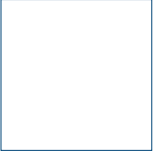
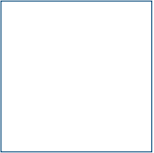
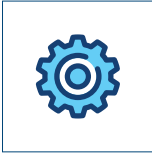
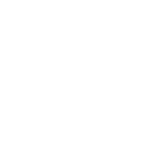
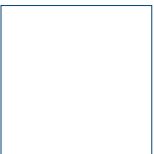




European University Institute

INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE



INFORMATION AND COMMUNICATION 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 environments of the EUI community.

The ICT Service offers and maintains a wide range of services, including:

- A computing account
- EUI email address
- A personal network storage area (G: Drive)
- On-campus internet access via LAN and WiFi
- Off-campus intranet access via VPN
- Support for personal devices
- Research software for personal use
- Public computer rooms
- HPC cluster
- Printing, photocopying scanning and optical character recognition (OCR)

For further details, visit: [www.eui.eu/ICT-Resources](http://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 School of Transnational Governance.

Account information is distributed to users upon arrival by the Welcome Unit or the Academic Service.

For further details, visit: [www.eui.eu/ComputingAccounts](http://www.eui.eu/ComputingAccounts)

## EMAIL

- Accessible worldwide via Internet browser at: <http://portal.office365.com/>
- Each user has 100 GB of space
- Most common smartphones supported (Android, iPhone, Windows Phone, 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](http://www.eui.eu/MFA-guide)

For further details, visit: [www.eui.eu/Email](http://www.eui.eu/Email)

## PERSONAL AND SHARED STORAGE AREAS

Your personal storage area on the network is identified on any EUI PC as your G: drive. The area is backed up twice a day, so be sure to save regularly all of your work/research-related data there.

Specific network areas for sharing data among the community are available as well. Drive letters may differ depending on affiliation.

For further details, visit: [www.eui.eu/FileStorage](http://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 at a number of locations around the EUI for members with a valid computing account.

For further details, visit: [www.eui.eu/Network](http://www.eui.eu/Network)

## WORKING OFF CAMPUS

Your personal network, Library resources and the intranet can be accessed off campus via the Virtual Private Network (VPN). VPN software can be downloaded from the ICT website.

For further details, visit: [www.eui.eu/VPN](http://www.eui.eu/VPN)

## RESEARCH SOFTWARE FOR PERSONAL USE

Some research software packages are available for personally-owned computers.

For further details, visit: [www.eui.eu/WelcomeDVD](http://www.eui.eu/WelcomeDVD)

## HIGH PERFORMANCE COMPUTING

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

The main advantages are:

- Accessible worldwide
- Jobs run in parallel mode

For further details, visit: [www.eui.eu/HPC](http://www.eui.eu/HPC)

## WIFI

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

For further details, visit: [www.eui.eu/WiFi](http://www.eui.eu/WiFi)

## ON-CAMPUS ICT FACILITIES

	PCs	Printers	WiFi
BADIA FIESOLANA (area)			
Upper cloister	12	1	■
SPS open space	1	1	■
Canteen			■
President's Corridor	1*	1	■
Library	43 + 10*	9	■
Villa Paola		3	■
Villa Sanfelice		2	■
VILLA LA FONTE			
Computer rooms	55 + 1*	6	■
VILLA SCHIFANOIA (area)			
Casale		2	■
Villa Raimondi		2	■
Villino		1	■
VILLA PAGLIAIUOLA			
Hot desk	1	3	■
VILLA SALVIATI			
Upper cloister	17	2	■
Reading room at the HAEU	2	1	■

\*These machines for web browsing only

For further details, visit: [www.eui.eu/ComputersInternetPoints](http://www.eui.eu/ComputersInternetPoints)

## PRINTING, PHOTOCOPYING AND SCANNING FACILITIES

MultiFunction printers for printing, photocopying, scanning and optical character recognition (OCR) are installed all over campus. Every researcher, fellow and visitor is allocated a set print quota per academic year (or monthly equivalent for shorter stays). Additional quota may be purchased at the user's expense. From EUI computers, print to the Network Printer and collect print-outs on any public printer by using your EUI card. Printing to MultiFunction printers is possible from personal laptops and 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](http://www.eui.eu/PrintingServices)

## SUPPORT FOR PERSONAL DEVICES

Support for personally-owned devices such as laptops, smartphones and tablets is offered via the Portable Device Support desk, with the main desk located in the Welcome Unit of the Badia.

For further details, visit: [www.eui.eu/PortableDeviceSupport](http://www.eui.eu/PortableDeviceSupport)

## EUI HELPDESK AND IT 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 EUI 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 [eui.helpdesk@eui.eu](mailto:eui.helpdesk@eui.eu)
- By calling **ext. 2600 (+39 055 4685 600)**
- By visiting the local ICT User Support offices:
  - ◆ Badia Fiesolana area: [office BF147](#)
  - ◆ San Domenico area: [office SD053](#)
  - ◆ Villa Il Poggiolo: [office VP067](#)
  - ◆ Villa La Fonte: [office VF044](#)
  - ◆ Villa Pagliaiuola: [office LP044 \(by appointment only\)](#)
  - ◆ Villa Salviati: [office SA-MN280](#)
  - ◆ Villa Schifanoia area: [office LI001](#)

EUI Helpdesk is open, Monday - Friday 8:00-18:00.

ICT User Support offices are open Monday - Friday 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](http://www.eui.eu/ICT)
- EUI webmail: <http://mail.office365.com>
- Password change:  
<https://account.activedirectory.windowsazure.com/Profile/Default.aspx>

## ICT SECURITY

- Back up your data on a daily basis on your personal (G: drive) and/or shared storage area(s)
- 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](http://www.eui.eu/ICT-Security)

## ICT SERVICE CONTACT

The ICT Service management and administration can be reached Monday - Friday 9:00-18:00 at:

- ext. 2590 (+39 055 4685 590), or [CompServ@eui.eu](mailto:CompServ@eui.eu)

## OPENING HOURS

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

## Disclaimer

The information contained in this guide is subject to change without notice. The latest version of this guide is available on the ICT website at:

[www.eui.eu/ICT-Flyer](http://www.eui.eu/ICT-Flyer)