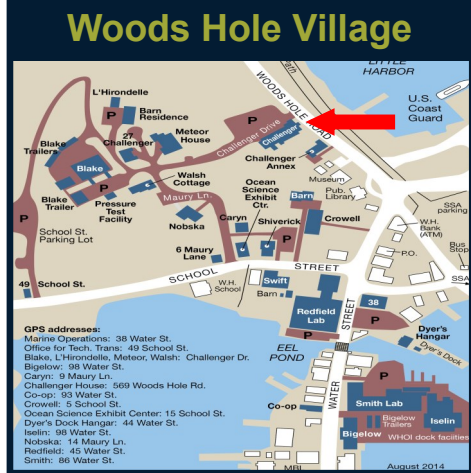
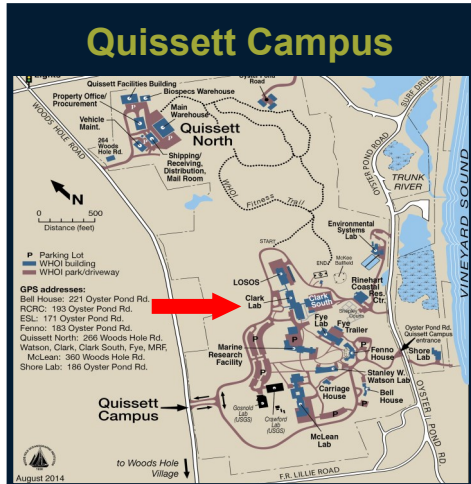


Where We Are

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) 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

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)