



UNIVERSITY OF TARTU



Information Technology Office

General Information

- Ülikooli 18a – first and second floor
- Physicum A404
- Over 60 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** – unsecured network with limited access to the university's systems, requires authentication via Facebook, Google or e-mail.
- Wired **ETHERNET** connection is rare.

Internet access in dormitories

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

Instructions for configuring these networks are located at:
<http://helpdesk.ut.ee/>

E-kyla (dormitories)

<https://campus.ee/>

The service portal for dormitories, where you can:

- Review your contract and manage your billing.
- Report problems for repairs et

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 provided to students by default. It will stay active **while you are studying** at the university.
- @ut.ee addresses are forwarded to students personal email by default. If You want, you can **turn off email forwarding.**

Your UT account

Take into consideration:

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

Security

- Keep your password secure!
- **NEVER SEND YOUR PASSWORD 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

DO's:

- use 9-10 characters, including numbers, upper- and lowercase letters, and symbols;
- use a password manager (BitWarden, LastPass, Keepass, Dashlane, 1Password, etc...).

DO NOT's:

- use a simple password;
- use a dictionary word password;
- use the same password everywhere;
- share your password with anyone!

Security

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

<https://haveibeenpwned.com/>

Microsoft Office 365

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!

Need help?

Contact the University of Tartu helpdesk

The IT office does not provide support for personal devices, but will try to help you or at least point you in the right direction.

helpdesk@ut.ee

<http://helpdesk.ut.ee/>

Computer parts and support

- **ORDI AS**
Computer parts and consultation
Located at Betooni 9
<http://www.ordi.eu/>
- **iDeal Group AS**
Apple products, consultation and repairs
Located at Lõunakeskus and Tartu Kaubamaja
<http://www.ideal.ee/>
- **KERNEL OÜ**
Lenovo and Dell products, consultation and repairs, cheap refurbished machines
Located at Vanemuise 65
<http://www.kernel.ee/>