



## Quick Reference Guide - Enterprise Computing & Service Management (ECSM)

### User Accounts

Haas faculty have **two** primary accounts: A **Haas Account** (a.k.a. *Haas username*, network account, NT account, Windows account, email account) and a **CalNet ID** (Campus-based ID).

Generally, the easiest way to decide which account credentials you need to use is to determine the “owner” of the system or service in question: Is it a campus-wide resource or a Haas resource? Below is a table with an abbreviated list of services accessible from each account.

Haas Account (Haas)	CalNet ID (campus)
Haas network connectivity (i.e. office computer)	bConnected (campus email, calendar, storage)
Bear (Linux) Research Computer	Payroll and benefits
Group or department website(s)	AirBears wireless network
Website or resource used by the Dean’s Office (i.e. Academic Affairs)	BearFacts (final course grades submissions)
Room & Equipment Reservation (EMS)	bCourses Learning Management System (new)
	bSpace Learning Management System
	Campus VPN (off-site connectivity to the U.C. Berkeley network)
	CalNet Directory

### Popular Services & Procedures

<b>Auditors</b>	<p>Only approved individuals are allowed to audit courses at Haas. ECSM does not provide administrative support to unofficial auditors.</p> <p><u>Auditors approved by the Dean’s Office consist of:</u></p> <ul style="list-style-type: none"> <li>• Approved alumni auditors</li> <li>• PhD students</li> <li>• GSIs/Readers/TAs</li> <li>• Visiting Scholars</li> <li>• Faculty</li> <li>• Concurrent enrollees (e.g. University Extension approved by the Program Office)</li> </ul> <p>Please contact the Senior Assistant Dean for Instruction, Jay Stowsky, for more information.</p>
<b>Bear – Haas’ Research Computer</b>	<p>Bear is Haas’ 12-compute node High Performance Research Computer – a Linux software/Dell hardware platform that is connected to 22 Terabytes of storage.</p> <p>Users must use the client, such as puTTY to access Bear. puTTY can be downloaded here: <a href="http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html">http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html</a></p> <p>To aid with your use of Bear, a <b>Best Practices</b> document has been published and can be found at: <a href="http://groups.haas.berkeley.edu/HCS/research_computing/BearBestPractices.pdf">http://groups.haas.berkeley.edu/HCS/research_computing/BearBestPractices.pdf</a></p>



<p><b>bCourses</b> – Learning Management System (New)</p>	<p>The University's new, Canvas-based learning management system for organizing and distributing course materials: <a href="http://bcourses.berkeley.edu">bcourses.berkeley.edu</a></p> <p>Requires CalNet ID authentication.</p> <p>For online assistance: <a href="https://bcourses.berkeley.edu/courses/1048627">https://bcourses.berkeley.edu/courses/1048627</a></p>
<p><b>bSpace</b> – Learning Management System</p> <p><b>Study.Net</b> – electronic readers</p>	<p>bSpace is the campus' learning management system that will be replaced by bCourses by Spring 2015.. It is currently still available for faculty to support course sites. However, this system will be <u>decommissioned by Spring 2015</u>. It is highly recommended that faculty use or transition to the aforementioned bCourses as soon as possible.</p> <p><a href="https://bspace.berkeley.edu/">https://bspace.berkeley.edu/</a></p> <p>For online assistance, please see the bSpace Help site at: <a href="http://bspacehelp.berkeley.edu/">http://bspacehelp.berkeley.edu/</a></p> <p><b>Course mailing lists</b> (i.e. course email alias) can be found as a tool (referred to as the Email Archive) within your bSpace course site.</p> <p>Study.Net is a vendor service Haas employs for electronic course readers. Your Faculty Assistant can help you assemble your online reader. Or, you can contact Dave Stuckey (<a href="mailto:dstuckey@haas.berkeley.edu">dstuckey@haas.berkeley.edu</a>) for assistance. You can access Study.Net at <a href="http://www.study.net">www.study.net</a>.</p>
<p><b>Email</b></p>	<p>Haas is a part of the University's Google Apps for Education productivity suite, bConnected, which is composed of email (bMail), calendaring (bCal) and cloud storage (bDrive) services.</p> <p><a href="http://bconnected.berkeley.edu">bconnected.berkeley.edu</a></p> <p>Members of the Haas community will receive a Haas-based email address (i.e. @haas.berkeley.edu) that will serve as an alias or redirecting address that will redirect your @haas email to your @berkeley email account.</p> <p>Your primary email account will be based on your campus (i.e. @berkeley.edu) email address.</p> <p>For more information, go to: <a href="http://groups.haas.berkeley.edu/hcs/howdoi/bconnected/bconnected.html">http://groups.haas.berkeley.edu/hcs/howdoi/bconnected/bconnected.html</a></p>
<p><b>Grading</b></p>	<p>Final course grades for students are submitted to campus' <b>BearFacts</b> Information System at <a href="http://bearfacts.berkeley.edu/">http://bearfacts.berkeley.edu/</a></p>
<p><b>Graduate Student Instructors (GSIs)</b></p>	<p>Instructions on how to hire Graduate Student Instructors (GSIs) can be found at: <a href="http://groups.haas.berkeley.edu/gsi/">http://groups.haas.berkeley.edu/gsi/</a></p>
<p><b>How Do I?</b></p>	<p>You can find answers to variety of technical issues at our "<b>How Do I?</b>" technical support site: <a href="http://groups.haas.berkeley.edu/HCS/howdoi.html">http://groups.haas.berkeley.edu/HCS/howdoi.html</a></p>
<p><b>Network Access</b></p>	<p><b>Wired:</b> Each faculty office has a network port with a specific IP address dedicated for your computer. Please contact Help Desk for assistance with configuring your computer for</p>



	<p>network access.</p> <p><b>Wireless:</b> Wireless coverage at Haas is provided by campus' AirBears wireless network. Laptops with a wireless card should be able to obtain a wireless signal. You will need your CalNet ID to authenticate into the network. For more information on AirBears, see: <a href="http://ist.berkeley.edu/airbears/">http://ist.berkeley.edu/airbears/</a></p> <p>Currently, both AirBears and AirBears2 wi-fi options are available. <i>AirBears2 is the more robust and stable service and is the recommended service for eligible users.</i></p> <p>Visitors to the University that do not have an official affiliation with the campus and therefore do not have CalNet credentials can use the campus' guest wi-fi service, <i>CalVisitor</i>.</p> <p>If longer guest access is required, CalNet ID holders may sponsor users for longer term guest accounts by following the directions found here: <a href="http://ist.berkeley.edu/airbears/guest_account">http://ist.berkeley.edu/airbears/guest_account</a></p>																		
<p><b>Network Storage Quotas</b></p>	<p>The following are the standard limits for the various disk space quotas associated with your Haas computing account:</p> <table border="1" data-bbox="548 951 1297 1289"> <thead> <tr> <th>Drive letter</th> <th>Quota</th> <th>Function</th> </tr> </thead> <tbody> <tr> <td>H:\</td> <td>2 GB (2000MB)</td> <td>Windows network storage; aka the Windows "Home" directory</td> </tr> <tr> <td>I:\</td> <td>500 MB</td> <td>Personal web site space</td> </tr> <tr> <td>R:\</td> <td>2 GB (2000MB)</td> <td>Bear Research Account home directory storage</td> </tr> <tr> <td>R:\bulk</td> <td>100 GB</td> <td>Bear Research Account bulk storage</td> </tr> <tr> <td>Email</td> <td>25 GB</td> <td>Combined maximum for email and Drive cloud storage</td> </tr> </tbody> </table>	Drive letter	Quota	Function	H:\	2 GB (2000MB)	Windows network storage; aka the Windows "Home" directory	I:\	500 MB	Personal web site space	R:\	2 GB (2000MB)	Bear Research Account home directory storage	R:\bulk	100 GB	Bear Research Account bulk storage	Email	25 GB	Combined maximum for email and Drive cloud storage
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<p><b>Personal Web Sites vs. Haas Faculty Pages</b></p>	<p><b>Personal Web Sites:</b> All faculty have dedicated server space to host their own personal web sites. (<a href="http://faculty.haas.berkeley.edu/username">http://faculty.haas.berkeley.edu/username</a>) This server space is accessed by logging into the Haas network and locating your I:\ drive from Windows Explorer (not Internet Explorer). Please note that these sites are of the '<b>Do It Yourself</b>' variety. The Marketing Department's Web Team can provide faculty with templates and some basic guidance, time permitting, but instructors will need own, manage and administer their personal sites.</p> <p><b>Official Haas Faculty Bio Page:</b> Every faculty also has an official biography web page at Haas. (<a href="http://www.haas.berkeley.edu/faculty/username">http://www.haas.berkeley.edu/faculty/username</a>) This is the web page that includes the faculty's photo, office hours and a redacted version of their CV. To update your page, please submit a request to the Help Desk.</p>																		
<p><b>P:\ Drive &amp; Podium PC</b></p>	<p>The Haas network includes a P:\ drive or Public share. This resource is exact what its name implies, a public storage area whose main purpose is to provide <i>temporary</i> storage of files.</p> <p>Within the P:\ drive is a subdirectory named <b>PodiumPC</b>. The PodiumPC directory contains user-created directories to temporarily store items for course project collaboration and data sharing. Because of PodiumPC's 'public' designation, <b>any user</b> can view and delete its</p>																		



	<p>contents.</p> <p>Please note that PodiumPC directories will be <b>automatically purged after 7 days.</b></p>
<b>Remote Access to Library Resources</b>	<p>To remotely connect to Haas library resources, refer to the following links:  <a href="http://www.lib.berkeley.edu/BUSI/">http://www.lib.berkeley.edu/BUSI/</a>  <a href="http://www.lib.berkeley.edu/BUSI/digital_business_library.html">http://www.lib.berkeley.edu/BUSI/digital_business_library.html</a></p> <p>Your browser will have to be configured to use the Library Proxy Server in order to login. For setup instructions please visit the following link:  <a href="http://www.lib.berkeley.edu/Help/proxy.html">http://www.lib.berkeley.edu/Help/proxy.html</a></p>
<b>Reservations</b>	<p>To reserve rooms (class, conference, group study) or audio/video equipment at Haas, please log in to our <b>Event and Space Management System</b>: <a href="https://ems.haas.berkeley.edu/">https://ems.haas.berkeley.edu/</a></p>
<b>Smartphones</b>	<p>ECSM provides email connectivity support for Apple iPhones, Android-based smartphones and Windows Mobile-based devices. All other devices are supported on a "best efforts" basis. For device configuration instructions, please refer to the "How Do I?" site: <a href="http://groups.haas.berkeley.edu/HCS/howdoi.html">http://groups.haas.berkeley.edu/HCS/howdoi.html</a> and see the documents listed under Email -&gt; Smart Phones &amp; Mobile Devices.</p>
<b>VPN</b>	<p>Accessing Haas and university resources from remote locations may first require the installation and activation of the campus Virtual Private Network application. To download and install this, please go here: <a href="http://ist.berkeley.edu/software-central/cisco-vpn">http://ist.berkeley.edu/software-central/cisco-vpn</a></p>
<b>Contact Us</b>	<ul style="list-style-type: none"> <li>▪ Help Desk, <a href="mailto:helpdesk@haas.berkeley.edu">helpdesk@haas.berkeley.edu</a>, 510-642-0434 or 1-866-642-0434 (toll free)</li> <li>▪ Bryan Lin, <i>Director, Strategic Initiatives &amp; Technical Services</i>, <a href="mailto:bryan@haas.berkeley.edu">bryan@haas.berkeley.edu</a>, 510-643-3316</li> <li>▪ Zane Cooper, CTO, <a href="mailto:zcooper@haas.berkeley.edu">zcooper@haas.berkeley.edu</a>, 510-642-7280</li> </ul>