IT @ SLU

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Welcome to IT at SLU

Welcome to SLU! This guide will help you get started with IT services.

Topics:

- User account & Password

- Student computers

- File Storage & VPN Access

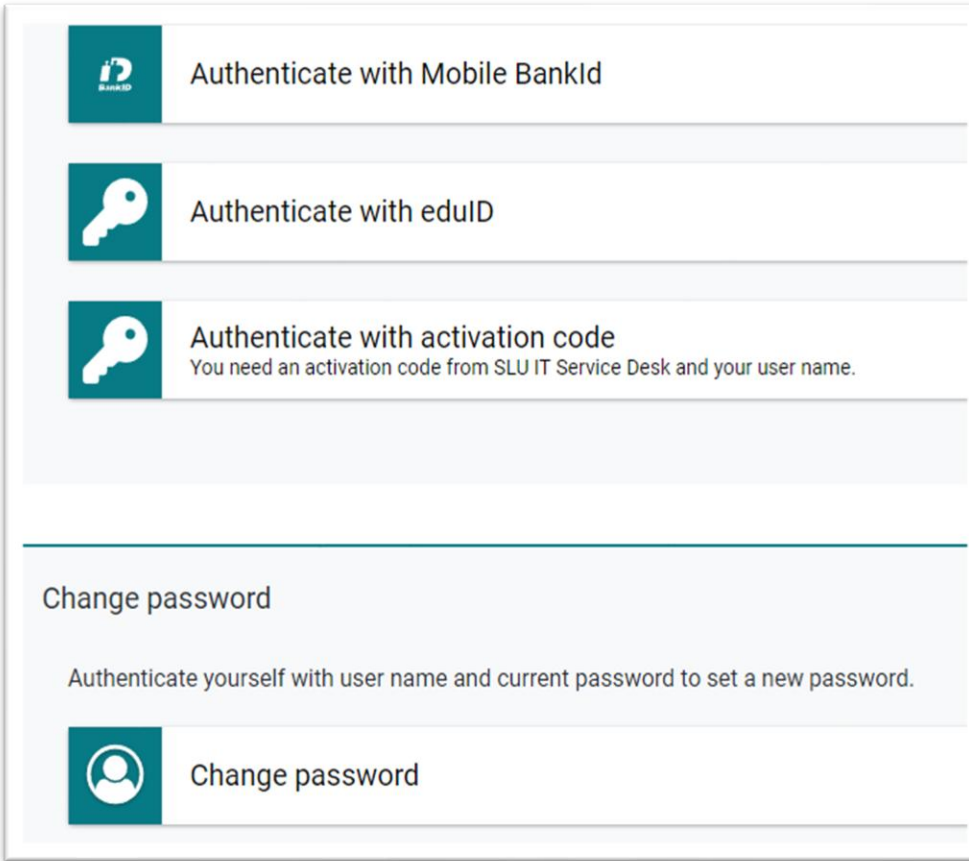- Email, Printing & WiFi

- Support & useful links

Your SLU user account

- The account is created automatically before your studies begin.

- Username format: 2 letters from your first and last name+ 4 digits (e.g., Oskar Andersson = oronXXXX)

- Your account grants you access to: Email, student web, computers, printing, WiFi, etc.

Password & login

- Change password at: https://idportal.slu.se

- Sign in with your existing SLU account, Swedish bank ID or eduID

- You can also change your password when signed in to our campus computers.

- To setup eduID: visit eduid.se

Using SLU Computers

- Available in libraries, computer labs, group rooms and lecture halls.

- Access usually follows building opening hours

- Pass card needed for evenings/weekends.

- Software in the computer labs varies by course needs

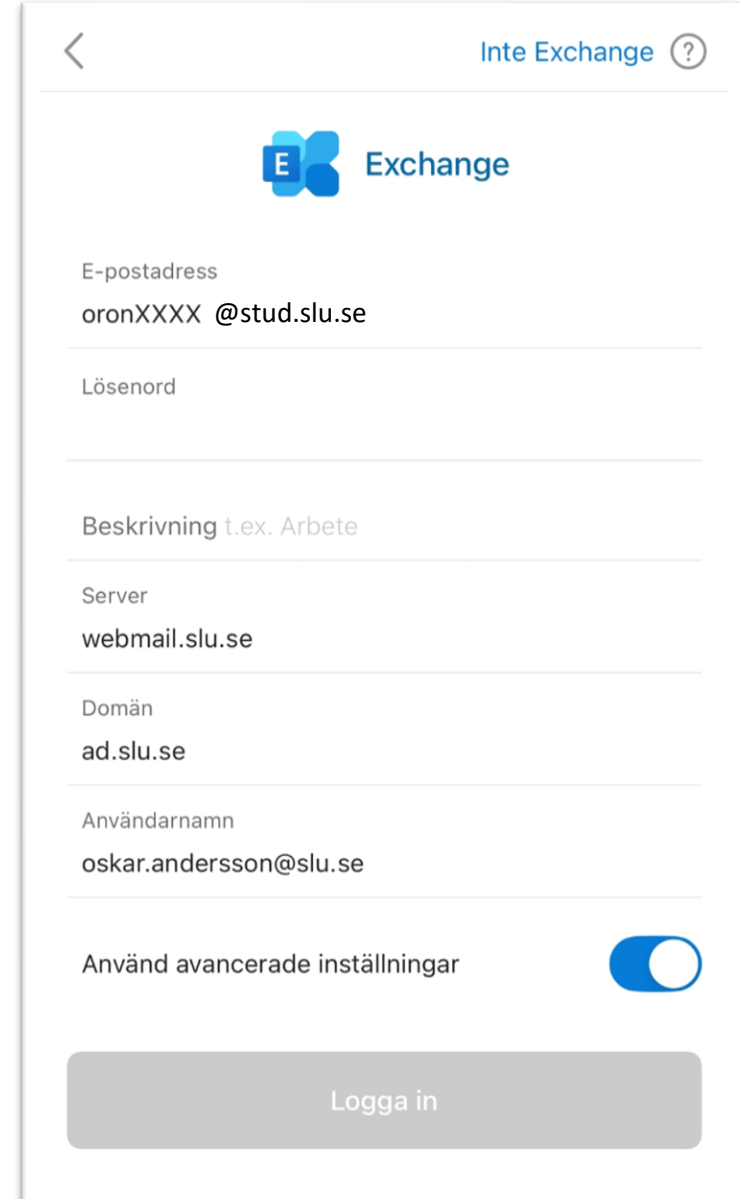SCIENCE AND EDUCATION FOR SUSTAINABLE LIFE

Files & Storage on SLU computers

- "Documents" folder is backed up hourly for up to 1 year.

- Accessible on all SLU public computers, and from home via VPN

- Folder Paths:
  - Uppsala: \\storage-ua.slu.se\student$\yourID
  - Alnarp: \\storage-al.slu.se\student$\yourID
  - Umeå: \\storage-um.slu.se\student$\yourID

Email Access

- Webmail: https://webmail.slu.se

- Address format: yourID@stud.slu.se

- Access your mail via the Outlook app

- App settings:
  - Mailbox type: Microsoft Exchange
  - Server: webmail.slu.se
  - Domain: ad.slu.se
  - SSL: Yes

Printing, Copying & Scanning

- Eduprint system available on all campuses

- EduPrint.slu.se

- Add money via DIBS/Nets on the EduPrint portal (Credit/Debit Card needed)

- Collect your prints with your access card

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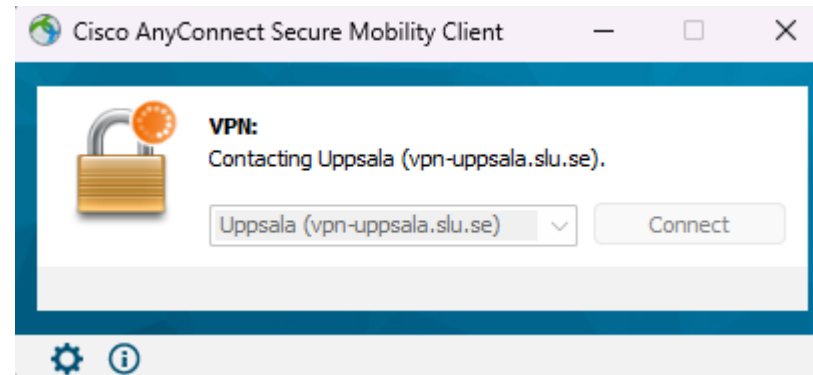
WiFi

- SLU-Wifi: Available on SLU campuses.

- Eduroam: available on SLU and other universities

- Guides: (insert link to self-service portal)

VPN – Access to SLU services from home

- Needed for library services and file access from outside SLU

- Get started at https://vpn.slu.se

Useful Links:

- Student portal: https://student.slu.se

- Webmail: https://webmail.slu.se

- IT Support (and guides): https://support.slu.se

- Eduprint: https://eduprint.slu.se

- IdPortal: https://idportal.slu.se

- Software library: https://student.slu.se/en/study-support/it-support/support/computer-software
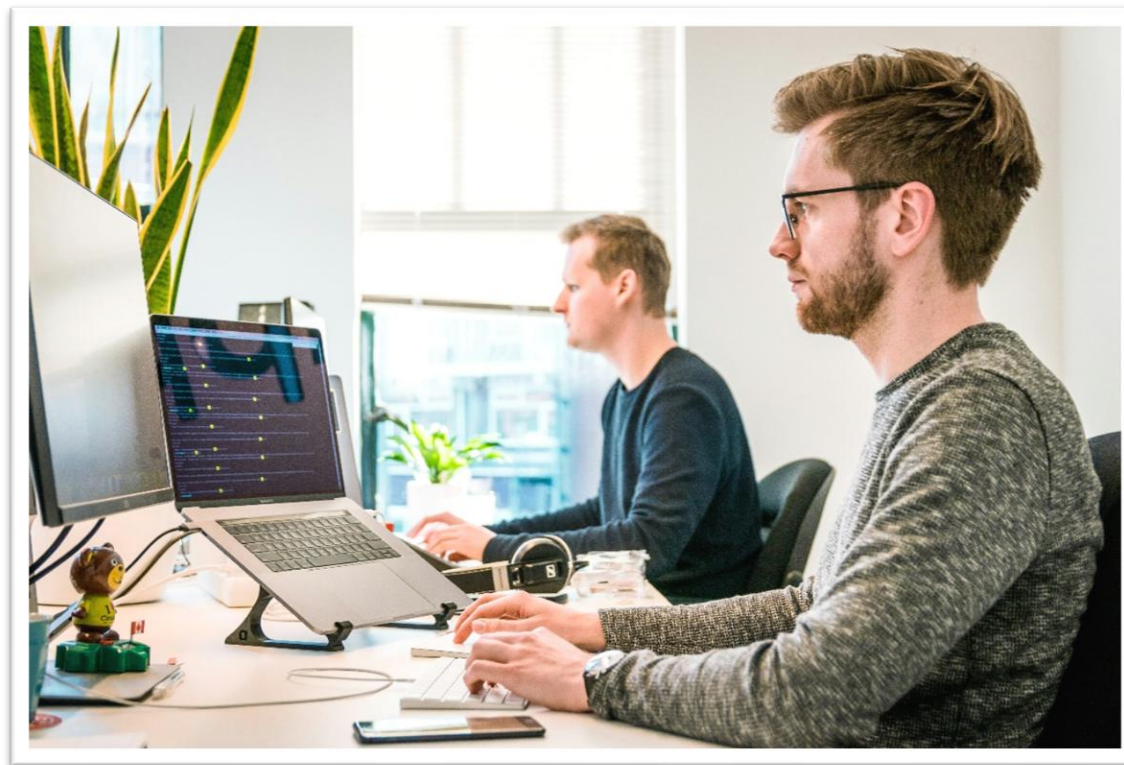
IT Support

- Part of the IT Department

- Available at all three main SLU campuses (plus 2 smaller locations)

- Serving 5000+ students and 3000+ employees. Libraries, lecture halls and other public areas.

- Provides public computer rooms, printers and other IT services.

What IT Support Offers

- Public computers & printers

- SLU WiFi access help

- Login & Password assistance

- Application support

- And a lot more!

- **Note:** We don't support your private devices but can advise.

How do i get help?

1. Email: support@slu.se

2. Phone: +46 (0) 18-67 6600

3. Self service portal: https://support.slu.se

4. Visit us:
   a) Alnarp: Tornhuset
   b) Uppsala: Ulls Hus (Service center)
   c) Umeå: IT-Department, 5th floor

Good luck & welcome!

Enjoy your studies at SLU!
Reach out if you have any IT-Related questions.