



IT Technical Support: Information Technology services for Staff is provided by the Bank/Fund Technology Office. We are a team of experienced IT professionals from the Bank and the Fund, supported by a group of Host Government (HG) IT specialists. **Daily hours of operations are: 7:30am – 7pm from October 5 to October 11**, with emergency service after hours.

Computer Equipment: HG provided laptop computers are running Windows 7 with Office 2013 (IMF: or Office 2007 depending if your department has migrated or not), along with Bank and Fund standard software. The deployment of computer equipment is per the specifications provided by departments to the Bank/Fund. You can log in to the computers using your regular Bank or Fund network credentials (refer to login instructions provided). SecurID tokens are not required to login to computers connected to the AM network in the venue. However, users are encouraged to carry their SecurID tokens for Remote Access functionality. **Any data on these computers will be securely destroyed onsite at the conclusion of the Meetings.** We highly recommend copying all files to your network drives or BOX.

Laptop Support: The Annual Meetings Bank/Fund IT Office will provide technical support for Bank and Fund standard laptops. Due to resource constraints, this service does not include provisioning of power supplies, adapters, docking stations, or other accessories for laptops. Support for non-standard laptops will be provided on a 'best effort' basis only and these laptops will have network access only to the Internet.

Email:

WBG: Outlook will work the same way as in HQ.

IMF: Launch Outlook as usual. When you first enter Outlook, there will be a delay to allow the system to pull your mail from Washington and cache it locally. If your personal folders are located on your local drives in HQ, they will not be available from the workstations in Lima. If you will need access to your Personal Address Book while in Lima, you will also have to copy this file to your U:\MAIL directory before you leave for Lima.

Internet / Intranet: Both Internet and Intranet are available from a wired data connection. Due to the physical distance from HQ, a delay in the performance of some network applications is to be expected.

Wi-Fi Access: Wi-Fi access is available in all 5 venues of the AM campus: Banco de la Nación, Centro de Convenciones de Lima, Museo de la Nación, Gran Teatro Nacional and Biblioteca Nacional del Perú

SSID: AM2015

Password: Meetings2015

Network Drives: Network drives (L:, M:, N:, O:, Q:, R:, U:, etc.) are accessible IMF: It is strongly recommended that Terminal Server be used to access network drives and any departmental shares.

Document Management Systems (WBDocs and EDMS):

WBG: will have access to WBDocs and BW

IMF: CyberDOCS will be available for accessing files stored in EDMS. Full DM5 access will be available through Terminal Server only.

Printing: A4 is the standard paper size. In most cases, you do not need to modify documents currently sized to letter format as the local and network printers will automatically make the adjustments to print A4.

**For technical assistance,
call the Bank/Fund IT
Helpdesk – Ext. 9000**