



Smithsonian Tropical Research Institute

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

OIT will provide Internet access to STRI visitors who do not require the use of the Smithsonian production network (*See note in next page). 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, which has access only to Internet services (Web sites, FTP and Instant Messaging Programs). Users are responsible for the programs and files installed on their computer including maintaining their operating system, and updating antivirus software. You are not required to bring the computer to OIT for inspection before connect.

User's Information (PLEASE PRINT/Do not abbreviate)

Name: _____

Last 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 (yyyy/mm/dd): _____

***Computer name (host name): _____

***Physical Address (Ethernet ID): _____

Look at page 3 and 4 for instructions on how to find for this information. This information 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 1 connected to the Visitors Zone.

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 these dispositions will cause that my equipment will be disconnected permanently from Smithsonian networks (Production and Visitors Zone):

Name (Please print):

Date

Signature: _____

***Note:**

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

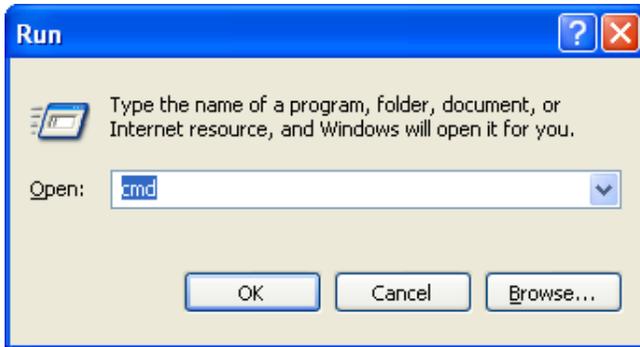
1. Smithsonian Email System (Exchange)
2. ERP
3. Travel
4. Intranet
5. Library
6. Prism

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

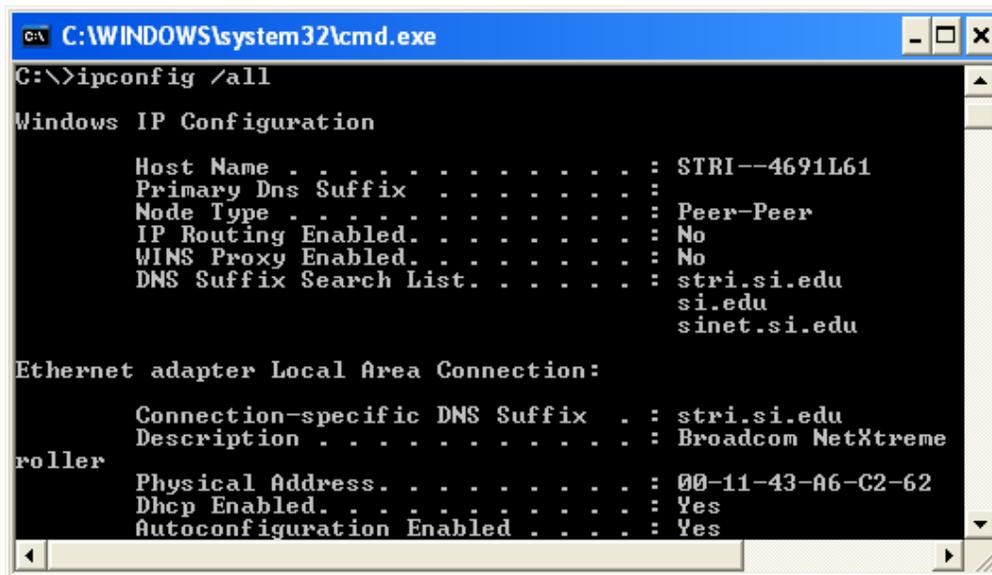
NOTE: STRI Help Desk will give limited support to visitors personal computers connected to the Visitors Zone. 2

➤ **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 **Ethernet adapter Local Area Connection**. Under **Ethernet adapter Local Area Connection** look for **Host Name** and **Physical Address**. Make sure you give us the Ethernet Adapter Local Area connection physical address and not the wireless one.

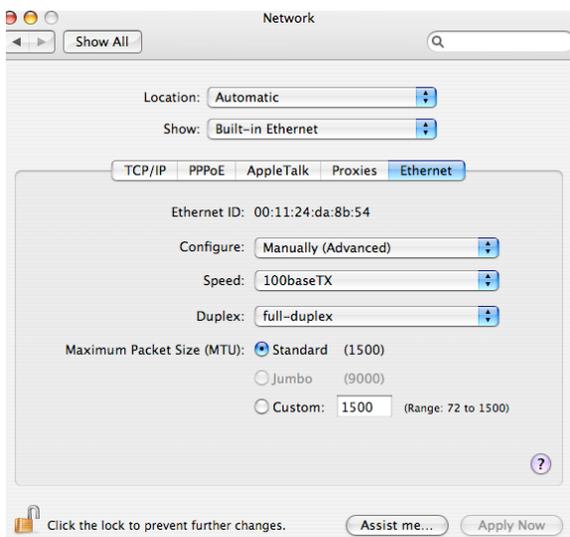
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➤ **If your computer runs with Macintosh System**

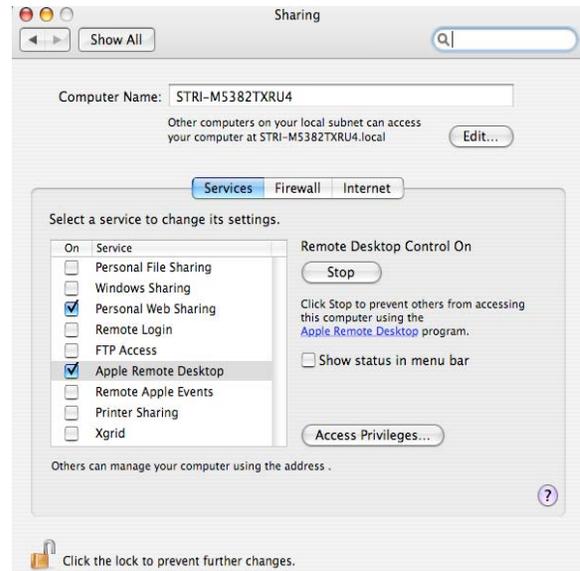
1. Go to System Preferences (click on the apple at the upper left). The following window will appear



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



3. 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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