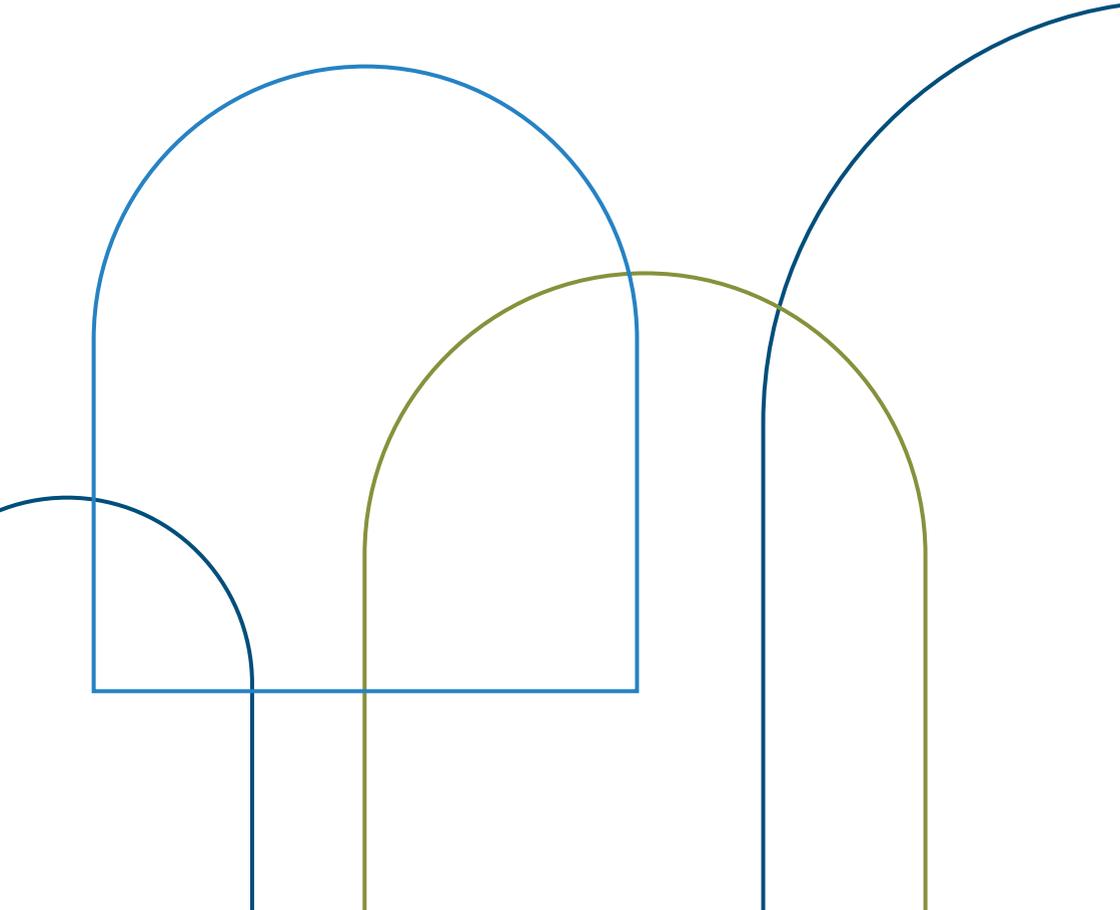# INFORMATION AND COMUNICATION TECHNOLOGY SERVICE (ICT)

QUICK REFERENCE GUIDE

ICT SERVICE

The mission of the ICT Service is to provide the information technology resources for the work and activities of EUI members. It is committed to delivering quality customer services and technical solutions in the academic and administrative environment of the EUI community.

The ICT Service offers and maintains a wide range of services, including:
- A computing account
- An EUI email address
- A personal cloud-based storage area via OneDrive
- On-campus internet access via LAN and WiFi
- Off-campus intranet access via VPN
- Support for personal devices
- Software for personal use
- Public computer rooms
- HPC cluster
- Printing, photocopying, scanning and optical character recognition facilities

For further details, visit: www.eui.eu/ICT-Resources

GETTING STARTED

The ICT Service creates computing accounts for members based on information provided by various units like the Academic Service, the Departments, the Robert Schuman Centre for Advanced Studies, the Max Weber Programme and the Florence School of Transnational Governance.

Account information is distributed to new members well in advance on their private email address.

For further details, visit: www.eui.eu/ComputingAccounts

EMAIL
- Accessible worldwide via Internet browser at: http://portal.office365.com/
- Each user has 100GB of space
- Most common mobile devices and tablets supported (Android, iPhone, iPad, etc.)
- All incoming mail checked via Advanced Threat Protection (ATP) against spam and malware
- For your own security, active Multi-Factor Authentication (MFA): www.eui.eu/MFA-guide

For further details, visit: www.eui.eu/Email

PERSONAL AND SHARED STORAGE AREAS

Your personal storage area is in the cloud and is identified as your Istituto Universitario Europeo OneDrive.
The area is backup with 30 days retention time so make sure to use it to store all your work/research-related data.
Specific network and/or cloud areas for sharing data among the community is available as well. Liaise with your unit of affiliation to find out more.

For further details, visit: www.eui.eu/FileStorage

CONNECTING YOUR PERSONAL DEVICE TO THE EUI NETWORK

The ICT Service provides direct connection to the EUI LAN as well as wireless networking all over the EUI campus for members with a valid computing account.
For further details, visit: www.eui.eu/Network

WORKING OFF-CAMPUS

E-resources such as those of the Library as well as Shared network areas, can be accessed off-campus via Virtual Private Network (VPN). VPN software can be downloaded from the ICT website.
For further details, visit: www.eui.eu/VPN

SOFTWARE FOR PERSONAL USE

A vast catalogue of software applications are available for installation on your personally-owned computers.
For further details, visit: www.eui.eu/WelcomeDVD

HIGH PERFORMANCE COMPUTING

An in-house HPC Cluster is made available as remote environment to users with demanding computational needs. It can run MatLab, Stata and R.

The main advantages are:
- Accessible worldwide
- Jobs run in parallel mode

For further details, visit: www.eui.eu/HPC

WIFI

WiFi is available all over the campus, including canteen areas: simply connect to the wireless network called EUI-WiFi using your EUI credentials. When visiting an eduroam partner, make use of the eduroam wireless network using your EUI credentials.

For further details, visit: www.eui.eu/WiFi

ON-CAMPUS ICT FACILITIES

	Computers	Hot Desks	Web browsing only	Printers
Badia Fiesolana (area)				
Library	9	45	2	8
SPS lounge	1	4		1
Upper cloister	1	20		1
Villa La Fonte				
Computer rooms	7	77		5
Villa Salviati				
Upper cloister	5	15		2

For further details, visit: www.eui.eu/ComputersInternetPoints

PRINTING, PHOTOCOPYING AND SCANNING FACILITIES

MultiFunction printers offering printing, photocopying, scanning and optical character recognition (OCR), are installed all over the campus.

Every researcher, fellow and master student is allocated a fair amount of print quota per academic year (or monthly equivalent for shorter stays). Additional quota needs to be purchased on the user's expense.

From EUI computers, print to Network Printer and collect print-outs on any public printer by using your EUI card.

Printing to MultiFunction printers is possible from personally-owned laptops as well as mobile devices.

Scanning, including Optical Character Recognition, is free and does not count against your print quota.

For further details, visit: www.eui.eu/PrintingServices

SUPPORT FOR PERSONAL DEVICES

Support for personally-owned devices like laptops, smartphones and tablets is offered via Portable Device Support desk, main desk being at Badia in the Bank corridor.

For further details, visit: www.eui.eu/PortableDeviceSupport

EUI HELPDESK AND ICT USER SUPPORT

The ICT Service can assist you with all the aforementioned services, answer your general IT enquiries (including purchases) and offer user support for EUI computers, software, network and email at the EUI.
Support requests (tickets) are managed via the centralised EUI4U Helpdesk which will address any queries concerning computing as well as building maintenance (heating, plumbing, electricity, etc.) to the competent technical units.

Support tickets can be opened:
- Via customer portal at http://helpdesk.eui.eu/
- By sending an email to helpdesk@eui.eu
- By calling ext. 2600 (+39 055 4685 600)
- By visiting the local ICT User Support offices:
  - Badia Fiesolana area: office BF147
  - Palazzo Buontalenti: office BTD109
  - San Domenico (Convento): office SD038 (on appointment only)
  - Villa Il Poggiolo: oon appointment only
  - Villa La Fonte: office VF044
  - Villa Salviati: office SAMN280
  - Villa Schifanoia area: office LI001

EUI Helpdesk is open, **Mon-Fri, 8:00-18:00**.
ICT User Support offices are open **Mon-Fri, 8:30-17:30**.

During official EUI closures, in collaboration with the Real Estate and Facilities Service, malfunctioning of ICT services can also be reported to the Control Room: ext. 2999 (+39 055 4685 999)

USEFUL LINKS & DOCUMENTATION
- ICT website: www.eui.eu/ICT
- EUI webmail: http://mail.office365.com
- Password change: https://account.activedirectory.windowsazure.com/ChangePassword.aspx

ICT SECURITY

› Backup your data on a daily basis on your personal (G: drive), shared storage area(s), OneDrive and/or your unit's SharePoint or Teams
› Be extra-cautious about opening suspicious attachments and/or clicking on links in emails and on webpages
› Never provide your password to anyone and never send your password by email or by following links to web pages. **The EUI ICT Service will never ask you for your password!**
› If you have communicated your password by email or by following a link from an email message, change your password immediately!
› In case of doubt, contact the EUI Helpdesk

For further details, visit: **www.eui.eu/ICT-Security**

ICT SERVICE CONTACT

The ICT Service management and administration can be reached **Mon-Fri 9:00-18:00** at: ext. 2590 (+39-055-4685-590), or CompServ@eui.eu

OPENING HOURS

- Computer rooms: **24 hours a day**, access via EUI card
- EUI Helpdesk: **Mon-Fri, 8:00-18:00**
- ICT User Support offices: **Mon-Fri, 8:30-17:30**
- Portable Device Support: **Mon-Fri, 8:30-12:00, 13:00-17:30**
- Remote monitoring: **24/7 including EUI closures**

DISCLAIMER

The information contained here is subject to change without notice.

The latest version of this guide is available on the ICT website at: www.eui.eu/ICT-Flyer