IT User Onboarding

You should have received an email with instructions on how to use your NMC email account. Please do not forget to change the temporary password provided by the NMC IT team, and set up 2-factor-authentication (2FA). We suggest you download an authentication app and use this method for 2FA. Text messages and phone calls from Google as 2FA methods are not supported.

You have already received a laptop/computer from NMC or will receive one in the future. Most of the laptops provisioned by NMC IT are encrypted and users do not have admin privileges. NMC equipment should not be taken out of the US without pre-approval due to export control.

In case you need to connect to NMC compute resources that are hosted at Los Alamos Research Park, you will be provided a VPN certificate/credentials that will allow you to connect to those resources. If you believe that this is needed for your work/project, please email us at helpdesk@newmexicoconsortium.org.

If an employee receives an Apple device, this device will be “managed” by NMC IT via Jamf Pro. Moreover, each employee automatically gets a managed Apple ID that they can use on Apple devices. You can log in to your Apple Account by going to System Settings and then clicking on Sign In and entering your NMC email credentials.

The NMC IT always tries to follow the best practices when it comes to the security and privacy of our devices and data. With that in mind, we ask all NMC employees to use the built-in Apple Passwords app to store their passwords and secrets. These passwords can be synced to iCloud using your NMC Apple ID. Moreover, the passwords can be synced across all Apple devices that use the same Apple ID.

Laptops/computers provisioned via Jamf Pro are configured to automatically have WiFi networks of NMC’s all three locations (LARP, Central, ABQ). Moreover, employees are able to add/connect to other networks. If you need passwords for any of NMC Wi-Fi networks, please let us know and we will provide it to you.

All NMC printers should be automatically added to Jamf-provisioned machines. Users should be able to add printers on their own as well.

All software has to be pre-approved by NMC IT. On Windows or Linux OS we will install it for you. On all newly provisioned Macs, you can use the Self Service app. Admin privileges are not required to install and update the software listed in Self Service. You will not be able to download 3rd-party or install software from the App Store. For any additional software, please make a request by sending an email to helpdesk@newmexicoconsortium.org.

For all requests involving licensed software, the initial step is to contact your Principal Investigator (PI). The NMC IT department will then work with your PI to verify the requirement and secure the necessary software license. Following approval and purchase, IT will coordinate with you directly to complete the software installation and licensing.

NMC offers the Google Suite to its employees. You are able to use Google Mail, Chat, Meet, Calendar, Drive, Docs, Sheets, Slides, Vids, and Forms for all work-related stuff.

For any IT questions or issues, please contact us at helpdesk@newmexicoconsortium.org or find us in room 203B at LARP.

After reviewing this document, please review and sign the form below.

Acknowledgment of NMC IT User Onboarding

By signing this, I (name)_____ on behalf of (company) _____ acknowledge that I have read and understood the NMC IT User Onboarding.

Signature: _____
Title: _____
Date: _____