INFORMATION TECHNOLOGY OFFICE

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Head of Support Services Group
General information

• Ülikooli 18a – first and second floor
• Over 50 people in different locations
• What we do:
  • Manage servers and the network
  • Develop and manage central information systems
  • IT support/helpdesk for the staff
  • Multimedia and printing services
Internet access

Wireless network is available in most buildings

- **EDUROAM** – preferred network for secure access to the internet
- **UT-PUBLIC** – open and unsecured network with limited access to the university's systems

- Computer classes are located in most buildings
- Wired ETHERNET connection is rare
Internet in dormitories

You will have access to **EDUROAM** and **CAMPUSWIFI**.

Instructions for configuring these networks are located at: http://helpdesk.ut.ee/
E-KYLÁ (E-VILLAGE)

https://campus.ee/

The service portal for dormitories, where you can:

• Review your contract and manage your billing
• Report problems for repairs etc
Computer classes

• Lossi 36, rooms 116 and 420 (Faculty of Social Sciences)
• Lossi 38, rooms 72 and 73 (Institute of Education)
• W. Ostwaldi 1, 2nd floor (Institute of Physics)
• J. Liivi 2, rooms 003, 004, 203, 205 (Institute of Mathematics and Statistics, Computer Sciences)
• Vanemusie 46, room 202 (Institute of Ecology and Earth Sciences)
• Salme 1a, room 202 (Institute of Education)
E-mail

- Official communication is done via e-mail.
- The official e-mails use the following format: `firstname.lastname@ut.ee`
- Important messages and notifications will always be displayed in the Study Information System (ÕIS).
- `@ut.ee` addresses are not provided to students by default, but you can request one by contacting the IT helpdesk.
Your UT account

Your University of Tartu user account is a central tool for the following services:

• Study Information System
• VPN for a secure connection to the university's network
• EDUROAM wireless network
• Computer and server access
• Online resources at the library
Your UT account

Take into consideration:

• Your account will provide access to the information systems while you are studying at the university.

• If you requested an @ut.ee e-mail, it will stay active while you are studying at the university.
Microsoft Office

Microsoft Office software is provided free to all students for the duration of their studies at the University of Tartu.

Instructions for getting your license are in the software section of the IT helpdesk page at http://helpdesk.ut.ee/

The license will expire with the end of your study relationship with the university!
Security

• Keep your password secure
• **NEVER SEND YOUR PASSWOR TO ANYONE**
• Keep your personal computer updated
• Use anti-virus and anti-malware software
• **ALWAYS** back-up your files (Dropbox, Google Drive, Microsoft OneDrive)
• Use and ID-card or mobile-ID if you have them
Security - passwords

- **DO's:**
  - Use 8-10 characters, including numbers, upper- and lowercase letters, and symbols
  - Use a password manager (LastPass, Keepass, Dashlane, 1Password, etc...)

- **DO NOT's:**
  - Use a simple password
  - Use the same password everywhere
  - Share your password with anyone
Security - TOP 10 passwords

1. 123456
2. Password
3. 12345678
4. qwerty
5. 12345
6. 123456789
7. Letmein
8. 1234567
9. football
10. iloveyou
Security

Check if you have an account that has been compromised in a data breach:

https://haveibeenpwned.com/
Having IT problems?

• Contact the University of Tartu helpdesk

• We will try to help you or at least point you in the right direction.

• helpdesk@ut.ee

• http://helpdesk.ut.ee/
Your computer needs help?

- **ORDI AS**
  Computer parts and consultation
  Located at Küüni 5B
  [http://www.ordi.ee/](http://www.ordi.ee/)

- **IM ARVUTID AS**
  Apple products, consultation and repairs
  Located at Lõunakeskus
  [http://www.imarvutid.ee/](http://www.imarvutid.ee/)

- **KERNEL OÜ**
  Lenovo and Dell products, consultation and repairs, cheap refurbished machines
  Located at Vanemuise 65
Your computer needs help?

• **SERVICENET**
  Repairs for HP products
  Located at Võru 3
  http://www.servicenet.ee/

• **PC EXPERT**
  Repairs for Dell products
  Located at Sõbra 56
  http://www.pcexpert.ee/
Thank you!

Any questions?