

Fall 2026 CoC Graduate Student Orientation GT/OIT/CoC Computing Primer

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COC / TSO STAFF: The College of Computing (CoC) Technology Services Organization (TSO) provides computing, networking and physical infrastructure, as well as technical support for all of the College's programs: Research, Instruction and Administration. Here are the primary points of contact along with respective areas of responsibility.

Name	Email	Phone	Position	Area of Responsibility
Uwanna Smith	uwanna@cc.gatech.edu	404-894-9678	Executive Director – Academic & Research Computing	
Kim MacLeod	kmacleod@cc.gatech.edu	404-385-2680	Director IT Engineering, Enterprise	• CoC Help Desk • Faculty & Staff desktops • Web applications • Faculty web infrastructure • CMS web development and management
David Mercer	david.mercer@cc.gatech.edu	404-385-2518	Director IT Engineering, Research & Instruction	• Research computing: research lab technology, high performance computing, grad student desktops • Instructional computing
Debbie Davis	debbie@cc.gatech.edu	404-385-7155	Director IT Engineering, Operations and Infrastructure	• Critical servers & network • Windows Server Infrastructure • Data Center Management
Rick Gilbert	rick.gilbert@cc.gatech.edu	404-894-7298	Cybersecurity Associate Director	• Cybersecurity

USEFUL INFO ON THE TSO WEBSITE: <https://support.cc.gatech.edu/>

- Download the document you are now reading
- See a complete listing of TSO staff
- Learn about TSO services
- Frequently asked questions (FAQs)
- How to do things (How To's)
- Request resources using online forms

COMPUTING SERVICE PROVIDERS @ GT: There are 2 computing service providers available to you at GT: 1) Office of Information Technology (OIT) and 2) Technology Services Organization (TSO).

Service Provider	Locations	Type of Service	Help References
OIT/Administrative Services Center	Clough Building Room 215	Centralized GT computing & networking support	Web: https://gatech.service-now.com/technology Submit Request: https://gatech.service-now.com/technology Phone: 404-385-1111 Hours: 8am-5pm, M-F
TSO	Help Desk located in: • CCB 225	CoC specific computing & networking support	Web: https://support.cc.gatech.edu/ FAQ: https://support.cc.gatech.edu/support-tools E-mail: helpdesk@cc.gatech.edu Phone: 404-894-7065 Hours: 8am-4pm, M-F

IMPORTANT IT POLICIES: Please read the following IT Policies that **WILL** affect your computing life at GT. **The use of GT computers and networks constitutes agreement to these policies.** Additional policies can be found at <https://www.policylibrary.gatech.edu>.

Document	What Is This All About?	Online Reference
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GT Computer Acceptable Use Policy, Cyber Security Policy, and Data Privacy Policy	Outlines employee and student ethical and professional behavior requirements for the protection of the GT information technology resources.	https://policylibrary.gatech.edu/information-technology/acceptable-use-policy https://policylibrary.gatech.edu/information-technology/cyber-security-policy https://policylibrary.gatech.edu/information-technology/data-privacy-policy
Data Governance and Management Policy	Provides guiding principles governing access to Institute data as well as defines data classification and related safeguards.	https://policylibrary.gatech.edu/information-technology/data-governance-and-management-policy
CoC User Account and Access Policy	Rules for CoC user account eligibility, expiration, behavior.	https://support.cc.gatech.edu/support-tools/pnp/coc-user-account-policy

USER ACCOUNTS:

Account Type	Account Format	Apply	Activate	Passwords, Remote Access, Disk Quota, Web Pages
GT	<i>f</i>lastXXX (f = first initial, last = last name, XXX = 1 to 3 digit #).	No need to apply. Your account is automatically created.	Go in person to the TSC, Clough Building Room 215. Bring a picture ID.	- Password expires every 120 days (single factor) and 365 days (multi-factor) Reset password at https://passport.gatech.edu/ - Remote access only w/ SSH, SSL, IMAPS ¹Personal web page via CampusPress in https://sites.gatech.edu Most campus services require your GT account CoC Instructional resources require your GT account Two Factor Authentication now required, see: http://twofactor.oit.gatech.edu/students

¹For information about setting up your CampusPress site, please visit <https://sites.gatech.edu/faq/>.

E-MAIL: Your GT email is delivered either to your opt-in MS Office 365 mailbox or the external email address of your choice.

Type	Email Address	Access
GT	<i>accountname</i> @gatech.edu <i>alias</i> @gatech.edu	☐ Setup your <i>alias</i> @gatech.edu and primary email address at http://passport.gatech.edu/ ☐ Opt-in to o365 or set your external email address for forwarding at http://passport.gatech.edu/ ☐ Webmail: https://mail.gatech.edu/ ☐ For additional info, refer to the OIT FAQ website http://faq.oit.gatech.edu/
CoC	<i>accountname</i> @cc.gatech.edu <i>first.lastname</i> @cc.gatech.edu	☐ Graduate students may request an @cc.gatech.edu alias ☐ These email addresses are automatically forwarded to your GT email address.

- ☐ **Do not** open email attachments or run software from unknown or untrusted individuals or sources.
- ☐ **Do not** respond to phishing emails that ask you for your GT passwords or personal information.
- ☐ Please report spam and phishing emails: <https://support.cc.gatech.edu/support-tools/faq/what-should-i-do-when-i-receive-spam-or-phishing-email>

IMPORTANT SYSTEM NOTICE E-MAIL LISTS: Please subscribe to these e-mail lists for important notices regarding GT and CoC system outages and maintenance:

- ☐ **OIT:** <https://status.gatech.edu/>
- ☐ **TSO:** <https://lists.gatech.edu/sympa/info/cc-tso-availability>

You can also browse other mailing lists at the following:

- **GT:** <https://lists.gatech.edu/>
- **CoC:** <https://mailman.cc.gatech.edu/>

WIRELESS & WIRED MOBILE NETWORKING: Using your laptop (or other mobile device) you can access the GT network using wireless technology or using wired “walk-up” ports with an Ethernet cable.

Type	Network Name	Access
OIT	LAWN (<i>Local Area Walkup/Wireless Network</i>). Also known as eduroam .	□ LAWN is available in many GT buildings including all CoC-occupied buildings (CCB, KACB, and TSRB) □ 802.11n available in all CoC buildings (CCB, KACB, TSRB) □ “Wired” wall-ports support LAWN, too (faster uploads and downloads) □ Configure your device using instructions at http://lawn.gatech.edu/eduroam □ Report connectivity issues at http://lawn.gatech.edu/debug
OIT	GTVisitor	This WiFi network has a free tier for visitors to Georgia Tech. It is also part of LAWN but useful for you to know about when hosting visitors. Faster connection speeds can be purchased. More info at https://lawn.gatech.edu/gtvisitor

The GT Cyber Security Policy prohibits the use of wireless access points without prior written approval. If you need to run a wireless access point, you **MUST** register it. For instructions, please review the FAQ at <https://support.cc.gatech.edu/support-tools/faq/can-i-operate-my-own-wifi-access-point>.

SOFTWARE DOWNLOADS: You have access to the following software available for download.

Type	Available Software	Online Reference
OIT	MS Office 365 (Word, Excel, PowerPoint, Access, and more), Red Hat Enterprise Linux, Endnote, Mathematica, SecureCRT, WinSCP, Cisco VPN client, and more.	https://software.oit.gatech.edu/ (VPN or campus network required)
CoD	Autodesk (AutoCAD, 3ds Max, AliasStudio, Maya, Sketchbook Pro, and more)	https://central.design.gatech.edu/it/free-cheap-software

DISCOUNTED SOFTWARE FOR PURCHASE: You may purchase discounted software from the following:

Type	Available Software	Online Reference
OnTheHub eStore	MS Office and more...	https://estore.onthehub.com
USG Technology Store	MS Office, Adobe, Autodesk, and more...	http://personal.techstore.usg.edu

PRINTERS & MOPIERS: TSO provides access to mopier printing in CCB, KACB, TSRB. Each building has at least one mopier per floor for easy access - for complete printing instructions and a full list of available mopiers please refer to <http://support.cc.gatech.edu/services/printing>.

The Schools and departments provide paper for the mopiers in their areas. For more information, please see the FAQ at <https://support.cc.gatech.edu/faq/mopier-faq>.

BUZZCARD ACCESS TO BUILDINGS: As a graduate student of CoC, you may request after hours Buzzcard access to CCB (building@cc.gatech.edu) and Klaus (kacb-building@cc.gatech.edu) by email.

DATA CENTERS: There are several data centers operated by TSO and OIT that house instructional and research servers that you may have access to, such as file servers, database servers, web servers, project servers, high-performance computing servers, and more.

Type	Name	Location	Use
TSO	KACB Data Center	KACB 2219	☐ Critical "core" servers
TSO	CCB Data Center	CCB 246	☐ Infrastructure & Instructional servers
TSO	CCB Data Center	CCB 247	☐ Instructional & Research servers
TSO	TSRB "MDF" Data Center	TSRB Basement	☐ Research servers
TSO	CODA Data Center	Coda S1306	☐ Research servers
OIT	CODA Data Center	Databank ATL1	☐ Administrative, Instruction, Research servers
OIT	Business Continuity Data Center	845 Marietta St.	☐ Business continuity servers

REMOTE LOGIN SERVERS: There are several remote login servers that you can access using secure protocols like SSH (e.g. via SecureCRT on Windows, a terminal on Linux, Terminal.app on MacOS). There are also specific Research Area server and disk resources that you can obtain access to by being involved in those groups. Requires faculty permission from the area. Ask your Research Lab Manager.

A list of General access servers and their usages can be found at:

<https://support.cc.gatech.edu/facilities/general-access-servers>

RESEARCH AND INSTRUCTIONAL HIGH-PERFORMANCE COMPUTING (HPC): CoC hosts a number of remotely accessible research-related High Performance Computing (HPC) resources located in CoC Data Centers for the purpose of performing computational work.

- Research HPC resources have been purchased by faculty for specific research area needs.
- Access to research HPC resources requires **faculty advisor or lab manager approval**.
- Request access through the TSO Helpdesk (helpdesk@cc.gatech.edu)
- HCE@CoC (Futurama) access requests are handled via our web form: <https://support.cc.gatech.edu/resources/forms/futurama-access-form>
- HCE@CoC documentation: <https://github.gatech.edu/pages/coc-futurama/futurama-cluster-docs>
- CoC students have access to Georgia Tech's high-performance-computing facility, PACE Phoenix. It has a variety of configurations including GPUs and high-memory servers. A generous amount of compute for free every month. More information about PACE: <https://docs.pace.gatech.edu/>
- PACE offers free workshops, too: https://docs.pace.gatech.edu/landing_pages/training/
- So does the Library: <https://www.library.gatech.edu/instruction>
- PACE also facilitates our participation in *Open Science Grid*, a consortium offering free high-throughput-computing: https://gatech.service-now.com/home?id=kb_article_view&sysparm_article=KB0042285
- Information about our CRNCH (emerging, next-generation computer technology such as FPGAs, neuromorphic computing, quantum computing, Smart Networking) research center Rogue's Gallery: <https://crnch-rg.cc.gatech.edu/>
- CoE's AI Makerspace: <https://coe.gatech.edu/academics/ai-for-engineering/ai-makerspace>
- Listed below are examples of the research and instructional HPC resources available. A more comprehensive list can be found here: <https://support.cc.gatech.edu/facilities/computing-facilities>

Cluster Name	Nodes	Description	Operating System	Research Group
PACE-ICE	92	Penguin Relion 52 Compute Nodes 40 Compute Nodes w/ GPUs Intel 6226, 6548Y, 6740P, 6972P, 8462Y CPUs AMD 7452 & 7513 CPUs 24-192 cores per Node 192GB-2TB RAM per Node GPUs - Nvidia V100, A40, A100, L40S, H100, H200, RTX Pro 6000, and AMD MI210	Red Hat Enterprise Linux 9	PACE/CoC Instructional HPC Resource
HCE@CoC	153	Heterogeneous Computing Environment Mixed Hardware 24 Compute Nodes 31 Compute Nodes w/ GPUs 103 Development Boards Intel 6538Y, 8568Y, 8592, 6972P, 2650, 285H AMD 7713, 9745, 9965 CPUs Nvidia V100, P40, P100, A100, L4, L40, L40S, H100, H200, GB10, GB200 GPUs/Superchips AMD MI210, MI300A GPUs/APUs Intel Gaudi 3 GPUs AMD AUP-ZU3, Pynq-z2, Ultra96, MilkV Jupiter development boards and FPGAs +More	Mixed OS & Architectures Ubuntu 22, Ubuntu 24, and Red Hat Enterprise Linux 8 & 9 x86_64, ARM 64-bit, ARM 32-bit, RISC-V, and PowerPC 9 & 10	CoC Instructional HPC Resource Requestable by any CS/CSE/CM/CX enrolled student for academic use
Wingtip	5	2 Penguin Computing Relion 2903GT GPU (2 x Intel Xeon E5-2650 v4 12-core), 768GB DDR4 RAM, NVIDIA Tesla P100, Titan Xp, and Tesla K40c) 2 Dell PowerEdge R930 (4 x Intel E7-4850 v3, 14 core, 2TB DDR4 RAM) 1 Ace Intel Powerworks (2x Intel 6338 Ice Lake Xeon CPUs, 3xA100 80G GPUs)	Ubuntu 20.04 LTS Red Hat Enterprise Linux 9	CSE

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INSTRUCTIONAL COMPUTER LABS: As a graduate student, you have instructional computing lab resources available for your use, some operated by OIT and one operated by CoC.

Caveats for Campus Instructional Labs and Virtual Lab Environment:

- All GT/OIT and CoC lab machines use your GT account and password.
- Always store data in your home directory (which is mounted as P: drive on Windows).
- **Don't** store files on local disks (C: on Windows). **These systems are not backed up!**

Type	Lab Name	Seats	Equipment	Access
GT/OIT	Library West	114	☐ Dell PCs running Windows ☐ Apple Macintosh MacOS ☐ Digital media software ☐ Color laser printers, scanners, DV cameras	☐ All GT students ☐ Open daily, closed nights
GT/OIT	Student Center	39	☐ Dell PCs running Windows ☐ B/W & color laser printers	☐ All GT students ☐ Open 24 hours
Library	VLAB		☐ Virtual Machines (VMs) running Windows ☐ Digital media software including Adobe CC and AutoDesk Maya/3ds Max.	☐ All GT students ☐ Accessible 24/7 via mycloud.gatech.edu

COC RESEARCH LABS: Extensive computing resources are available to graduate students associated with CoC Research Centers, Labs, Groups and Projects. Research labs typically have UNIX groups, mailing lists, etc. Talk with your faculty advisor or Lab Manager to obtain access.

- List of Labs and Lab Managers: <https://support.cc.gatech.edu/facilities/research-labs>
- **Lab Managers** are typically fellow graduate students who work to coordinate technical aspects of the lab and:
 - Answer simple questions about the research lab and resources
 - Approve login access to related lab desktops, servers, storage
 - Coordinate equipment issues in the lab (allocation, movement, repairs)
- **1ST YEAR GRAD STUDENTS MAKE GREAT LAB MANAGERS...VOLUNTEER, IF INTERESTED!**
 - Talk with your faculty advisor to see if there is a need.
 - Some labs already have Lab Managers, so check the web site above.
 - **Volunteers ONLY...this is NOT a funded position.**
 - Being a Lab Manager is a great way to learn about research projects and the resources they need.

GRADUATE STUDENT DESKTOPS: Many research labs have desktop PCs running MS Windows and/or Linux as well as Macs running MacOS. Talk with your Lab Manager to obtain access to those resources. TSO maintains managed OS loads that adhere to Institute best practices:

- **TSO Managed OS Loads:**
 - Windows 11
 - Red Hat Enterprise Linux 9+
 - Ubuntu 24+ LTS
 - MacOS 26+
- Authentication will be via GT user account/password
- Security patches are automatically installed.
- Host-based Anti-Virus, Anti-Spyware and Firewall are active.
- If you need local administrator/root on any of these systems, get authorization through your Lab Manager.

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SYSTEM NETWORKING: Desktops, servers, and printers in CoC are typically connected to the TSO-managed “InLANd” network.

Type	Network Name	Access
CoC	InLANd	☐ TSO managed and trusted network ☐ All baseline equipment uses this network ☐ Appropriate for specialized research needs with joint administration between Lab and TSO ☐ Static IPs

WEB RESOURCES:

Type	Resource	Online Reference
OIT	Personal home page CampusPress	http://sites.gatech.edu
OIT	ISP-like web hosting service Offering general web programming, Drupal, WordPress, Mediawiki, and more.	https://hosting.gatech.edu/
OIT	Hosted Code Version Control	https://github.gatech.edu
CoC	Personal home page	https://faculty.cc.gatech.edu/~accountname For information about setting up your CoC web page, please visit https://support.cc.gatech.edu/faq/how-do-i-edit-my-webpage
CoC	General web hosting	http://support.cc.gatech.edu/services/web-hosting

BEST PRACTICES: Please review these points of reference for IT best practices.

- Endpoint Computing Best Practices: <https://b.gatech.edu/endpoint>
- The End Users Security Primer: <https://support.cc.gatech.edu/content/college-computing-end-user-security-primer>
- Securing Your Password: <https://security.gatech.edu/securing-your-password>
- Two-Factor Authentication: <http://www.twofactor.oit.gatech.edu/two-factor-authentication>
- How do I obtain the CoC VPN client?: <https://support.cc.gatech.edu/faq/how-do-i-obtain-coc-vpn-client>
- Tips for Safe Desktops & Laptops: <https://security.gatech.edu/desktop-laptop-security>
- Data Protection Overview: <https://edm.gatech.edu/data-governance/data-protection-cat>
- Reproduction of Copyright Materials & Fair Use: <https://library.gatech.edu/copyright>
- Files on local workstations are NOT backed up, but campus provides Enterprise DropBox to all Graduate Students: <https://dropbox.gatech.edu/>