



**ICES**

International Council for  
the Exploration of the Sea

**CIEM**

Conseil International pour  
l'Exploration de la Mer

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## **ICES VISITORS: IT SUPPORT POLICY**

### **CONNECTING TO THE ICES NETWORK SERVICES**

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#### **WiFi (Wireless)**

The Meeting rooms' network connection is based on a Wireless network (traffic speed: up to 470 mbps). SSID and password are provided in each meeting room to allow access to the WiFi network. When connected, users have access to the internet and to in-house printers

#### **HARDWIRED (Cable) CONNECTIONS**

If a visitor has a machine where WiFi is not available, they can request a wired connection (traffic speed: 100mb-1Gbs if your hardware supports it) through the meeting secretary or IT helpdesk

#### **VPN**

Visitors are able to use VPN (virtual private network). However, when enabling your own VPN you will not be able to access the ICES printers and intranet, including SharePoint, unless your network support have enabled internet access through the VPN

### **Supported Operating Systems and Web Browsers**

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**Windows [7 onwards], Mac OS [Leopard onwards] and Linux [all versions supporting WLAN protocol 802.11 b/g/n/ac]** should work without issue in connecting to the ICES network and in using the virtual meeting facilities. It is also advised to have installed the latest service packs/software patches/drivers for your operating system.

**Internet Explorer, Firefox, Chrome and Safari [latest 2 versions of all browsers]** are supported by the virtual meeting facilities, including the SharePoint and Internet sites.

ICES IT support is based on the Microsoft windows platform, in addition we can offer basic support for Mac users and Linux users. For smartphones and tablets we offer support for IOS, Android and Windows phone in connecting to the wireless network.

We will make best efforts to help visitors connecting to the ICES network, however the IT support is limited to support in access to the network and does not extend to support for the visitors software and hardware, which is the responsibility of the visitors IT support department.

### **IT EQUIPMENT IN MEETING ROOMS**

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IT equipment is provided for the use of visitors in the meeting rooms, please contact the supporting secretary or IT helpdesk if there is a fault with the equipment. In all cases, do not remove/unplug or modify the equipment setup unless instructed by the IT support staff at ICES.

## CONTACT

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Please contact the supporting secretary for any requests OR contact the IT helpdesk on **ext. 789** or by email [itsupport@ices.dk](mailto:itsupport@ices.dk)

Please refer to '**Guide to connecting to the ICES network**' for more details on how to connect.

The guide can be found here: (log-in required)

<http://intranet.ices.local/IT/Documents/Meeting%20setup%20and%20IT%20policy/IT%20doc%20for%20visitors.pdf>