**Introduction**

General information on IT services at Lund University can be found on the University website www.lunduniversity.lu.se under Current students/IT Services & support.

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**Student account - StiL**

The student account gives you access to a number of electronic services that Lund University offers its students; among other things, you can use it to log in to the Student Portal and your webmail.

Your student account consists of your user ID, your password and your student email address. You can use your user ID and password to access a number of electronic services and resources that the University offers its students.

When will I get my student account?

Every student is issued a student account once accepted to Lund University. Your account will be generated a few days up to two weeks after you have received your second and final Notification of Selection Results on universityadmissions.se.

When your student account has been generated you will receive an email (on the email address you submitted when you applied for studies) asking you to activate your account. Exchange students will receive information regarding their account by email one or two weeks before Arrival Day.

**How do I activate my student account?**

1. Go to http://passport.lu.se/ and login using the UniversityAdmissions.se button with your temporary Swedish personal number (note that it contains a T, R or U) and your password for UniversityAdmissions.se.
2. Follow the instructions and click continue. Please make a note of your password and user name for the future.

If you have any problems activating your account, please contact LU ServiceDesk; servicedesk@lu.se, +46 (0)46 222 9000

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**Computer rooms and programmes**

There are 8 computer rooms on Campus, in Building C. The computers may be used when the rooms are free.

Floor C5
- C523: 24 computers
- C524: 24 computers

Floor C4
- C451: 24 computers
- C452: 24 computers
Floor C3
C310: 20 computers
C353: 20 computers

Floor C2
C225: 12 computers (silent computer room)
C232: 12 computers

In addition to these rooms, there are also a number of meeting rooms on floors C2 and C6 with a computer in each, as well as several computer stations in the library.

All computers feature a standard range of programmes, including Microsoft Office. In some of the computer rooms, there is a range of special programmes used in various courses.

A few rules for the use of the computer rooms at Campus Helsingborg:

• Bringing food and drinks into the computer rooms is prohibited
• You are not allowed to install or run programmes other than those already installed on the computers
• Make sure that your behaviour does not disturb others
• You are not allowed to disconnect any equipment, pull out cables or plugs, etc.
• When you have finished your work, the workplace is to be tidied up and all equipment/furniture replaced as it was
• If teaching is underway, you are not allowed to be in the room unless by special permission of the lecturer

All computer rooms are locked at all times. Use your LU card to access these premises.

Using the computers
You log in to the computers with your student account (StiL). When leaving the computer, make sure you log out.

Under Start/Kontrollpanelen/Nationella inställningar och språkinställningar / Tangentbord och språk/Visningsspråk, you can choose between the Swedish and English language versions of Windows and MS Office.

If you find that a computer or some computer equipment is not working, you should report it. Report the malfunction to LU ServiceDesk, email: servicedesk@lu.se. We appreciate you taking the time to report any malfunctions you discover.

Home directory
1. As a student at Lund University, you have access to hard disk space via the Student Portal (on student.lu.se) and Google Docs for storing important files and documents. If you save your files in this way, you can access them easily from home as well.
2. Students at Campus Helsingborg are also offered a home directory on the University’s server. In this home directory, you may only save files and documents pertaining to your study programme. All documents and files you wish to save in your home directory on LU’s server must be saved in the Documents folder or on the Desktop when you are logged in to a student computer on Campus. If you save your work elsewhere on the computer, locally, your files/documents will most likely be lost.

**Printing and copying**
You pay for printing and copying through your PayEx account.

This is what you need to do:

1. **Create a PayEx account**
   a. Create your PayEx account at https://wallit.payex.com/

   **Please note!** If you are an exchange student you must prove your a student at Lund University. Therefore, after the registration, you will receive an e-mail from PayEx, asking you to send a copy of your passport + LU student ID card or your passport + letter of acceptance. The easiest way is to take a photo with your mobile and send it to customer.support@payex.com. Also remember to write your PayEx account number, which is included in the e-mail from PayEx. When your registration is complete, you will receive an e-mail confirmation, within a maximum of 48 hours.

   b. Transfer funds to the PayEx account via Mastercard, VISA, Swedbank or Nordea (minimum amount SEK100). You can also buy a PayEx card at Pressbyrån or 7-Eleven (minimum amount SEK50).

2. **Connect your PayEx account to the printing system**
   a. Go to https://payprint.student.lu.se/pwuser/, log in and click on “Budget”, and then click on “Activate Agreement”.

   **Please note!** Enter the same email address as when you created your PayEx account.

   b. In the box that appears, enter your email address and click on ”Next”.

   **Please note!** Enter the same email address as when you created your PayEx account.

   c. PayEx will now send a single-use activation code to your e-mail. Copy the activation code and paste it onto the registration page.

   d. Click on “Next” and you will receive a confirmation email. Finally, log out of the website. You’re now ready to print!

**Please note!** It can take up to 15 minutes before the PayEx agreement is activated and you can start using the system for printing and copying. You can’t log in to the copier/printer before it is activated.
3. Print
Use your LU card or Student account to log on to the copier/printer and print, copy or scan your documents.

Printing and copying is charged as follows:
• A4 black and white SEK 0.50/page
• A3 black and white SEK 1.00/page
• A4 colour SEK 2.50/page
• A3 colour SEK 5.00/page

Printing
Printers/copiers are available on floors C2–C5. On floor C2 they are located in the library and in the printing room in the southern part of C2; on the other floors, the machines are just inside the door from the north stairwell.

To print:
• Select the printer called SecurePrint
• Go to any Canon printer/copier to collect your print-out
• Log in by placing your LU card on the card reader to the left of the display (you can also log in by pressing the Log in button on the display and entering your StiL account)
• Press Secure Print on the display
• Highlight the documents you want to print and press Print+Delete
• Log out when you have finished
• In order to change the print settings, highlight your document and press Options

The printer will not print your documents until you have logged in and selected the document/s you sent to the printer. You only pay for the printing you actually do, not for the documents you send to the printer but do not retrieve/print out.

You can change the print settings on the computer when you send the documents to the printer, or on the printer itself when you have logged in. The default setting is double-sided black and white prints.

Printing from your own computer
It is possible to print from your own computer by emailing the document as an attachment to the email address: mobileprint@ldc.lu.se. You then retrieve your prints from a Canon printer of your choice (see under the heading Printing above).

One condition for the system to be able to identify you when you send a document for printing is that the system recognises your sender email address. The email address you were assigned by Lund University is already registered, i.e. the address you got when you started at the University.
If you want to use an additional, alternative email address, you can register this second email address in the system. Enter the alternative email address via the same web page you used to set up your PayEx agreement.

**Colour prints**
All Canon printer/copiers can print in colour. If you want colour prints, you must select this option yourself in the printer properties. You will only pay the fee for colour prints for the pages which feature some colour. If you choose colour printing and print out a 20-page document, for example, in which only 4 pages have colour, your account will be debited for 4 colour prints and 16 black and white.

Please note that when copying, you must select the colour option “Automatic” to ensure that colour and black and white pages are debited correctly – if you choose “Colour”, all pages will be debited at the colour printing rate.

Remember that even a small coloured dot on a page is enough to make it count as a colour print.

**Transparencies**
Only transparencies purchased at the reception may be used and placed in the manual feeder tray (side feeder tray).

**Special paper – thick paper**
Normally, only regular paper is to be placed in the paper trays. In the manual feeder tray, it is possible to use paper with a weight of up to 250 g/m2.

**A3 prints**
A3 printing can be done on all Canon printer/copiers.

**Where can I copy?**
You can make copies on all Canon printer/copiers. These are located on floors C2–C5. On floor C2 in the library and in the printer room in the southern part of C2. On the other floors, the printer/copiers are located just inside the door from the north stairwell.

**How do I make copies?**
- Go to any Canon printer/copier
- Log in by placing your LU card on the card reader to the left of the display (you can also log in by pressing the Log in button on the display and entering your StiL account)
- Press Copy on the display
- Choose settings
- Log out when you have finished

Please note that the colour option must be set to “Automatic” in order for black
and white and colour copies to be debited correctly – if you choose “Colour”, all pages will be charged as colour copies.

**Scanning**

All Canon printer/copiers can be used as scanners. The scanned document/image is sent to the email recipient of your choice.

- Go to any Canon printer/copier
- Log in by placing your LU card on the card reader to the left of the display (you can also log in by pressing the Log in button on the display and entering your StiL account)
- In order to send the scan to yourself, press Send to me on the display
- Log out when you have finished

The default setting is for documents to be scanned in pdf format, but you can also choose to scan in another format such as jpg, tiff. It is also possible to choose the resolution and other settings.

**Wireless network**

Lund University offers the use of its wireless network Eduroam.

To connect to Eduroam, you log in with your Student account (StiL), except that you add “@lu.se” to your user ID. For example, if your student account ID is fek09pha, your user ID for Eduroam will be fek09pha@lu.se.

Find more information on the wireless networks and how to use eduroam on lunduniversity.lu.se under Current students/IT Services & support /Internet connections.

**IT support**

IT-related issues can be sent in via the self-service portal, phone or email.

**Contact information**

LU ServiceDesk
servicedesk@lu.se
+46 (0)46 222 9000

**Telephone hours**

Monday-Friday, 8:00-17:00

**Self-service portal and operating information**

www.support.lu.se
IT support

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