Campus Helsingborg

IT INFORMATION FOR STUDENTS HT15

Introduction

General information on IT services at Lund University can be found on the University website lunduniversity.lu.se under Current students -> IT Services & support and on lu.se under Nuvarande student -> IT-tjänster, support och driftinfo (in Swedish).

The information in this folder is also available on Mitt Campus.

Student account - StiL

Lund University offers a number of electronic services and resources to facilitate your work as a student. Your StiL account is your personal key to Lund University.

Please note that you must activate your StiL account before you can use it. Instructions for this are sent to the email address you provided in your application to universityadmissions.se. See also information on lunduniversity. lu.se under Current students.

StiL support is there to help you with questions concerning your student account:
Email: stil@er.lu.se
Telephone: 046 222 01 00 (Mon-Fri 16:00-19:00)

Mitt Campus

Mitt Campus (My Campus) is an intranet for students and employees at Campus Helsingborg. The address is portal.ch.lu.se and you log in with your StiL account. This allows you to:
•   Get information on Student Services, IT, security etc. on Campus
•   Work with publications (e.g. papers and degree projects)

Student Computers/computer networks

Everyone studying at Campus Helsingborg has access to computer rooms and computer stations.

Using the computer network is a privilege, rather than a right. This applies both to Lund University's local network and the international networks. Abuse of the system entails temporary or permanent exclusion from the use of the computer network.

Rules for Lund University's local computer network

Do not:
•   Attempt to access network resources for which you are not authorised (actions which are possible are not necessarily appropriate or even permitted)

- Attempt to conceal your user identity (except in cases where this is explicitly allowed)
- Attempt to disrupt or suspend the intended use of the network
- Obviously waste available resources (network capacity, staff, hardware, software) – for example by sending so-called chain letters
- Attempt to damage or destroy computer-based information
- Infringe the privacy of other users
- Attempt to insult or humiliate other users
- Exploit the network for commercial purposes

Read more about the rules for the computer network on lunduniversity. lu.se under Current students -> IT Services & support -> Rules for computer networks.

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	Floor C4
C523: 24 computers	C451: 24 computers
C524: 24 computers	C452: 24 computers

Floor C3	Floor C2
C310: 20 computers	C225: 12 computers (silent computer room)
C353: 20 computers	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 2010. In some of the computer rooms, there is a range of special programmes used in various courses. Under the Information tab in Mitt Campus, you can find a list of the software installed in each computer room.

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 via Mitt Campus, or tell the reception staff. We appreciate you taking the time to report any malfunctions you discover.

Home directory
As a student at Lund University, you have access to hard disk space via the Student Portal on student.lu.se for storing important files and documents. If you save your files in this way, you can access them easily from home as well.

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 you work elsewhere on the computer, locally, your files/documents will most likely be lost.

Some study programmes also have a common storage unit indicated on the computer as P:

Saving and managing documents
When you want to save your work, always check that the document is being saved in the correct location.

If you want to edit a document you have received by email, it is a good rule to first save it in your home directory or on your hard disk space. Then open it from that location and work on it. Do not start to make changes to a document straight in your webmail/browser – there is a major risk that your work will be lost when you attempt to save it.

Printing and copying

In order to print out, photocopy or scan, you need to have a PayEx account linked to the printing system.

Information about how to set up an account can be found at support.lu.se under Computers/Printers -> Secure Print -> PayEx for student.

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.

Read more about printing from your own computer in the guide available on support.lu.se under Computers/Printers -> SecurePrint -> Guide to mobile print by Email

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 - connecting your own computer
Lund University offers the use of its wireless network which you access by logging in with your Student account (StiL). The wireless network generally covers the whole Campus, including the inner courtyard and outside the main entrance.

There are two networks:
- LU weblogon
- Eduroam

LU weblogon requires an access code which is not secret but will be changed twice a year. The current code is lu2015-2, for spring 2016 it will be lu2016-1 and so on.

How to connect to LU weblogon:
- • Select LU weblogon
- • Enter the current access code
- • Start the web browser and go to any page in order to access the log in page
- • Log in with your StiL account

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

If you need IT support, the reception is your first port of call. Reception staff can help you with your computer account, log in, password, StiL etc. as well as dealing with malfunction/error reports.

Error reports can also be submitted via a form on Mitt Campus which also allows you to ask questions, make suggestions, etc.