



Visitor Zone Connection Request Form

Help Desk Ticket Number: _____

Date of Request: _____

Note: You must return this form within two weeks of your initial request, or your Help Desk ticket may be closed due to lack of customer response.

Return the completed form to: OIT Help Desk
Fax: (507) 212-8118
Or OIT Tupper 709

STRI's Office of Information Technology, will provide access to Internet to the visitor personnel equipments that during their visit to STRI, does not require the use of internal services of the Institute (*See note in next page). This access will be provided through the Visitors Zone. Users will have access to this network in specific places designated for this purpose.

The Visitors Zone is a parallel network to the STRI's production network, that only has access to the Internet services (Web sites, FTP, Instant Messages Programs, among others). Users will be responsible for the programs and files installed in their computer and of maintaining their operating system and antivirus updated. It will not be a requirement to bring the computer to OIT for inspection before being connected.

User's Information:

Complete Name: _____

Title: _____

Project or Department: _____

Sponsor or Supervisor: _____

Location (please specify room #):

Tupper Naos Ancon Gamboa BCI

Bocas del Toro Galeta

Telephone: _____ Email: _____

Departure date: _____

***Computer name (host name): _____

***Physical Address (Ethernet ID): _____

***Please see page 3 and 4 for instructions on how to look for this information. This is important to connect your laptop to our Visitor Zone. For questions, please call 212-8000 extension 4357 or email strihelp@si.edu

NOTE: STRI Help Desk will give limited support to visitors personal computers connected to the Visitors Zone. 1

Responsibilities and Conditions:

I'm requesting access to the STRI Visitor Zone. I understand that this connection is only to access to Internet and I will not try to connect to the STRI production network.

I understand that this connection is for official use only and will be used for work related to the Institute's Mission. I'm aware of the responsibilities that this connection brings; the misuse of this resource may provoke the access to viruses and people that intend to attack the Internet networks.

I understand that I'm responsible of having an antivirus program installed on my computer and that it is my responsibility to keep it with the latest updates.

I understand that I'm responsible of the installation of programs in my computer and if I have a software or hardware problem I will contact an external support service.

I understand that Smithsonian and its personnel is not responsible of the problems that may result from the installation of software in my computer because SI can't guarantee the compatibility of this software with the specifications of computers that don't belong to SI.

I accept responsibility for any problem that may occurred in my computer.

I agree with the responsibilities and conditions mentioned above. Failure to this dispositions will cause that my equipment will be disconnected permanently from Smithsonian networks (production and Visitors Zone):

Name: _____

Signature: _____

Date: _____

***Note:**

The following internal STRI services, won't be available in the Visitors Zone. If you need one or more of this services, please notify Help Desk.

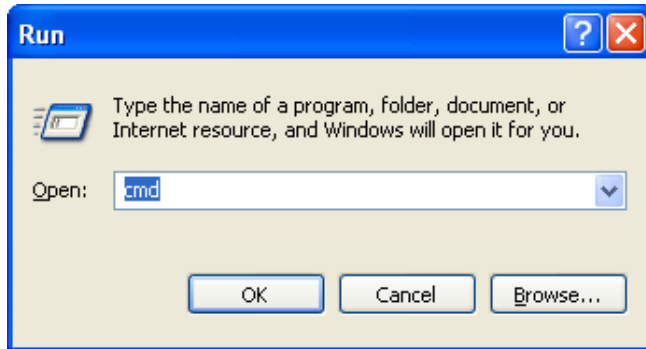
1. GroupWise
2. ERP
3. Travel
4. Intranet
5. Library
6. Prism

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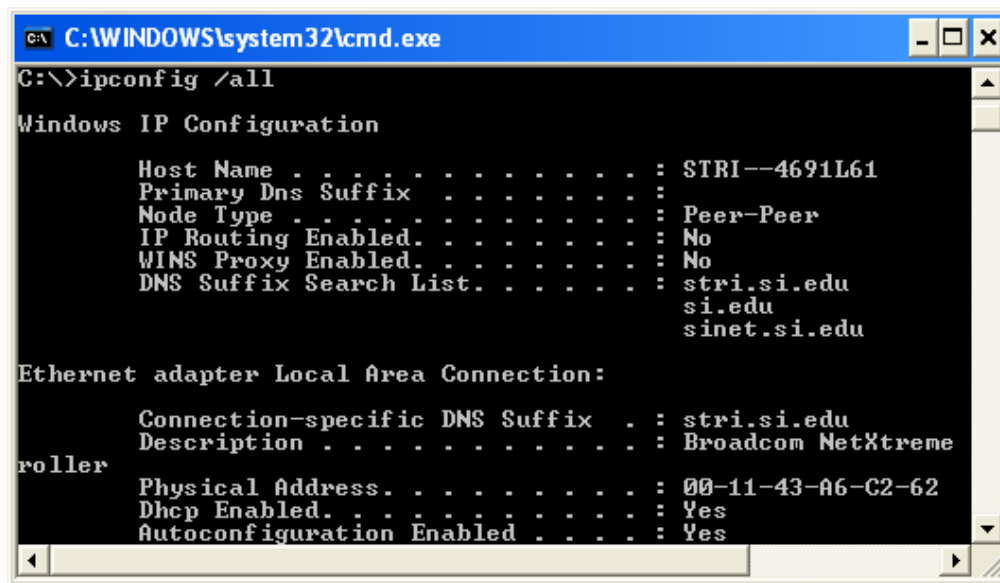
How to find your Computer's Name (Host Name) and Physical Address (Ethernet ID)

➤ If your computer runs with Windows System

1. Go to Start/Run
2. A new Window will appear. Type **cmd** and press enter.



3. In the system window, type: **ipconfig /all** and press enter



4. Look for the **Host Name** and **Physical Address**. Make sure you give us the Ethernet Adapter Local Area connection physical address and not the wireless one.

➤ If your computer runs with Macintosh System

1. Go to System Preferences (click on the apple at the upper left).

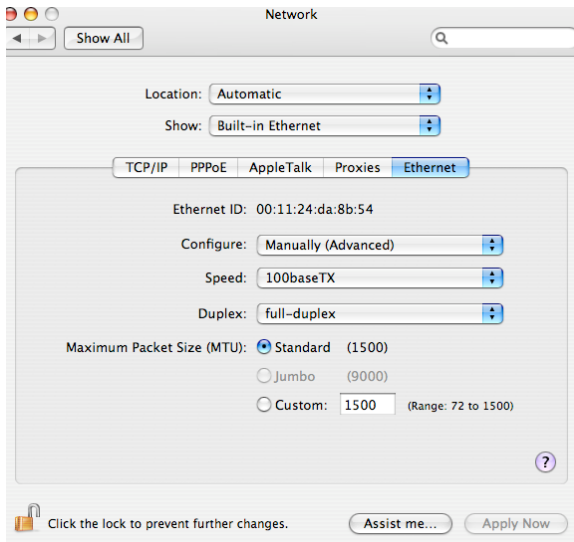
NOTE: STRI Help Desk will give limited support to visitors personal computers connected to the Visitors Zone. 3

The following window at the right will appear

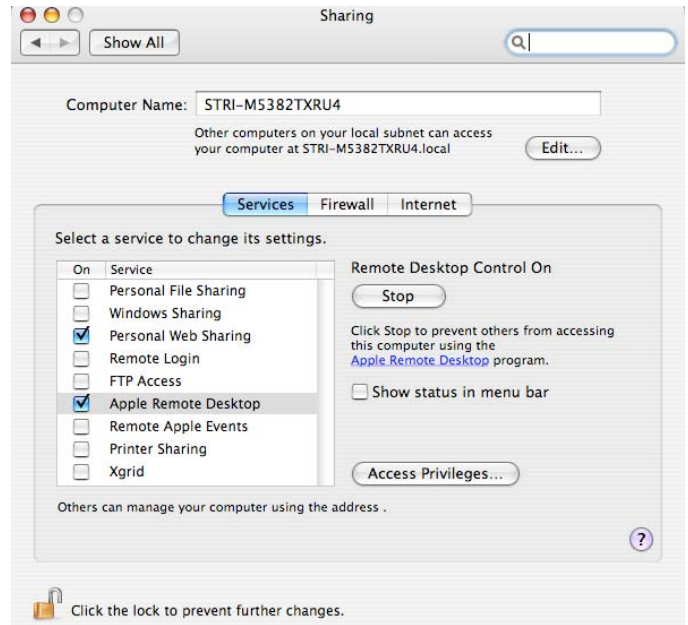


2. Go to Network and look for **Show: Build in ethernet**

4. Look for **Ethernet ID**.



5. To look for the Computer Name click on **Sharing** (in System Preferences).



If you need assistance, please contact our Help Desk department at 212-8000 ext. 4357 or email strihelp@si.edu.

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