



ICT SERVICE WELCOME NOTE

USING YOUR OFFICE OR PUBLIC COMPUTER ROOM PC

LOGIN:

At the login screen press the **CTRL**, **ALT** and **DEL** keys together and then enter **Username** and **Password** as stated on your Account Information Sheet. The first time you login, you will be asked to change password: do so by following the instructions on the back of your Account Information Sheet.

COMPUTER DRIVES:

C: is **locally** installed in your PC (no automatic backup). All other drives are mounted on network servers.

D: and **F:** are dedicated to external USB storage devices (pendrives, hard disks, etc.).

E: is a DVD reader and burner: departmental coordinators can supply proper media.

G: is your **personal** storage area (10GB, can be increased upon request). Data stored on the **G: drive** is automatically backup twice a day.

H:, **O:**, **S:** and/or **U:** are **shared** areas: access to these areas is public (do not store important or private data!).

K: is the Datasets repository: to access the data, please contact Thomas Bourke, our Library Information/Electronic Resources specialist, at ext. 2904/2346 or econlib@eui.eu.

All other drives (e.g.: **N:**, **P:**, etc.) are system network drives which should or cannot be used!

Documents scanned via public printers will be stored in the **_ScannedDocs** sub-folder of your personal (**G:**) or shared network area (**H:** or **S:**), based on the destination selected upon scanning.

Please Note: not all of the above drives may be visible depending on your affiliation.

EMAIL:

To read your EUI Email, use the link on the desktop to access the webmail interface, referred to as **Outlook Web Access** (OWA) (Researchers and Fellows ONLY). Direct access is available via <http://portal.office365.com/>.

PRINTING:

If you have a local printer in your office, check its **name** on the sign next to it. Otherwise, print to **Network Printer** and collect the print-outs on the public printer nearest to your office/room just by hovering your EUI ID Card:

- Badia area: Archivium, Bank Corridor, Library (each Floor by the stairs and/or lift), Upper Cloister; SPS Department (First Floor and Second Floor; Sanfelice (Ground Floor); Villa Paola (Ground Floor and First Floor)
- Convento: First and Second Floor
- Villa La Fonte (Basement, Ground Floor, First Floor, Second Floor, Dépendance and Orangerie)
- Villa Poggiolo (First Floor, Second Floor and Second Floor Mezzanine)
- Villa Salviati: Manica (Ground Floor and First Floor); Castello (Upper Cloister, Commons, and Attic)
- Schifanoia area: Ground Floor (Porters' Lodge and Sala Europa area), Canteen; Casale (Ground and First Floor); Villa Malafrasca (Ground Floor and First Floor); Villa Raimondi (Ground and First Floor); Villino (First Floor)



USING YOUR PERSONALLY-OWNED DEVICE

LAN:

Most rooms/offices have network sockets you can use to connect your laptop: you will need your own network cable (a standard RJ45 UTP CAT6 cable) which can be bought at the EUI Shop (Badia).

Set your IP Address and DNS to **Automatic** (DHCP) making sure you have a backup of the previous TCP/IP parameters, if relevant.

WIFI:

Wireless network is implemented in several public areas throughout the entire campus. Please note not all working areas (offices) are covered by WiFi.

Instructions on how to configure WiFi are available at: <http://www.eui.eu/WiFi>

Instructions on how to access WiFi at the EUI Flats is available at: <http://www.eui.eu/InternetFlats>

Please Note: the EUI WiFi is available to EUI account holders ONLY!

EMAIL:

For your private (non-EUI) email address, the outgoing mail-server is: **smtpmx.eui.eu**.

Further details available at: <http://www.eui.eu/Email>

PERSONAL and SHARED NETWORK AREAS:

Personal network area (**G:**, drive) as well shared areas (**H:**, **O:**, **S:** or **U:** drives) can all be accessed from your personal devices.

Instructions on how to configure Network Areas are available at: <http://www.eui.eu/NetworkAreas>

PRINTING:

To print on the public **Network Printer**, first you need to install it on your laptop. Alternatively, write an email (from your EUI email address), with the document you want to print in attachment, to myPrint@eui.eu and collect from any public printer.

Further details available at: <http://www.eui.eu/PrintingServices>

VPN (OFF CAMPUS ACCESS):

Most resources (including Library's e-resources) can be accessed off campus via Virtual Private Network (VPN).

Further details available at: <http://www.eui.eu/VPN>

EUI HELPDESK

The EUI Helpdesk is the contact point for any requests concerning the **ICT Service** and the **Real Estate and Facilities Service** and takes care of tracking and dispatching requests to the technical units involved (electricians, ICT User Support, plumbers, etc).

See details of service schedules and means of contact at: <http://www.eui.eu/helpdesk>

SUPPORT to PERSONALLY-OWNED DEVICES:

Portable Device Support offers support for personally-owned devices. Its desk is housed inside the Welcome Unit (in the Badia Cloister) and can assist you in configuring all the above on your personal laptop, smartphone and/or tablet.

See details of service schedules and means of contact at: <http://www.eui.eu/PortableDeviceSupport>