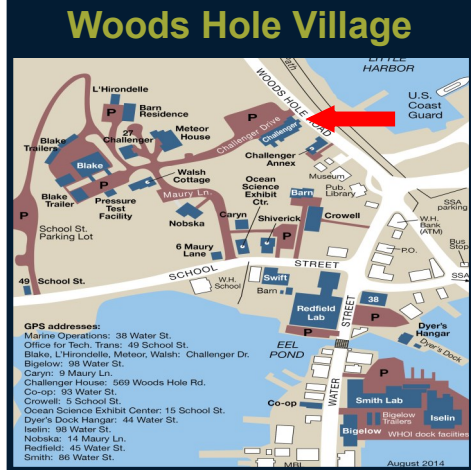
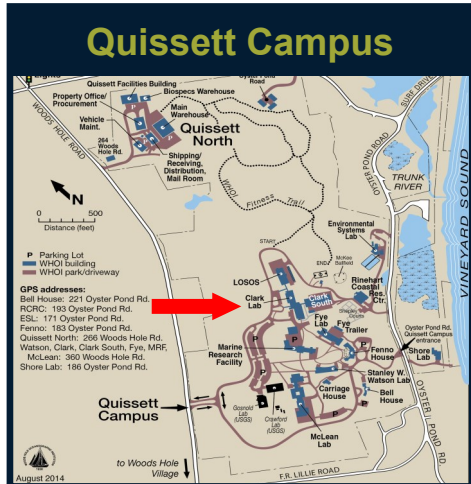


## Where We Are

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.

### Business Systems

**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

### Applications Development

**Nick Symmonds**  
Manager

**Julie Allen**  
Web / Applications Programming

**David Gaylord**  
Web and DB Development

**Helen Gordon**  
Web and DB Development

**Joe Futral**  
Web and DB Development

**Tyrone Lee**  
Programmer / Analyst

**Ethan Andrews**  
Senior Software Developer

### End User Technology Services

**Scott Cramer**  
Manager

**Fay Cali**  
Senior Desktop Support Analyst

**Tim Barber**  
Desktop Support Analyst

**Val Smirnov**  
Desktop Support Analyst

### Networking

**John Parker**  
Manager

**Mike Bishop**  
Network Engineer

**Alicia Rose**  
Network Technician

**Matt Yorston**  
Network Tech. / Data Center Mgr.

**Eric Bates**  
Network Engineer

**Matthew Shipman**  
Network/Telecom Engineer

### Servers / HPC/ Storage

**Roberta Mazzoli**  
Manager

**Andrei Huang**  
Senior Systems Administrator

**Eric Cunningham**  
Systems Administrator

**Ken Friend**  
Systems Administrator

**Randy Manchester**  
Systems Administrator

### Security

**Mark Jones**  
Manager

**Rebecca Mann**  
Security Analyst



## INFORMATION SERVICES

## Resource Guide



Desktop Support



Email



Network



Phones



Data Storage



Servers



Business Systems



Security



Web



Software Dev

## IS Help Desk

(508) 289-2439

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](mailto: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://owa.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](https://vpn2.whoi.edu/whoi)

Username: WHOI Email (i.e. jdoe@whoi.edu)

Password: Remote Access/Wireless password

### Employee Online

<https://emponline.whoi.edu>

Username: first initial—last name (i.e. jdoe)

### MyWHOI

<https://www.whoi.edu/mywhoi/internal.go>

Username: first initial—last name (i.e. jdoe)

### Payroll (Unanet—timecard)

<http://whoitime.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://fileshare.whoi.edu (Windows)

cifs://fileshare.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)