

Office of Museum Technology – Overview of Services

Welcome to the Florida Museum of Natural History (FLMNH)! The following is a brief outline of the services available to you from the Office of Museum Technology (OMT) and a few procedures that we will ask you to follow. More detailed policies and additional information are available on the FLMNH Intranet at <http://int.flmnh.ufl.edu>.

Help Desk

OMT uses an online Help Desk system to track help requests. If you need any assistance, please fill out (or have your supervisor fill out) the Help Desk form on the FLMNH Intranet at: <http://int.flmnh.ufl.edu>. This will notify all OMT staff members of your issue and the appropriate person will contact you shortly. Please use this system instead of personal emails, phone calls, or showing up at our door - we receive hundreds of requests every month and you risk a delayed or unanswered response if it does not get into our Help Desk tracking system.

Computer Setup

Please contact OMT before purchasing computer equipment and software. We can help you select the correct hardware and software to work with the museum network. Additionally, we can assist in getting you discounted prices and increased vendor support through volume UF purchasing contracts. Computers that meet the museum standards will be configured for the network by OMT. OMT provides software installation services for museum-owned computers. Please note that OMT will only install software that has been properly licensed. Please see the *Museum Network Access Policy* for additional information on networking and software licensing. Please note, if the new computer being set up is your own personal computer, OMT can provide only limited security support and basic network setup. Please see the *Non-University Computer Policy* for further information.

Username/Password

In order to use the Museum computer network, you'll need a username and password. Please have your supervisor make the request for you and include your full name, job title and department you'll be working for. You'll then be given the username and a temporary password that you'll need to change upon first logging in. Please remember that our username and passwords are case sensitive, so if your CAPS LOCK is on you may have trouble logging on.

Email

Email is provided through our POP3 server. We offer several email clients to help you manage your email and also have a version that works through your web browser so you can check your email from anywhere you have an Internet connection at <http://webmail.flmnh.ufl.edu>. OMT does not keep copies of your email. It is your responsibility to backup your email messages. Please submit a Help Desk request to set up your email client or to request information on backup options.

FTP Site

OMT offers an FTP site for private and public use. This is often used to share files that are too large for email. Most museum computers have the WS_FTP client with the FLMNH passwords already installed. Please be aware that this FTP site is maintained every two weeks and that any file older than 14 days WILL BE DELETED – DO NOT use the FTP site as permanent storage or backup for data files. Be aware that any file you put in the public site will be open for download from the general public. See our FAQ on the Help Desk site for more information on FTP.

Backups

Please backup your data! Hard drives do crash. Backing up your personal documents and data are your responsibility. Some departments have procedures in place to do just that so please check with your supervisor. OMT does not have the resources to backup everyone's data. Please contact us if you'd like to explore some options available on the market today.

Consulting

OMT may have limited knowledge of specialized applications, but it never hurts to ask. We can often provide general guidelines to help you choose the right technology.

Please feel free to contact OMT with any questions regarding our services and policies.

For information or to submit a helpdesk request, please visit the FLMNH Intranet at http://int.flmnh.ufl.edu				
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