



Sveriges lantbruksuniversitet  
Swedish University of Agricultural Sciences

# Introduction to Student IT services

Fall 2024

## Services to be discussed here:

- IT-Support
- User Account
- Computer labs
- E-mail
- Printing/copying/scanning
- SLU Wifi network
- Contacting IT-Support



## Services we offer do not include:

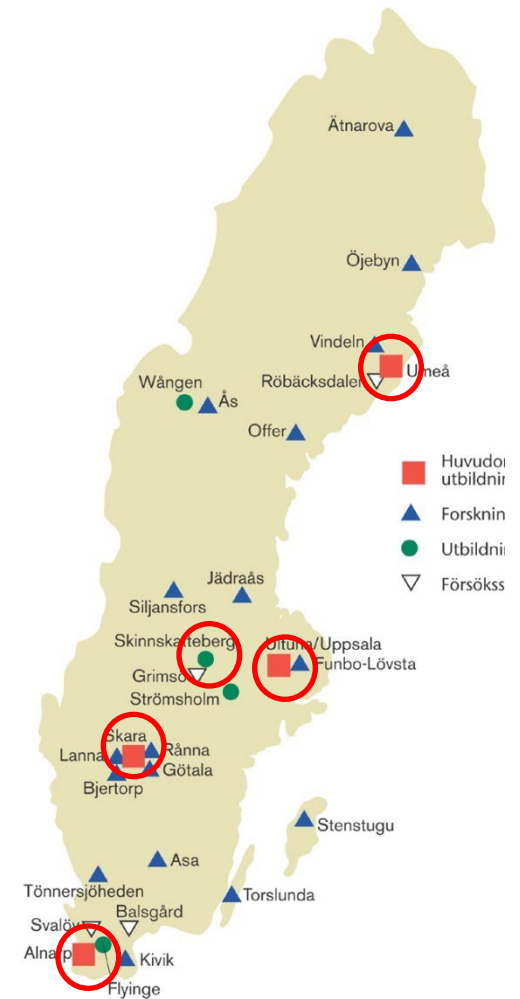
- Support of your private computer.



We can not be liable for changes made to your personal property.  
However, can give advice to you about using your computer to access  
SLU services.

## IT-support

- Part of the IT Department
- Available at all three main SLU campuses (plus två smaller)
- Provides public computer rooms, public printers and other IT services
- Serving 5,000 students with 900+ computers in 20+ computer rooms plus the libraries, lecture halls and other public areas.



# User Account

Centrally registered identity

Valid for all student computers at SLU

Gives access to services, such as the student web, e-mail, etc.

Password can be changed on an SLU computer  
or the SLU ID-portal (<https://idportal.slu.se/>)

The password must be changed every 6 months.

UserID based on your name  
First name (2 letters) + Last name (2 letters) + Serial no. (4 numbers)

**So Taylor Swift might be **tysw0001****

# User Account

Home directory = “Documents”

Security backup of Documents and Desktop:

- Once per hour
- Saved for up to one year

Your files can be accessed from all public student computers at SLU.

They can also be accessed from outside of SLU via VPN.

Address to folder on server is:

- Alnarp: [\\storage-al.slu.se\student\\$\USERID](\\storage-al.slu.se\student$\USERID)
- Uppsala: [\\storage-ua.slu.se\student\\$\USERID](\\storage-ua.slu.se\student$\USERID)
- Umeå: [\\storage-um.slu.se\student\\$\USERID](\\storage-um.slu.se\student$\USERID)

## Computer labs

Access to student computers at all campuses that have undergraduate education. Computers can be found in computer labs, the library, lectures halls, group rooms and other common areas.

Access times vary between rooms, usually the same opening hours as the rest of the building. Some rooms are booked for specific courses.

A pass card is needed for entry evenings and weekends. The Service Center distributes pass cards, not the IT-dept.

Software: Mostly the same on all computers. The teaching faculty decide what software is installed.

Extras: Print/copy/scan, a few flatbed scanners, plotters

**Note! All computer labs in Umeå are being renovated during the fall. Temporary labs will be installed at the beginning of the fall term.**





# Student Web

The screenshot shows the SLU Student Web homepage. At the top, there is a navigation bar with the SLU logo, the text "Student web Information and service for students at SLU", and links for "SLU.SE", "STAFF WEB", "LIBRARY", "UDS", and "SEARCH EMPLOYEE". Below this is a secondary navigation bar with "Studies", "Student life", "Support and services", "Rules and rights", and "Library". A search bar and a language selector for "Svenska" are also present.

The main content area features a large banner image of students sitting on a lawn. Overlaid on this image is the text "New student? Welcome to SLU" and "The autumn semester starts 2 September. Prepare your study start by reading our information for new students." Below the banner are two buttons: "New SLU student" and "Make a late application".

Below the banner is a section with two main cards: "Log in to my study systems" with a plus icon, and "Disruptions and support" with a red exclamation mark and a plus icon. Underneath these are eight smaller icons representing different services: "New student", "Student email", "Canvas", "Courses and programmes", "FAQ", "Study guidance", "Today's lunch", and "Incident!".

At the bottom, there is a "Student events" section with a list of events. The first event is "Orientation programme, autumn 2024" from August 26-30, with a description: "SLU organises an Orientation Programme for all new international students 26-30 August." The second event is "Welcome ceremony for all new programme students autumn 2024" starting on September 2. To the right of the events is a small image of two students talking.



Web-based e-mail

Can be accessed anywhere  
via any Internet connection.

Direkt link:

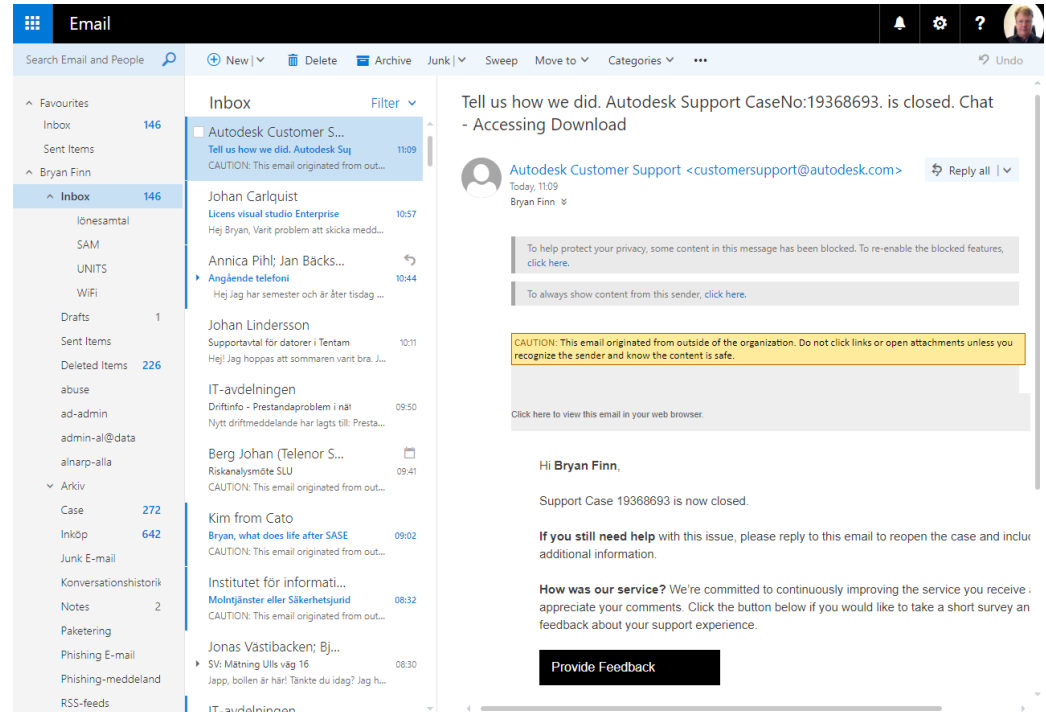
<https://webmail.slu.se/>

Logon with “*userid*” and  
password.

Your e-mail address:

*userid*@stud.slu.se

e.g.: *tysw0001*@stud.slu.se





## Outlook Webmail

Email can also be accessed directly from your smart phone.

Type of account: Microsoft Exchange ActiveSync

E-mail address: *userid@stud.slu.se*

Server: webmail.slu.se

Domain: ad.slu.se

Logon with “*userid*” and password.

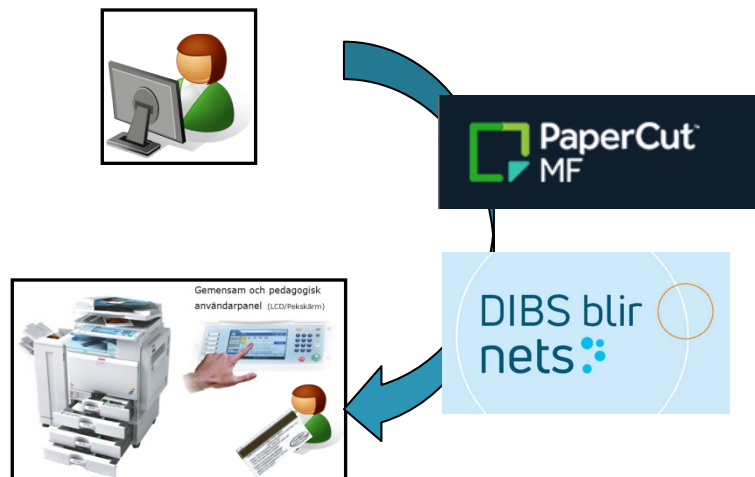
Use “SSL” (Yes)

We recommend only sync of E-mail,  
not Contacts, Calendar, Tasks, or SMS.

# EduPrint

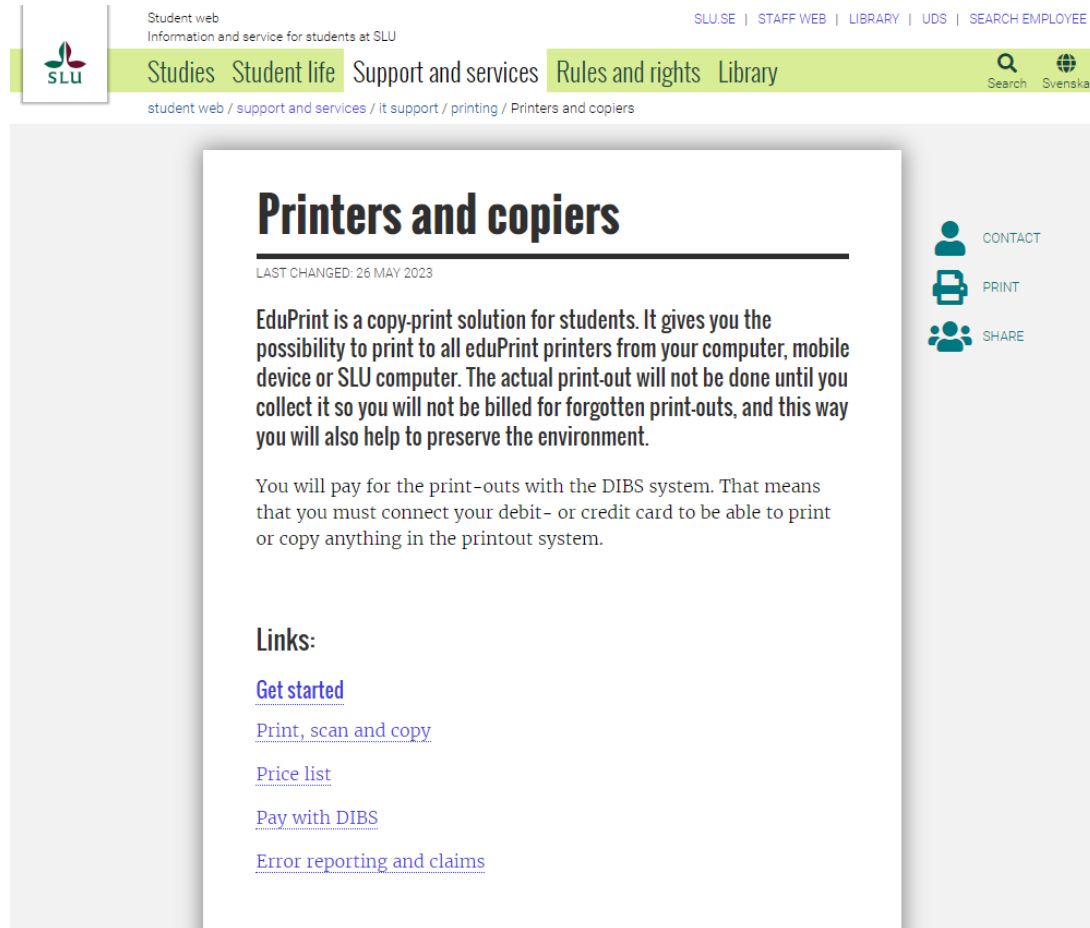
## Printer/Scan/Copy

SLU has a Print solution in the computer rooms and libraries at all main campuses which is composed of printers från Ricoh, a print management system called PaperCut and a payment system, DIBS Nets.



# Printing guides

<https://student.slu.se/en/study-support/it-support/printing/printers-and-copiers/>



The screenshot shows the SLU student web page for 'Printers and copiers'. The page has a green header with navigation links: 'Studies', 'Student life', 'Support and services', 'Rules and rights', and 'Library'. The 'Support and services' link is highlighted. Below the header, the page title 'Printers and copiers' is displayed in a large, bold font. Underneath the title, it says 'LAST CHANGED: 26 MAY 2023'. The main content area contains a paragraph explaining EduPrint: 'EduPrint is a copy-print solution for students. It gives you the possibility to print to all eduPrint printers from your computer, mobile device or SLU computer. The actual print-out will not be done until you collect it so you will not be billed for forgotten print-outs, and this way you will also help to preserve the environment.' Below this, another paragraph states: 'You will pay for the print-outs with the DIBS system. That means that you must connect your debit- or credit card to be able to print or copy anything in the printout system.' At the bottom of the main content area, there is a section titled 'Links:' with five blue underlined links: 'Get started', 'Print, scan and copy', 'Price list', 'Pay with DIBS', and 'Error reporting and claims'. On the right side of the page, there is a vertical sidebar with three icons and labels: 'CONTACT' (person icon), 'PRINT' (printer icon), and 'SHARE' (share icon).

## Wireless network



The SLU WiFi network is found on campus only.

Internet access in student housing via private operators, not SLU.

See the IT support student website for more information.

<https://student.slu.se/en/study-support/it-support/>



# Wireless network

Three networks in one: SLU, EduRoam, SLU-guest

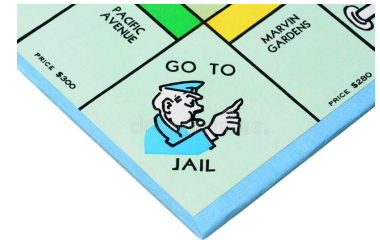
**SLU:** For SLU students and staff.

**EduRoam:** Primarily for students and employees from other universities/colleges visiting SLU. Your SLU ID can be used in any EduRoam Wifi network which are found in many public places.

**SLU-Guest:** For guests staying a few days or weeks. A temporary ID is required which can be ordered from the IT service desk.



# Wireless network



**IMPORTANT:** We occasionally receive complaints from copyright organisations about films/music downloaded via SLU's network. All WiFi traffic is logged so it is very easy to see where, when and who downloaded copyrighted files.

This is a violation of Swedish law and can lead to the account being closed.

## VPN (Virtual Private Network)

VPN is needed for access to library services, file servers and other services from outside of SLU's network.

VPN allows access by logging in to the network with your SLU User-ID.

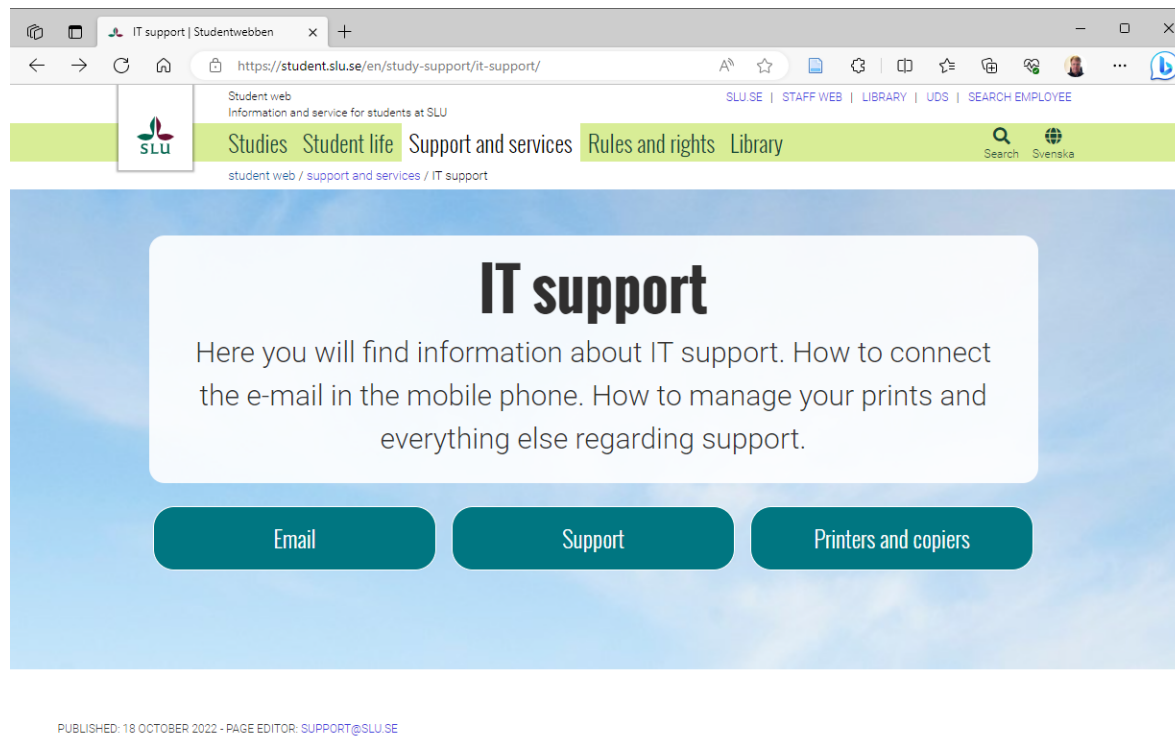
See <http://vpn.slu.se> for more information.



## IT-support website

<https://student.slu.se/en/study-support/it-support/>

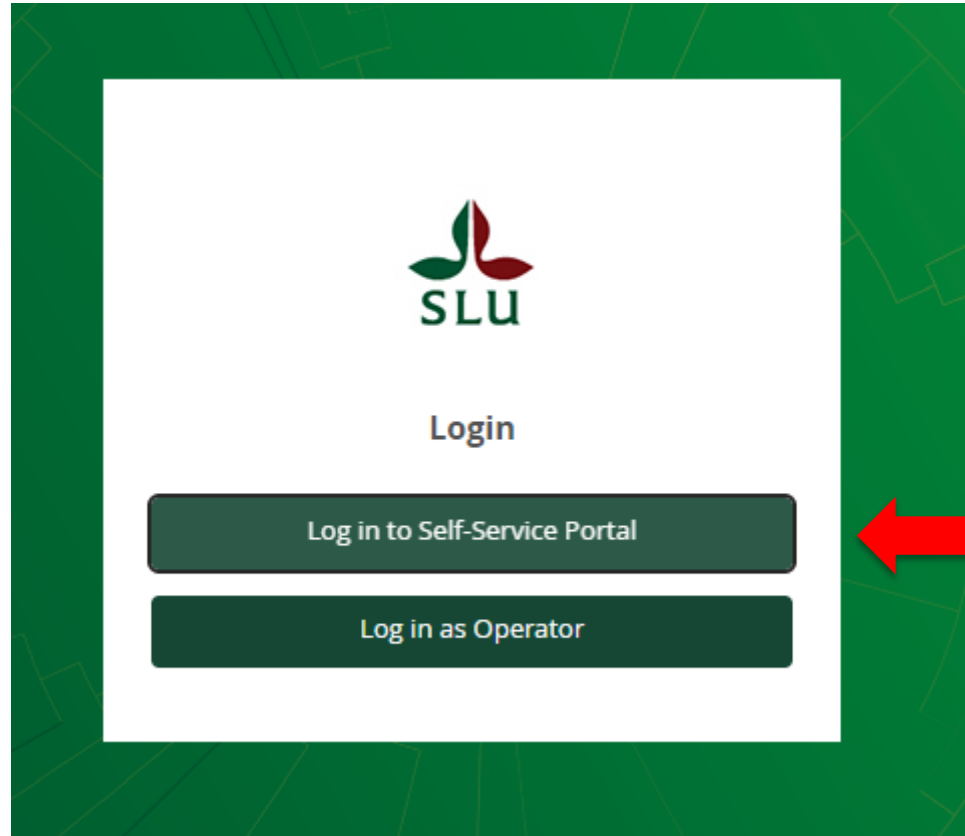
- Links to webmail, password change, and other IT information
- Online manuals and information.
- Contact addresses.



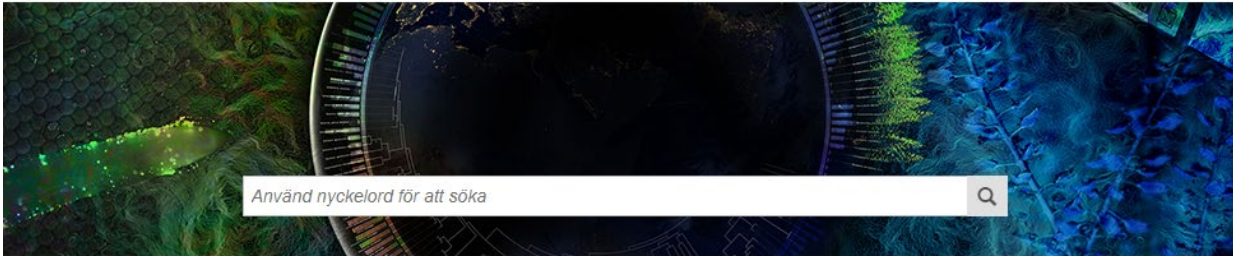


## Self service Support portal


<https://support.slu.se>



Change to English here if needed  
(*personlig profil – språk*)



### Welcome to the self-service portal!

<p>My requests</p> 	<p>My workplace</p> 	<p>Teaching, conference &amp; meetings</p> 
<p>Forsknings-IT</p> 	<p>Knowledge Base</p> 	<p>Interna IT-tjänster</p> 



- E-mail: [support@slu.se](mailto:support@slu.se)
- Phone: 018-67 66 00
- Visiting addresses:
  - Alnarp:** Tornhuset, Alnarpsgården
  - Umeå:** IT-dept., 5<sup>th</sup> floor
  - Uppsala:** Ulls Hus, Service Center

**TACK!**