Welcome!

Let me join my colleagues in welcoming you to the Department of Biochemistry. You are no doubt excited to get started on your chosen path here at Purdue. The documents enclosed in this packet will help speed you on your way and provide you with basic information regarding IT here at Purdue.

This information is meant to be brief and useful, should you have needs outside the scope of the information contained in this packet please feel free to contact BCHM IT.

**BCHM IT Contact Information**

Joe Levell

Phone Number: 765-494-1646 or 41646

Email Address: jlevell@purdue.edu

Hours of Operation

Monday - Friday 7:00am to 4:00pm
Your Career Account information is your official Purdue Username and Password. It is how you will access most computational resources at Purdue and in the department. Your username is assigned by combining some form of your first name and last name. In the case of duplicates, you will receive a username with numbers as well as letters.

Your Career Account password is VERY important. It should never be given out and should be protected at all times. Here are some best practices for managing passwords.

Don’t use words from the dictionary (from any language) or names in your password.

Don’t use misspellings of words either. Computer software that is used to crack passwords have no difficulty in deciphering misspellings.

Don’t use any personal identifying information.
Consider using a password manager like LastPass to simplify password management.
LastPass - [https://lastpass.com/](https://lastpass.com/)

Here are the official Purdue Password Standards: Secure Purdue User Credential Standards

Change your Purdue Password Here: [Change Password](#)

IMPORTANT: Your Career Account password should be different from every other password that you use. In fact, every password you use should be different. Repeating passwords on multiple accounts will lead to nothing but trouble. If your bank account uses the same password as your google account and your google account becomes compromised so does your bank account.

---

**Wi-Fi Access – PAL3.0**

Purdue Air Link or PAL3.0 is the major wireless network on campus. You can connect almost any wireless device to it. Here is the information page on PAL3.0. [https://www.itap.purdue.edu/airlink/](https://www.itap.purdue.edu/airlink/)
Connect to PAL3.0

VPN Access

A VPN connection is required to access all Biochemistry computational resources like Departmental Shared Storage when not physically on the Purdue Campus using PAL3.0 or a hard wired connection. AgIT maintains our VPN server and has created this page to help you install the VPN client for your computer.

vpn.agriculture.purdue.edu

A typical scenario works like this.

You want to edit a word document stored in your lab’s folder on the Departmental Shared Storage or S: Drive but you are at home. Your first step to accessing the file is to initiate a VPN connection. The second step is to either map the network storage (connect to server if you are on a Mac) or click on the previously mapped drive. Then you should be able to access the file.
***Note*** VPN stands for Virtual Private Network. A VPN connection creates a secure connection between you and Purdue. This connection makes it so no other parties including your internet service provider can see what is going on between you and Purdue. This does not mean that Purdue cannot see what you are doing. Purdue can see all traffic across it’s network.

---

**Webmail**

Depending on your role in the department you will access your email online in one of two ways.

Grad Students, Postdoc’s, and some Faculty & Staff access their email via MyMail.

https://mymail.purdue.edu/

Everyone else uses Outlook Web Access.

https://owa.purdue.edu/
Email Best Practices

No matter how you access your email at Purdue it is always beneficial to follow some basic best practices.

• The more items you have the slower your email experience will be. Items are defined as anything inside your email client. Calendar entries, sent items, contacts, unread email, read email, attachments etc. all count as items.

• Attachments should not be stored permanently in your email client. While it is tempting to keep everything, you are slowing down your computer. Instead consider creating a separate folder on your hard drive to store email attachments you wish to keep permanently.

• Use Filelocker to send attachments instead of email. Filelocker is explained later in this document.

• Never send your account information through email; Purdue will never require you to do so.

• If you do receive a suspicious email, forward it immediately to jlevell@purdue.edu, and abuse@purdue.edu then delete it.
Departmental Shared Storage

The department maintains storage that all members of the department can use to save their work related data, files, or other items. It is commonly known as the S: Drive or Shared Drive. It is divided into several different directories that you may or may not have access to depending on what lab you are working in or your role in the department. To begin with you will have access to the Shared directory. The Shared directory is where you should store items temporarily. It is also readable and writable by everyone in the department. As you settle in to the department you will get more access.

***Note*** Shared Drive and Shared Directory are two different things. The Shared Drive is a name for our departmental storage while Shared Directory is the basic directory that everyone in the department has access to that is inside the Shared Drive.

***Note*** You will also here the S: Drive referred to as the X: Drive. It is the same thing. The shared drive used to be called X. S: Drive is the correct nomenclature.
***Note*** Mac users do not use drive letters to refer to the shared department storage. They don’t use them because OS X has no such mechanism to refer to network locations.

Here are the locations you will need to input to access the departmental shared drive.

Windows: `\itsofs06.itap.purdue.edu\ag_BCHM`
Mac: `smb://itsofs06.itap.purdue.edu/ag_BCHM`

**IMPORTANT**: The entire department shares the network storage location. Please only store Purdue related materials like your research, data, or work.

---

*Biochemistry Shared Instruments*

The department maintains an Imaging Facility in Biochemistry A53. This is located in the basement of Biochemistry and can only be accessed by using a key. You will be provided with a
key to access this room should you need to. You can work with your lab or P.I. to get access.

The Imaging Facility is a shared space full of various instruments and their associated computers. Once you have access you are free to use them once you have been trained. **Orla Hart** maintains records of training and is the person you should contact when you need training for a specific instrument.

**IMPORTANT:** All instrument access is monitored in real-time and detailed reports are generated of user activities on every computer in BCHM A53. This does not apply to any other computer at this time in Biochemistry.

Training is the first prerequisite to using the shared instrumentation in BCHM A53. The second prerequisite is being added to each instruments Google calendar. You must be added to each instruments Google calendar and have a scheduled time and date prior to using the instrument. There is only one exception to this and that is the BioRad Basic Gel Imager. This is a quick use instrument and as such does not require the use of a calendar.

Two other resources exist in BCHM A53 for everyone’s use. The department maintains a general use computer and black &
white printer. All members of the department are free to use these resources at their discretion.

Departmental Printing

The department has three main shared resources for printing that all members can use.

BCHM A53 Black & White Printer
BCHM 118 Toshiba Color Copier
BCHM 117 Poster Printer

**IMPORTANT:** These printers are provided for your convenience but should be limited to work only. Should we find that someone is abusing the privilege of printing in the department we will make changes up to and including removing your access to printing.

**IMPORTANT:** The Poster Printer should not be used by anyone other than the Main Office Staff. They will print your poster for you. Poster printing is very expensive and requires very precise formatting. Just submit the poster to either Kim Muldoon or Madia Bickett.
You can add any printer in the department by using the AgIT Print Server. This is not useable by people with Mac computers at this time.

To add a printer to your computer you simply type the following address into any explorer address bar.

\1144pandorum.central.purdue.lcl

***Note*** The Explorer address bar is different form Internet Explorer. Explorer is the file browser in windows and Internet Explorer is the web browser in windows. How to work with Files & Folders in Windows

From there you double-click on the printer you want to install. You will be prompted to input your Career Account username and password. This is where most people get tripped up. You will need to enter your Career Account username in the following format.

ONEPURDUE\username

After authenticating you the server will download and install all needed software to run the printer on your computer. Once you see a window listing all current print jobs on the computer you are done and the printer can be used.
If you are a Mac user and you need to print you must contact AgIT. AgIT will provide you with the needed terminal command to connect to any printer in the department. You should be ready to provide them with the location of the printer when asked. Location meaning both the Building and the Room.

---

**AgIT or Agriculture Information Technology**

AgIT is the central IT support organization in the college of Agriculture. They support all our administrative computing and many lab computers. They provide many services beyond computer support as well including web and application development.

**IMPORTANT:** AgIT should be contacted first when you have a problem with a computer in the department. No exceptions, including lab computers or computers in BCHM A53. They will either fix the problem or send it to BCHM IT. It is very important that all support calls, or emails go through AgIT. This helps us prioritize support and gives us insights into trends. It also allows us to keep track of your issue so it doesn’t get lost in the shuffle.
AgIT Contact Information (Contact this group first if you have a computer problem)
Email: agithelp@purdue.edu
Phone Number: 765-494-8333 (off campus) or 48333 (on campus)

IMPORTANT: Calling is faster than using their email address.

AgIT Answers
This is a portal to get help from AgIT and has useful links and a brief FAQ. You can submit a ticket and find their hours of operation and contact information.
https://ag.purdue.edu/it/Pages/Help.aspx

AgIT Answers Knowledgebase
This is a do-it-yourself searchable database you can use to troubleshoot or answer a question.
http://support.purdue.edu/agitanswers
Snyder Cluster Node: If you need high performance computer computation the department pays for access to the Snyder Cluster. This is shared access but everyone in the department is welcome to use it.

Here is the information page for the Snyder Cluster: https://www.rcac.purdue.edu/compute/snyder/

3D Printing: The department has three MakerBot Replicator 2X printers that can be used to print research and teaching related objects. We can print molecules, gel combs, and other items. Please speak with your P.I. if you would like something printed. We provide this service free of charge to the department.

Here is some information on the capabilities of the MakerBot Replicator 2X: http://store.makerbot.com/replicator2x

***Note*** It can take a very long time to have something 3D printed. Our longest successful print was a little over 45 continuous hours of printing. The software took 1 whole day to
render the model prior to printing. Please give yourself a lot of lead time if you want something printed.

**IT Research & Teaching Consultation:** BCHM IT is available to you at any time during our business hours (7am-4pm) to consult with you on any ideas you might have regarding technology in research and teaching. We’re also here to answer any questions you might have about technology and research and teaching. Our goal is to either provide you with the best solution or get you in touch with the right resource both internal and external to Purdue. We are also constantly evaluating technology and how it might apply to teaching and research. No question is to small or big for us to try and answer.

**Departmental Software:** The department has the following software available for you to install and use at your convenience.

*ImageQuant* – We have a 5 seat floating license that can be installed on any computer but only five people can be using it at a given time. You must also be on VPN prior to using the software if you are off campus.
Adobe Creative Suite (Photoshop, Illustrator, etc.) – This is available on the general use computer in BCHM A53 only.

Pymol – The college has a site license for Pymol. You can download and install it here: https://www.pymol.org/

Teaching & Presentation Resources.

The department has 3 conference rooms available in the Biochemistry building. Two of them have their own computers and projectors. The third has no technology in it at this time.

BCHM 101 is the main conference room used by the department. It has one Windows PC for use and a simple set of connections for those that want to use their own computers to do presentations.

BCHM 109 is a smaller conference room that has a Windows PC and projector. It also features an Epson Smartboard that allows you to annotate on the screen. Basic directions are available in the room on how to use this function. BCHM IT is happy to provide you with training if you would like to use this feature should you have difficulty. BCHM 109’s PC should be the only
computer hooked up to the projector. Do not change, remove, or add any additional cables to the computer in this room.

BCHM 110 is your basic conference room with no technology other than a projector screen in it.

**IMPORTANT:** The BCHM conference rooms utilize [UniTime](#) for scheduling. Please see [Madia Bickett](#) if you have questions.

You can check out the departmental loner PC laptop and Mac Laptop from the Storeroom along with the loaner projector. The storeroom also keeps an assortment of Mac display adapters that you can borrow.

The department has 1 wireless transmitter pack and mic that you can borrow for presentations or teaching. You can pick this up in the main office during their business hours. This is handed out on a first come basis so plan accordingly. The Main office also has the following items to help with your presentations and or teaching.

Presentation Remotes
Hi-definition Video Camera
Point and Shoot Digital Camera

Consult with the main office staff on availability.
The central IT organization at Purdue is called ITaP or Information Technology At Purdue. ITaP is not the same as AgIT but they do share some of the same resources and roles. I’m only going to highlight a few services available at Purdue provided by ITaP. There are many more you can investigate them from ITaP’s main web page.

https://www.itap.purdue.edu/

Here is the complete catalog of services that ITaP provides.

http://www.itap.purdue.edu/service/catalog/

Here are some key ITaP services that you should know about and that you might find useful.

**Antivirus Downloads** – ITaP offers all users free access to McAfee Antivirus. If you do not already use an Antivirus program, please consider using this free choice from ITaP.

**Video Express** – ITaP maintains several physical sites across campus that are meant to be one person video production
facilities. You can use them for free for any Purdue related video content that you might need to produce. They are very easy to use with step by step instructions posted in the rooms themselves.

**Boiler Backpack** – Everyone at Purdue gets 100gb of personal storage for whatever you want to store. Use it as you wish.

**Filelocker** – Need to share a file with someone else at Purdue or not at Purdue that is too big for email. You can use Filelocker to do just that.

**ITaP Shopping & Software** – ITaP offers discounts on software and hardware. The software discounts can be significant versus what you would normally pay.

**Office 365** – Everyone at Purdue can now access Office 365 at their convenience and for free. This includes Mac users who, once signed up for an Office 365 account can install Office 2015 for Mac.

**Lynda.com** – Lynda.com is the premier online learning tool for software, coding, and other IT related items. Access to Lynda.com is based off of your role at the university so this offering might be of little to no use to you but you should still try to login and see what is available for you.
The official home of Biochemistry on the world wide web is here: https://ag.purdue.edu/biochem

The Biochemistry website is managed and maintained by BCHM IT and the Main Office Staff. There are portions of the site that are out of our control and are maintained by AgCom (Agricultural Communications) and AgIT. Here are some key pages on the BCHM web site for quick reference.

**Faculty Index** – A listing of all current, emeritus, and joint appointment faculty.

**Grad Student Index** – A listing of all current grad students.

**Postdoc Index** – A listing of all current postdoc’s.

**Staff Index** – A listing of all current staff.

**Forms** – A listing of important forms that you can access that you might need.
Storeroom – This is the information page for the storeroom. Note the electronic version of the order form that you can download.

BCHM Safety – This is the webpage for all things safety in the department. If you have questions about anything safety related, please contact Karyn Rodkey.

BCHM IT – Information related to BCHM IT including contact information, hours of operation, and other information that will be posted from time to time. You can also find an electronic copy of this document that you can download and use.

Intranet – This is our internal web based site for sharing information. In general, this is mostly used by staff to keep track of things like physical keys or in BCHM IT’s case computer inventory. From time to time you might have to access this site.

Please investigate our web pages and let us know if you find anything wrong or would like something added. We will do our best to accommodate your request. Should you do this please contact AgIT via email at agithelp@purdue.edu and put WEBREQJL as the very first thing in your subject line. This will get it to BCHM IT quicker so we can help you.
If BCHM IT work on your personal device for any reason please be aware of the following:

BCHM IT or the Biochemistry Department is NOT responsible if something goes wrong, breaks, or does not work while working on your personal device. We will make every effort to help you out but ultimately the responsibility is yours.

Thanks,

Joe Levell

BCHM IT