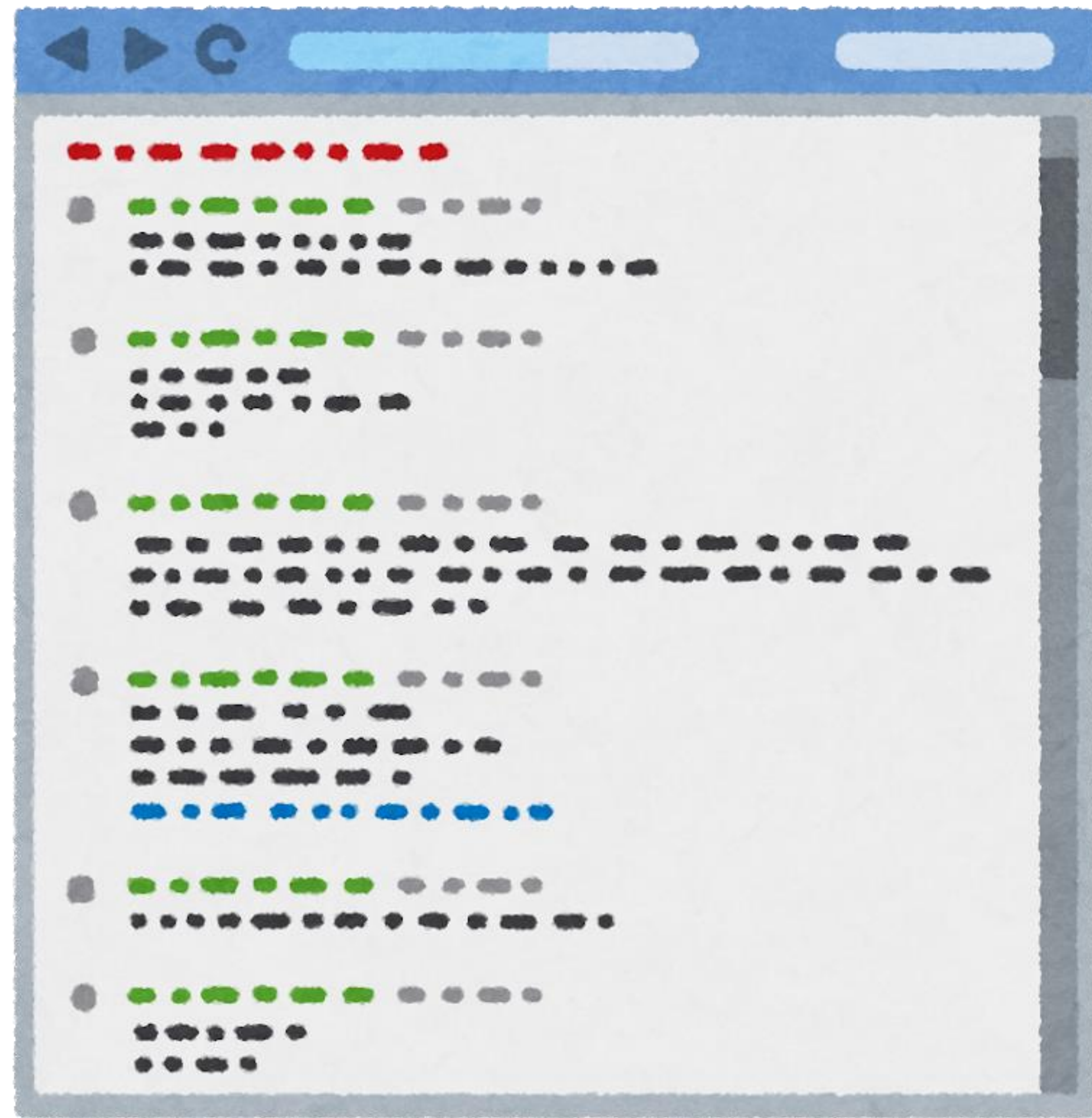
OVERVIEW

- Where can you find information?
- Where can I get help?
- How you can help us help you?



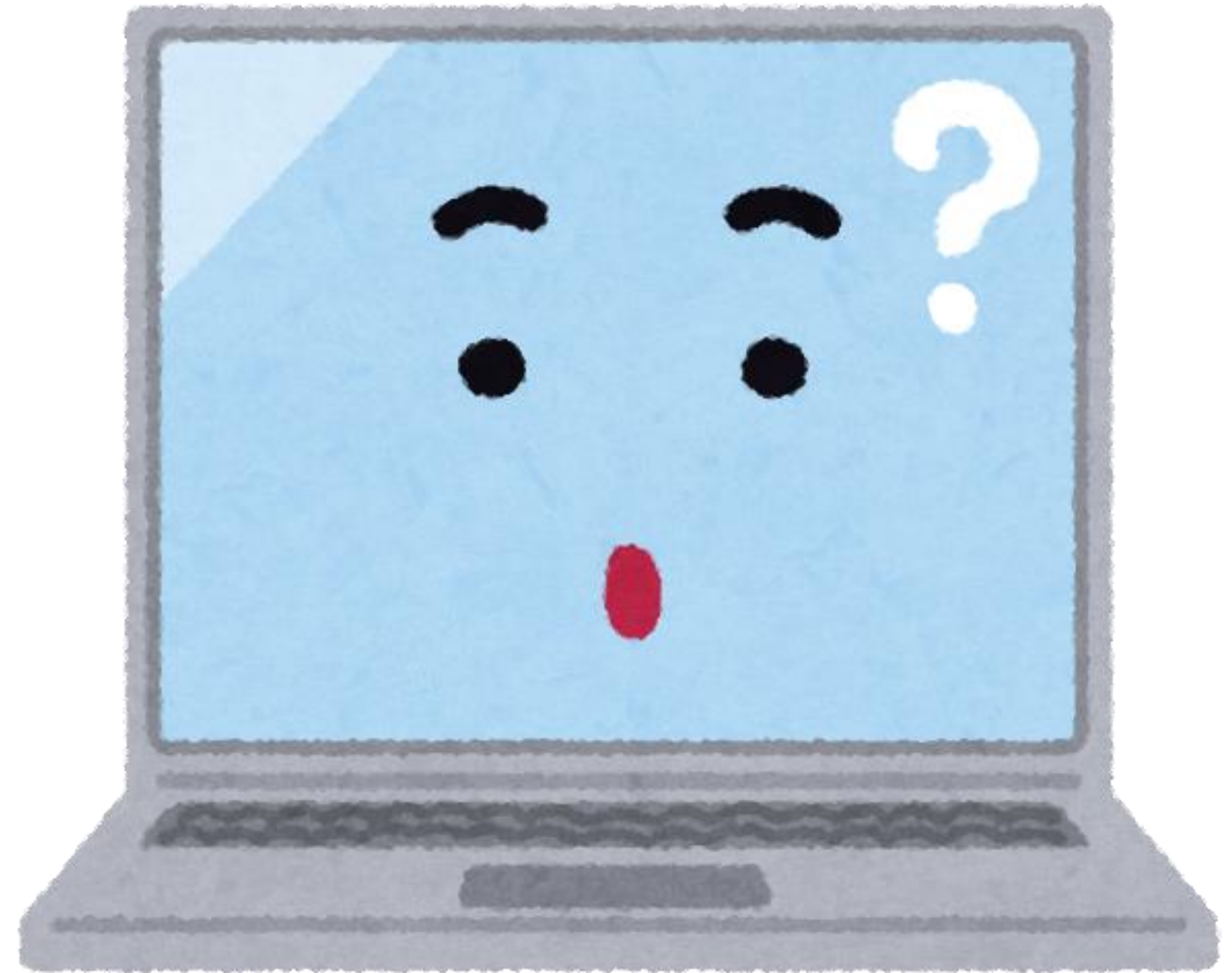
WHERE CAN I FIND INFORMATION?

- <https://wiki.nikhef.nl/ct>
- <https://nikhef.Status.io>
- <https://wiki.nikhef.nl/grid/>
- Your own group



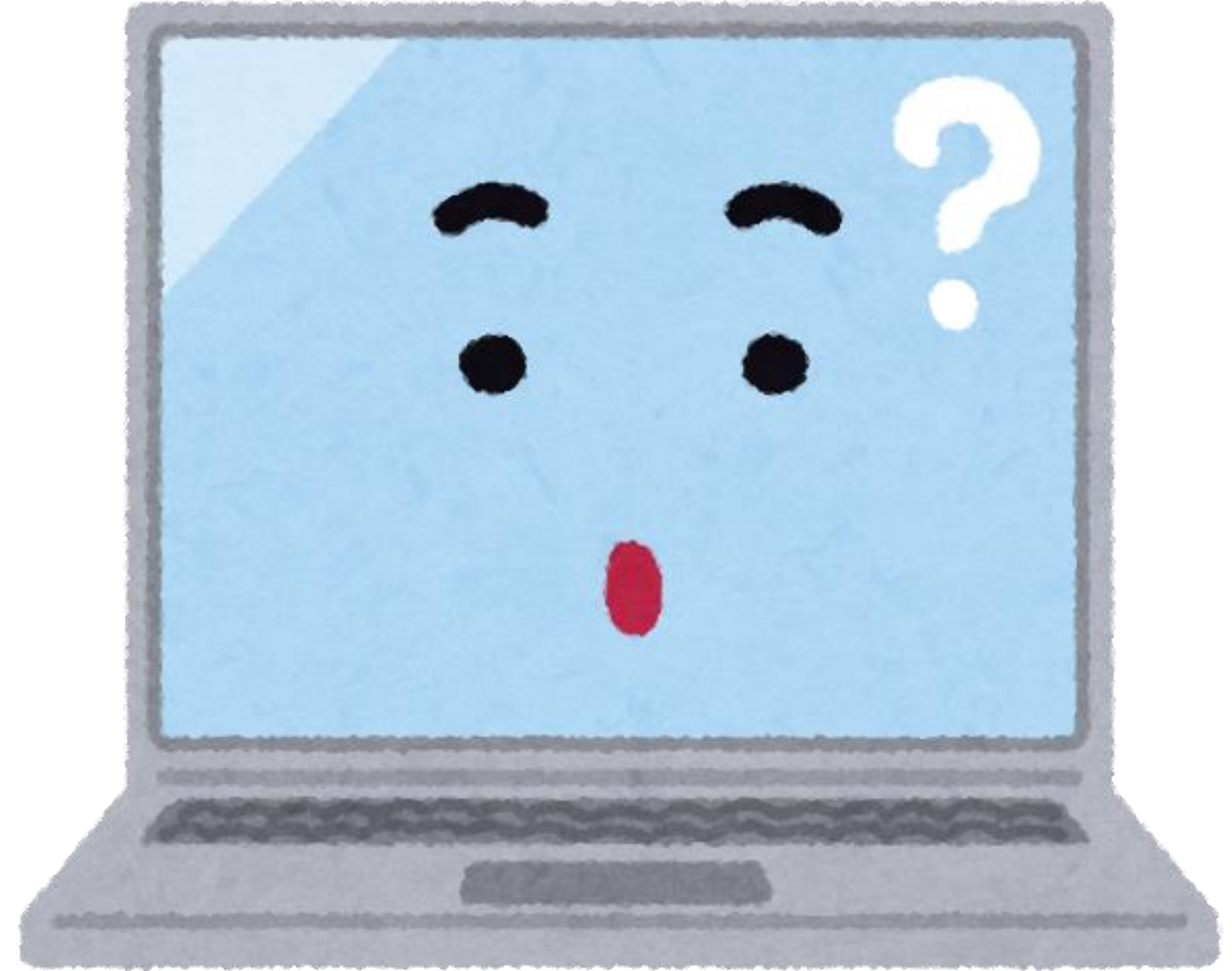
HELPDESK

- Helpdesk
- Generic software (office and such)
- Services (mail, wifi, network, backup)
- Hardware (laptop, phone, desktop)
- Cables and small things
- Account (password, SSO)
- Video conference equipment (OWL)



HELPDESK

- Frank, Kevin and Mark
- 8:30 to 17:00
- helpdesk@nikhef.nl
- <https://servicedesk.nikhef.nl>
- 020 592 2200
- SP110 D1-11 end of the hall left



CSIRT

- CSIRT (Computer Security Incident Response Team)
- Unusual Location mail
- Phishing, strange mail etc.
- You think there is a security issue
- security@nikhef.nl



STBC-USERS

- stbc-users mailing list
- <https://mailman.nikhef.nl>
- stbc-users@nikhef.nl
- Tips, tricks, etc.
- Anyone know how to do this?
- Anyone else have this problem?



YOUR OWN GROUP

- Which software should I use?
- Which version do I need?
- Any questions about scientific software.



HELP US HELP YOU

- What is it you are trying to do?
- What happened (screenshot?)
- When did it happen? (exact please)
- Did it happen more than once?
- Where did it happen (computer name, location etc)?



HELP US HELP YOU

- Do other people have this as well?
- Can you recreate the problem?
- Has anything happened or changed?
- Who are you?
- How important is it?



QUESTIONS?

