

Biology Computer Support:

How to contact us: Send email to biohelp@bio.unc.edu to ask us any questions. If your email is unavailable, go to <http://biohelp.bio.unc.edu/Request/Submit.html> and submit a help request. Please use the above methods as the primary way of contacting us with any requests!

To contact us individually use the following:

Hinar Polczer	230 Wilson Hall	962-2136	hinar@bio.unc.edu
Scott Mangum	233 Wilson Hall	962-4931	scott@bio.unc.edu

The Biology Computer Support Web Page is available from the main UNC Biology Web page at www.bio.unc.edu and contains information on Biology and UNC computer resources as well as links.

To find out about information on UNC Computer services go to <http://help.unc.edu> and use the search option.

To manage your UNC Onyen password, register a computer for DHCP and to sign up for other campus IT services go to <http://onyen.unc.edu>.

Biology Computer Resources:

To use any of the Biology IT resources you will need to have us join your computer to the Biology Domain or at least have a valid biology login. Please email biohelp@bio.unc.edu to arrange a time to get setup. We may also help you to install any available UNC licensed software that you wish to use.

General Computer Support is available via email at biohelp@bio.unc.edu. We monitor this email 7 days a week.

BIOARK is the main file server for Biology and each Lab has shared space on the server that they can use. Files on BIOARK are backed up daily. If you erase a file, email biohelp@bio.unc.edu with a request to restore it. (Note: the backups run nightly so if you create a file in the morning and erase it before the backup runs the file cannot be restored.)

BIOLINUX is available to students who need access to a Unix server to run non-commercial Unix software or an intensive non-parallel job. You can sign up at <http://BioHelp.bio.unc.edu/biolinux>.

BIOFTP is the Biology FTP server and provides off campus access to data stored on BIOARK by authenticated users in the department.

BIOWEB is the Biology Web server and is used to provide space for departmental, faculty and course information.

FAQs: You may find answers to some of your IT related questions at biohelp.bio.unc.edu under Frequently Ask Questions. Please help us with suggestions on additions/improvements to our FAQ pages.

Walk in Support is available in Room 233 or 230 Wilson Hall. If someone is not there, please contact us by email or leave a note on the door.

Other Biology Resources:

Large Format Printing is available through the Biology Photolab ([Brian Nalley](#) 211 Wilson Hall). You will need an account to pay for the service.

LCD Projectors are available to be signed out from 216 Coker Hall for classroom use.

ITS Computing Resources (onyen.unc.edu)

Graduate Student Email

Graduate Student Email is provided by UNC as part of the services provided for users with ONYEN (accounts. Your email will be your "[ONYEN](mailto:ONYEN@email.unc.edu)"@email.unc.edu. To sign up for UNC Email go to <http://onyen.unc.edu>.

Access from off Campus

Campus Network Services provides VPN (Virtual Private Network) access to campus computer resources including Biology servers to all users with an ONYEN. You will need to download and install software from shareware.unc.edu. (<http://help.unc.edu/2502>)

Carolina Computer Initiative (CCI)

The CCI provides Faculty, Staff, and Students with the ability to purchase selected systems through UNC Student Stores. You can view the available models at www.unc.edu/cci.

Classroom Help

To get help while teaching in a classroom, you may use the red phone provided by Classroom Support or call 962-HELP to receive help from Classroom Hotline.

Bioscience Computing Services

Bioscience computing access is restricted to researchers using molecular biology tools such as GCG.

Statistical Computing Services

Statistical computing provides access to a host of research and statistical programs, including SAS, SPSS, and STATA.

Web Publication Services

This service provides web space for UNC-CH faculty, staff, students, departments, and organizations who wish to publish web pages.