

## Getting Help

The Department of Mathematics has a full-time computing staff to assist you in your computing needs here in the Department. They are located in the basement in the U-shaped corridor in room B746. Requests for assistance should be sent to [math-request@umich.edu](mailto:math-request@umich.edu) for the quickest service and problem tracking.

## Your Uniqname and Password

Whenever you use University computers, you'll be asked for 2 things, your *uniqname* and your *password*. A *uniqname* is your login id that is unique among the over 200,000 users registered at the University of Michigan. Its known by a number of terms outside of UM, such as *login id*, *user id*, or as in MacOS, your *short name*. Your email address is short and easy to remember:

[uniqname@umich.edu](mailto:uniqname@umich.edu)

Your password is the one that was given to you by the ITCS Accounts Office. The password is machine-generated and made to be difficult to remember (so that "bad guys" can't remember it easily). You'll want to change it at your first opportunity (see below).

## Logging Out

- **MacOS:** In the upper-left corner of the screen, pull down the Apple menu and choose **Log Out**.
- **Solaris:** In the Desktop Panel, click on the **EXIT** button, and confirm by pressing **OK**.

## Changing your password

- Go to <https://accounts.www.umich.edu/kpasswd/>
- Login using your current password
- Use the web page to change your UMich Kerberos password.

## Checking your E-mail

- **UM Web Mail:** Browse to <http://mail.umich.edu> and sign on with your uniqname and password.

## Private and Public Spaces

Your account has **Public** and **Private** directories that are preset to respectively share or protect your files. Others can reach your Public directory by going to the following location:

`/afs/umich.edu/user/u/n/uniqname/Public`

As you can see from this example, the first and second letter of your uniqname are part of the directory location.

In the Mac Labs, the above location appears as the **IFS** folder on the Desktop.

**In Solaris Labs:** The Solaris labs are located in a different cell and have a slightly different directory location:

`/afs/lsa.umich.edu/user/u/n/uniqname/Public`

In Mac Labs, this location appears as the **LSA** folder on the Desktop.

## Special Considerations in the Mac Labs

The Mac Labs have been configured to make it easy to use your Public and Private folders. The standard **Sites** folder in MacOS is directly linked to your Public/html directory, and the defaults for any files you save will go into your Private directory. This overrides the standard **Documents** and **Pictures** folders. As mentioned above, the **IFS** and **LSA** folders on the Desktop take you to your ITCS IFS and LSA AFS home directories, respectively.

**IMPORTANT in Mac Labs:** You should **not** save things to your Desktop or to your Home folder in the Mac Labs—the files will **not** be saved when you log out! If you do happen to save things on the Desktop or Home folder and want to save them, drag the files into the **IFS** (or **LSA**) folder on the Desktop.

## Starting a terminal session

- **MacOS:** Double-click on the Terminal app that can be found in the Applications/Utilities folder when using the Finder. If you need X11 capability, click on the big X icon on the Dock.
- **Solaris:** Single-click on the computer icon located in the right half of the Desktop Panel.

## Starting a Web Browser

- **MacOS:** On the MacOS Dock, single-click on the icon for **Safari** (it looks like a compass). If you are trying to browse a site that contains Microsoft-specific content, you may need to use Internet Explorer (the blue 'e') instead of Safari. However, its *not* recommended to use Explorer on a regular basis, as Microsoft is no longer maintaining the browser.

**Saving Bookmarks in Mac Labs** is a little different—just drag the URL into your IFS folder on your Desktop. **IMPORTANT:** If you use the standard Save Bookmark features, they won't be saved when you log out!!

- **Solaris:** From a terminal session (see above), type:  
For Mozilla 1.4:                    **mozilla &**  
For Netscape 4.78:                **netscape &**  
For Internet Explorer 5:         **iexplorer &**

Use Mozilla whenever possible, as the other 2 browsers are severely out of date.

## Useful Web Sites

- **UM Online Directory**                    <http://directory.umich.edu>
- **Wolverine Access**                    <https://wolverineaccess.umich.edu>
- **UM Home Page**                        <http://www.umich.edu>
- **UM ITCS**                                <http://www.itd.umich.edu>
- **UM Math Home Page**                 <http://www.math.lsa.umich.edu>
- **UM Math Computing**                 <http://www.math.lsa.umich.edu/computing>
- **Math Computing Requests**           <http://help.lsa.umich.edu/math-request>