

IT-TOUR

Welcome Days International Students

THE SOLUTION TO ALL YOUR IT PROBLEMS

QR 1



<https://helpdesk.ugent.be/en/>

On this page

- [Educational tools](#)
- Software platforms
- ICT services
- Recommendations
- ICT problems?

ICT and platforms for students

[Bekijk Nederlandstalige versie](#)

With your UGent account, students have access to various educational tools and software platforms. You can also find information about a range of ICT services on the ICT Helpdesk website.

Educational tools

- [OASIS](#) (student administration)
- [Panopto](#) (lecture recordings and live streaming)
- [Ufora](#) (digital learning environment)

Software platforms

- [Academic Software](#)
- [Athena](#)
- [Microsoft 365](#)
- [GitHub](#)

Shortcuts ...

- Eduroam
- VPN
- Recover your password
- Multi-factor authentication (MFA)
- Telephony
-  Starters guide for students
- Starters guide for employees
- ICT Helpme
- ICT ServiceDesk
- ICT SelfService

ICT services

- [Account, e-mail address and password](#)
- Connecting to UGentNet
 - [Wireless network access via Eduroam](#)
 - [Connecting from outside the UGent network \(VPN\)](#)
 - [Wired network access in University Halls of Residence](#)
- [Hearing support in Auditorium Leon De Meyer](#)
- [Print, copy and scan documents via myPrint](#)
- Network drives for data storage
 - H:-drive for the storage of personal, study and work related documents (your personal disk space or [homedrive](#))
 - W:-drive for setting up a [personal website](#)
 - Your work or school account on [OneDrive for work or school](#) (1 TB of storage)
- [Shared mailbox for student associations](#)
- Virtual server: student associations can request a virtual server from ICT via a staff member (e.g. the Director of Student Facilities) as the contact person

Shortcuts ...

- | | |
|-------------------------------------|--------------------------------|
| → Eduroam | → Starters guide for students |
| → VPN | → Starters guide for employees |
| → Recover your password | → ICT Helpme |
| → Multi-factor authentication (MFA) | → ICT ServiceDesk |
| → Telephony | → ICT SelfService |

Wireless network access via Eduroam

On this page

- [Log in to Eduroam](#)
- [Problems logging in?](#)
- [Frequently asked questions](#)

UGent also uses Eduroam for wireless network access. Thus, our students and staff can also use Eduroam at all other educational and research institutions that offer this wireless network.

Log in to Eduroam

1. Activate WIFI on your device.
2. Select the Eduroam network.
3. Log in with your Ghent University email address and password (or with *yourusername@ugent.be* and your Ghent University password).

Problems logging in?

Option 1: Forget the Eduroam network and log in again

First try the following steps (e.g. if you recently changed your UGent password):

1. Go to Wi-Fi settings on your device.
2. Select Eduroam.
3. Select Forget this network.
4. Try logging on to Eduroam again.

Shortcuts ...



[Eduroam](#)

→ [VPN](#)

→ [Recover your password](#)

→ [Multi-factor authentication \(MFA\)](#)

→ [Telephony](#)

→ [Starters guide for students](#)

→ [Starters guide for employees](#)

→ [ICT Helpme](#)

→ [ICT ServiceDesk](#)

→ [ICT SelfService](#)

Using a Virtual Private Network (VPN)

To activate a VPN connection on other devices, you must first install the Cisco Secure Client.

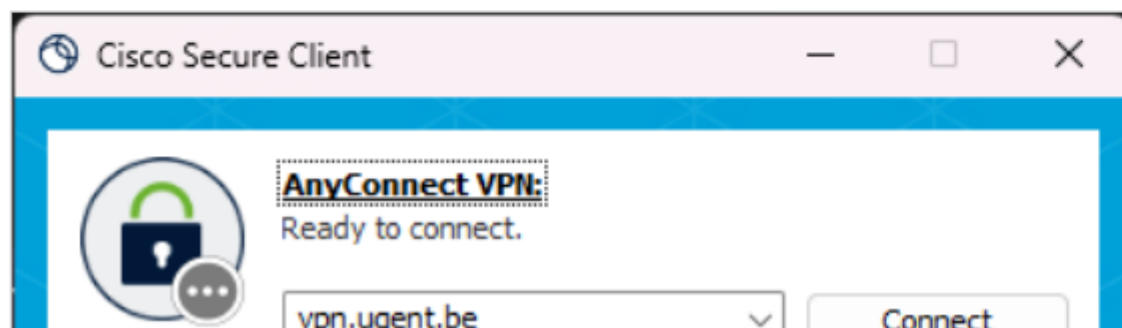
1. Download the latest version of the Cisco Secure Client. 

- [Windows \(.msi\)](#)
- [Windows ARM \(.msi\)](#)
- [macOS \(.dmg\)](#)
- [Linux \(64bit\) \(.pkg\)](#)

2. Open the downloaded file to install the Cisco Secure Client.

3. Use the following settings:

- Enter **vpn.ugent.be**.
- Click on the Connect button.
- Enter your UGent username and password.



Shortcuts ...

- Eduroam
-  VPN
- Recover your password
- Multi-factor authentication (MFA)
- Telephony
- Starters guide for students
- Starters guide for employees
- ICT Helpme
- ICT ServiceDesk
- ICT SelfService

GET STARTED WITH MFA

WHAT IS MFA?

Multifactor authentication (MFA) is a way to provide extra security for your UGent account. When registering, you do not only enter your username and password, but also a second factor. There are 4 methods:

1. Via an SMS code or telephone call
2. With the Microsoft Authenticator app
3. With another authenticator app
4. With a security key

You can find a step-by-step explanation on the [MFA pages](#).



Tip: Set up SMS code or phone call verification as the first method, and then set up another method. That way you can still login when your preferred method is not available.

Follow these steps to activate MFA:

1. Open a browser on your PC and surf to <https://mylogin.microsoft.com/security-info>.
2. Enter your Ugent email address. You will be redirected to a login screen.
3. Log in with your UGent-password.
4. Click on "Next"
5. Click on "Add method"
6. Select the method you wish to use
 - Verification using an [SMS code](#) or [phone call](#).
Start with this method.
 - Verification using the [Microsoft Authenticator app](#) on your smartphone.
The most user-friendly and safe method in daily use, but a bit more laborious to start with.
 - Authentication using another authenticator app such as [Google Authenticator](#), [LastPass](#), [Authy](#), etc.
Note: The helpdesk does not support these alternative apps.
 - Authentication using a [Security key](#)
This method is only used in exceptional situations
7. Click on "Add".

On this page

- Add MFA methods
- Method 1: SMS code
- Method 2: Calling
- Method 3: Microsoft Authenticator app
- Method 4: Passkey in Microsoft Authenticator app
- Method 5: Other authenticator app
- Method 6: Security key
- Method 7: Alternative e-mail address
- Reset MFA
- Frequently asked questions (FAQ)

Shortcuts ...

- Eduroam
- VPN
- Recover your password
- Multi-factor authentication (MFA)
- Telephony
- Starters guide for students
- Starters guide for employees
- ICT Helpme
- ICT ServiceDesk
- ICT SelfService

WHAT DID WE LEARN?

Shortcuts ...

- ICT helpdesk helps with our technical problems
- There is a starters guide for students
- We can get free Wifi at UGent through Eduroam
- To have access to research papers (online library) we need to install and log into a VPN 
- To log into UGent platforms we need to set up MFA

E-mail

Along with your UGent account, you have been given a UGent email address of the format `voornaam.familienaam@ugent.be` (without accents and spaces + uppercase letters do not matter).

Frequently asked questions

- [About e-mail](#)
- [About phishing and spam](#)
- [Outlook help & learning](#)

Read your e-mail

You can access your e-mail through your [browser](#) or through your own mail application.

Are you using your own mail application? Then first add your UGent Microsoft 365/Exchange account in this application:

- [New Outlook for Windows](#)
- [Classic Outlook for Windows](#)
- [Outlook for Mac](#)
- [Mail for Mac](#)
- [Outlook app for iOS \(Phone/iPad\)](#)
- [Mail app for iOS \(Phone/iPad\)](#)
- [Outlook app for Android](#)

Employees only

- [Sending e-mails via mailing lists](#)
- [Sending e-mails via groupmail](#)
- [Shared mailbox](#)
- [UGent e-mail disclaimer](#)

Students only

- [UGent account, e-mail address and password](#)
- [Shared mailbox for student associations](#)

[Home](#) > [Account & password](#) > Overview

Account and password

All employees and students receive a Ghent University account that gives them access to the university's online services.

Frequently asked questions

- [About My account](#)
- [About MFA](#)

Account

For employees

- [UGent accounts for employees](#)
- [Log in and out with your UGent account](#)
- [Request access to a particular government application](#)

For students

- [UGent accounts for students](#)
- [Log in and out with your UGent account](#)

For externals

- [Access for external parties](#)

Password

- [Change password](#)
- [Forgot your password?](#)
- [Multi-factor authentication \(MFA\)](#)

[Home](#) > [Software](#) > Overview

Software

Ghent University has licences for a wide range of software for students and employees.

Frequently asked questions

→ [Software](#)

Software for employees

Software platforms

- [Academic Software](#)
- [Athena](#)
- [Company Portal](#)
- [Microsoft 365](#)
- [Software share](#)

Other software

- [Educational tools](#)
- [SAP MyApps](#)
- [Everything about software for employees](#)

Software for students

Software platforms

- [Academic Software](#)
- [Athena](#)
- [Microsoft 365](#)

Educational tools

- [OASIS](#)
- [Panopto](#)
- [Ufora](#)

ICT HelpMe

Find your answer quickly

- Take a look on our [homepage](#). You will find a wealth of information there.
The answer to your question may also be listed there.
- [Check the frequently asked questions with answers in our FAQ.](#)

Need help?

- Overview of [previously asked questions](#)
- Ask a [new question](#)

Can't log in with your UGent account or don't have one yet? [Click here.](#)

When you contact the helpdesk, always mention:

- We can **help quicker** if you give us the following information:
- Your login name
 - The Operation system (Windows, Unix, MacOS,...) you are using
 - Which software you are working with
 - The location where you're experiencing problems (faculty department, PC-room, at home....)
 - When the problem occurred (circumstances)
 - The exact error message you received
 - The link/URL if the problem occurs on a website or online application
 - A [screenshot](#) of the problem

WHAT DID WE LEARN?

UGENTNET E-MAIL ACCOUNT & PASSWORD SECURITY SOFTWARE STORAGE WEBHOSTING HELPME

- ICT helpdesk helps with our technical problems
- We can (and should!) check our UGent email
- We can change our UGent password
- We can use free software through Athena (install Citrix  first) or Academic Software → Office 365  Word  Excel  Power Point  Outlook
- There's a servicedesk to go with technical problems

FOR GHENT UNI STUDENTS

Search

Quick links

- Academic calendar
- Class and exam timetables
- Education and examination code
- Guide for new students
- Medical service
- Tuition fees

Tools

- Athena
- Library
- Email
- Ufora
- Oasis
- Phone book



QR 2

<https://www.ugent.be/student/en>

OASIS

STUDENT

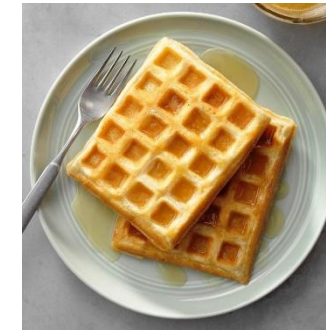
Links

- Homepage
- Study guide
- Ufora
- Education and Examination Code
- My calendar

General information

- Enrolments
- Examination results
- Special status
- Job student
- UCT enrolment
- Social Service

w39	Monday 26/9	Tuesday 27/9	Wednesday 28/9	Thursday 29/9	Friday 30/9
8			08:30 C004125A, Advanced Organic Chemistry GR01 lecture Leslokaal 0.1, Gebouw S4, Campus Sterre Annemieke Madder, Catherine Cazin, Michael Oelgemöller, Steven Nolan	08:30 éénmalig les in Aud A S4 C004128A, Molecular Physical Chemistry lecture Auditorium A, Gebouw S4, Campus Sterre Frank De Proft, Pieter Schiettecatte, Zeger Hens normaal hoorcollege in lokaal 0.1 S4	08:30 C004128A, Molecular Physical Chemistry lecture Leslokaal 0.1, Gebouw S4, Campus Sterre Frank De Proft, Pieter Schiettecatte, Zeger Hens
9					
10		10:00 C004125A, Advanced Organic Chemistry GR01 lecture Leslokaal 1.1, Gebouw S4, Campus Sterre Annemieke Madder, Catherine Cazin, Michael Oelgemöller, Steven Nolan	10:00 C004127A, Molecular Structure Analysis lecture Leslokaal 0.1, Gebouw S4, Campus Sterre Frederic Lynen, Kristof Van Hecke, Niels Geudens	10:00 C004140A, Nanomaterials Chemistry lecture Leslokaal 0.1, Gebouw S12, Campus Sterre Iwan Moreels, Klaartje De Buysser, Pascal Van Der Voort	
11		11:30 C004125A, Advanced Organic Chemistry lecture Leslokaal 1.1, Gebouw S4, Campus Sterre Annemieke Madder, Catherine Cazin, Michael Oelgemöller, Steven Nolan		11:30 C004140A, Nanomaterials Chemistry lecture Leslokaal 0.1, Gebouw S12, Campus Sterre Iwan Moreels, Pascal Van Der Voort	
12					
13	13:00 C004125A, Advanced Organic Chemistry GR01 lecture Leslokaal 0.2, Gebouw S4, Campus Sterre Annemieke Madder, Catherine Cazin, Michael Oelgemöller, Steven Nolan				
14					
15			14:30 C004127A, Molecular Structure Analysis seminar: coached exercises Leslokaal 0.1, Gebouw S4, Campus Sterre		14:30 C004153A, Chemometrics lecture PC / laptoplokaal 3.1 Konrad Zuse, Gebouw S9, Campus Sterre Laszlo Vincze
16					
17		17:30 C002965A, Advanced Polymer Chemistry, C004126A, Advanced Macromolecular Chemistry			



Siel Wellens



Ufora ▾ Calendar UGent ▾

Announcements ▾

Integreren van MS Teams in een Ufora-cursus / Integrating MS Teams in a Ufora course

Guide for stud

News

Support

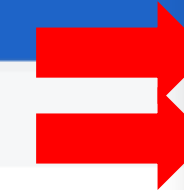
[Profile](#)

[Notifications](#)

[Account Settings](#)

[Progress](#)

[Log Out](#)



Instant Notifications

Activity Feed - new comments from others on a post

☐

Activity Feed - new posts created by others

☐

Announcements - announcement updated

☐

Announcements - new announcement available

☒

Email

Locale & Language

Preferred Locale and Language

English (United Kingdom) ▾



WHAT DID WE LEARN?

Tools

FOR GHENT UNI STUDENTS

→ Athena

Free software available for all UGent students (install [Citrix](#) first)

→ Library

Find research articles (install and log in to [VPN](#)!)

→ Email

Read UGent mails (and course announcements) online or install Microsoft Outlook

→ Ufora

The digital learning environment for all your UGent courses

→ Oasis

Find your curriculum, class schedules ([TimeEdit](#)), and other admin.

GHENT UNIVERSITY LEARNING ENVIRONMENT



UGENT ACCOUNT

Personal login
and password

[+INFO](#)



UFORA

Course information
and study materials

[+INFO](#)



OASIS

Administration
and enrollment

[+INFO](#)



PANOPTO

Lecture recordings
and livestreaming

[+INFO](#)



MS TEAMS

Communication
platform

[+INFO](#)



ATHENA

Access to all
UGent applications

[+INFO](#)



WOOC LAP

Digital
voting system

[+INFO](#)



LEARNING TRACKS

Self-study
learning tracks

[+INFO](#)



OFFICE 365

Access to the
Office package

[+INFO](#)

On this page

- [What is generative AI?](#)
- Which generative AI tool should you use?
- [What are the risks?](#)
- Are you allowed to use generative AI?
- What are the possibilities of using generative AI?
- Why master certain competencies when a generative AI tool can be used for it in the future?
- How can you sharpen your AI literacy?

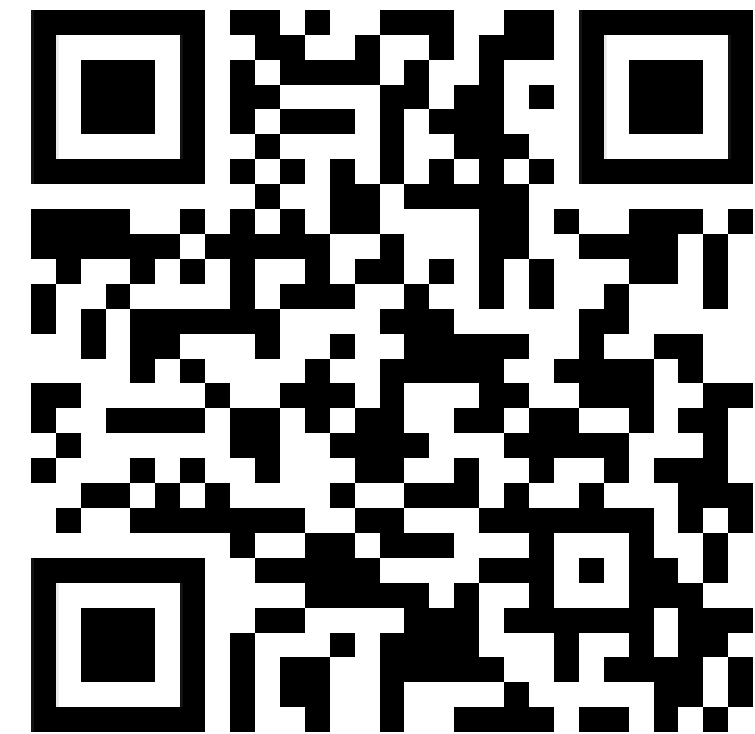
Generative AI in Education at Ghent University

There is no escaping nowadays: the presence of generative AI tools such as ChatGPT, Copilot, Consensus, Perplexity, etc. are ubiquitous, both within and outside the university context. But what are generative AI tools? What can they do and what can't they do (yet)? And are you allowed to use them at Ghent University? This page contains the answers to the above questions.

We try our best to keep this page up-to-date since artificial intelligence (AI) is evolving at a fast pace.

What is generative AI?

Generative AI refers to AI systems that are capable of creating new, original content from existing data. The tools are trained on vast tracts of data, c



QR 3

<https://www.ugent.be/student/en/study-support/genai>



MENU



Templates

+ Basic principles

– Templates

Overview

1. Print

2. Digital

3. Signage

4. Event

5. Advertising

+ Websites

QR 4



<https://styleguide.ugent.be/>

2. Digital

Handy templates for your digital communication in the corporate design of Ghent University.

See also digital templates in Word and PowerPoint to [print](#).

2.1 Presentation slides ≡

2.5 Video ≡

2.2 E-newsletter ≡

2.6 LaTeX ≡

2.3 E-mail signature ≡

2.4 Social media and app icons ≡

2.1 Presentation slides

Download presentation slides here below in PowerPoint (Windows) or Keynote (Apple).

IMPORTANT WEBSITES

- <https://helpdesk.ugent.be/en/> → **helpdesk**
- <https://www.ugent.be/student/en> → **student page**
- <https://www.ugent.be/student/en/study-support/genai>
→ **information on generative AI**
- <https://styleguide.ugent.be/> → **styleguide** for templates

ACCESS TO THE SLIDES

Join this Wooclap event

QR 5



1

Go to wooclap.com

2

Enter the event code in the top banner

Event code

GHENT2026



Enable answers by SMS



ENJOY YOUR
TIME @
GHENT
UNIVERSITY!

