Where We Are

We are located on Quissett Campus on the first floor of the Clark Lab Building and in Challenger near Woods Hole Village.

Who We Are

Keith Glavin
Senior Director

Ron Peterson
Director, Infrastructure & Ops.

Nanci Pacheco
Director

Edgar McLaughlin
Project Manager

Hilary Davis
Business Analyst

Karen Flaherty
Senior Business Analyst

Mitch Fleischman
Business Analyst

Joe Messina
DBA / Pro. / Sys. Admin

Ron Timm
Business Analyst

Network

John Parker
Manager

Mike Bishop
Network Engineer

Alicia Rose
Network Technician

Eric Bates
Network Engineer

Servers / HPC Storage

Matthew Shipman
Network/Telecom Engineer

Applications Development

Eric Cunningham
Systems Administrator

Networking

Andrei Mazzaoli
Manager

Julie Allen
Web / Applications Programming

Security

Ken Friend
Systems Administrator

Ron Timm
Business Analyst

Randy Manchester
Systems Administrator

Networking

Applications Development

Ethan Andrews
Senior Software Developer

Networking

End User Technology Services

Scott Cramer
Manager

Tyrone Lee
Web and DB Development

Desktop Support

Fay Call
Senior Desktop Support Analyst

Helen Gordon
Web and DB Development

Data Storage

Tim Barber
Desktop Support Analyst

Joe Fuirelle
Web and DB Development

Servers / HPC Storage

Tyrone Lee
Programmer / Analyst

Security

Ethan Andrews
Senior Software Developer

End User Technology Services

Ryan Manchester
Systems Administrator

Networking

Networking

End User Technology Services

Mark Jones
Manager

Web

Rebecca Mann
Security Analyst

Web

Information Services
Quissett Campus / Clark Lab / 1st Floor
Help Desk (508) 289-2439 or helpdesk@whoi.edu

https://whoi-it.whoi.edu
What We Do

Information Services comprises 5 teams including Business Systems, Servers/Storage/HPC, End User Technology Services, Network and Operations, and Applications Development. Our goal is to facilitate the scientific effort by providing technical support and information to users of information technology within the WHOI community.

Within these teams you will find technical resources that include:

- Advice on emerging technologies.
- WHOI’s Telephone network infrastructure and maintenance.
- WHOI’s Data network infrastructure and support.
- Centralized services such as:
  - E-mail
  - Remote Access
  - Web Development
  - File Transfers
  - Shared File and Print Servers
  - Data Storage

- Desktop Support, Mobile Devices
- Applications Development and Support
- Computer Training
- Win/Unix/Linux System Administration
- Data Center Hosting

These and more are available to all WHOI Staff, Faculty and Students. We also offer support for visiting scientific staff or students.

Please direct your inquiries via email to the Help Desk (helpdesk@whoi.edu) or call us at (508) 289-2439.

Getting Started

Accounts for email, wireless/remote access and others have likely been created for you by the IS Department. We recommend new staff/students check with their department administrator or hiring manager to confirm the following accounts have been created:

- Email account and password
- Remote Access (VPN—DUO) and Wireless Access accounts and password

See the “My Resources” section for information about accessing the various IS resources at WHOI including usernames and passwords.

Additionally, if you need to purchase a laptop or desktop computer (or configure an existing one), please have your department administrator or hiring manager submit a General Service Request to:

https://whoi-it.whoi.edu/new-service-request-form/

Web Resources

IS Quicklinks
https://whoi-it.whoi.edu/is-quicklinks

New Employees
https://whoi-it.whoi.edu/new-employee-checklist/

Getting Started with IS
https://whoi-it.whoi.edu/get-started-with-it/

IS Policies & Guidelines
https://whoi-it.whoi.edu/about-is/policies/

Email
https://whoi-it.whoi.edu/our-services/email-at-whoi/

Service Request Forms
https://whoi-it.whoi.edu/new-service-request-form/

Remote Access (VPN/DUO)
https://whoi-it.whoi.edu/our-services/security-services/duo2fa/

Phone Resources

IS Help Desk Internal: Dial ext. 2439
Outside WHOI: (508) 289-2439

My Resources

Information Services has created a temporary password for you. Please call the Help Desk 508-289-2439 to obtain your password. When you receive it, you must change this password here: https://www.whoi.edu/changePassword before proceeding below.

To log in:
Username: first initial—last name
Password: Your temporary password

To access the resources below use your new password from the step above*

*Note: remote access/wireless accounts require a different password which you may obtain from the IS Help Desk (508-289-2439).

WHOI Directory Services Accounts (LDAP/AD)
Username: first initial—last name

Email Account @whoi.edu
Username: first initial—last name (i.e. jdoe)

Email on the Web
https://newwebmail.whoi.edu/login.php
https://iowa.whoi.edu
Username: first initial—last name (i.e. jdoe)

Wired Network Access (register my computer)
https://netreg.whoi.edu
Username: first—initial last name

Wireless Network Access
Arctic/Eduroam
Username: WHOI Email (i.e. jdoe@whoi.edu)
Password: Remote Access/Wireless password

Remote Access (Requires DUO Enrollment) and Cisco AnyConnect (Contact the IS Help Desk for assistance)
vpn2.whoi.edu/whoi
Username: WHOI Email (i.e. jdoe@whoi.edu)
Password: Remote Access/Wireless password

Employee Online
https://emponline.whoi.edu
Username: WHOI Email (i.e. jdoe@whoi.edu)
Password: Remote Access/Wireless password

Payroll (Unanet—timecard)
http://wholtime.whoi.edu/unanet/action/login
Username: first initial—last name (i.e. jdoe)

Network File Share (W and U Drives)
Username: first initial—last name (i.e. jdoe)
smb://files.whoi.edu (Windows)
cifs://files.whoi.edu (MAC)

GSuite (Google Drive) (requires some training. Contact the Help Desk to make an appointment)
https://drive.google.com
Username: WHOI Email (i.e. jdoe@whoi.edu)