Faculty of Computer Science
Technical Services - Orientation
Overview

- Computer Science Tech Services Group (3rd floor)
- CS Help Desk (1st floor)
- CS Technical Services & Application Services
- Dalhousie ITS Help Desk & Services
- Best Practices
- Helpful Information
- Questions
Computer Science Tech Services Group

PHYLIP
ROGER
JEREMY

JEFF
STEPHANIE
CHRIS

MANJULA
CS Help Desk

• Personal Device Support
  ✓ Software installation & setup guidance.
  ✓ Operating System troubleshooting (Windows, MAC OS, and Linux)
  ✓ IT Consultation & A/V Assistance

• Printing
  ✓ Print.cs.dal.ca (LPD+Register Machine)
  ✓ B.Y.O.P (Bring Your Own Paper)
  ✓ Purchase paper & stationery at the Society Desk (2nd Floor)

• Equipment Loaning

• Contact Information
  ✓ Phone (902) 494-2593 Email cshelp@cs.dal.ca
  ✓ 1st Floor, Goldberg Building (Hours 8am – 4pm)
Technical Services & Application Services

• GitLab
  ✓ Web-based version control system for management of source code in software development.

• Timberlea & Waverley
  ✓ Computation Servers hosting a variety of software applications, accessed with ssh/putty
  ✓ Matlab, gcc, java, python, etc…

• Website Hosting (separate machine)
  ✓ https://web.cs.dal.ca/~<CSID>

• CSID
  ✓ Computer Science LDAP account. (https://csid.cs.dal.ca)
  ✓ MSDN access

• Lab Software
  ✓ Request lab software changes by email.
Dalhousie ITS Help Desk and Services

• Dalhousie NetID
  ✓ https://password.dal.ca

• Office 365
  ✓ https://my.dal.ca
  ✓ Microsoft Office for Windows & MAC OS

• Site Licensed Software
  ✓ https://software.library.dal.ca/index.php

• Killam Help Desk
  ✓ Killam Library Rm. G45
  ✓ Phone: (902) 494 – HELP (4357)
  ✓ Email: support@dal.ca
  ✓ https://libraries.dal.ca/help/it-help-desk.html
Best Practices

• Save your Data
  ✓ Lab Imaging Monthly
  ✓ U Drive – available on all lab machines
  ✓ SFTP / FileZilla access
  ✓ OneDrive

• Proper Equipment Use
  ✓ Labs are monitored for appropriate usage
  ✓ Dal Security (902) 494 – 6400
  ✓ No food or drinks in labs or near computers
  ✓ Do not leave your personal belongings unprotected
Helpful Information & Locations

- Student Society, Rm 259
- Scanning Station, 1st Floor Bridge, across from Help Desk
- Learning Center, Rm 233; 1st Year LC, Rm 228
- Reception, 1st Floor Lobby
- ShiftKey Labs, Rm 426
- Teaching Labs
  - TL1 – Rm 134, TL2 – Rm 143, TL6(GPUs) – Rm 228, TL7 - MC1201
- Auditorium, Rm 127
Questions