IT-TOUR

Welcome Days International Students

GHENT UNIVERSITY

FACULTY OF SCIENCES

THE SOLUTION TO ALL YOUR IT PROBLEMS

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

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ICT guide for students

On this page you will find an overview of the ICT services for **students**. Are you a staff member? Then check out the ICT guide for employees.

The Department for Information and Communication Technology (DICT) is responsible for ICT at Ghent University. The more than 100 employees of the department are responsible for a sustainable ICT infrastructure, applications and support.

Overview

→ Account & password

→ Athena (software platform)

→ Data storage

→ E-mail

→ Helpdesk

→ Information security

→ Internet access

→ Laptop

→ Multi-factor authentication (MFA)

→ Multimedia (lecture recordings, livestreaming)

→ Oasis (student administration)

→ Microsoft 365

→ PC rooms

→ Student portal

→ Ufora (e-learning platform)

→ Your own website

Shortcuts ...

→ Wireless connection

→ Set up a VPN connection

→ Recover your password

→ Multi-factor authentication (MFA)

→ Phone services

→ Energy-efficient ICT use

→ Athena

→ Starters guide for students

→ Starters guide for employees

→ Microsoft Intune

→ Microsoft Teams

→ Digital signing

UGent account & password

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Eduroam

Eduroam is the wireless network within UGent. Other educational and research institutions also use Eduroam. This way, students and staff of all those institutions can use each other's wireless network.

Install Eduroam for UGent staff and students

→ Make sure your device is connected to the internet (data connection, hotspot, …).

→ Download de **configuration assistant tool** (CAT):

  → Surf to cat.eduroam.org

  → Choose " **Click here to download your eduroam installer** "

  → Choose "*Ghent University (UGent)*" from the list of organisations.

  → **Staff member?** Choose "*UGent (staff)*" from the user group list.

  → **Student?** Choose "*UGent (students)*" from the user group list.

  → Click on " **Download your installer** "

  → **Further instructions** for **Windows 10 & 11 • macOS • iOS • Android • Linux**

Problems after changing password?

→ After changing your password, reset Eduroam using the configuration assistant tool (CAT).

Technical information

The settings at UGent are the following:

→ Network Name/SSID: eduroam (lower case!) (is broadcast)

→ Security Type: WPA2 in combination with IEEE 802.1X (also known as WPA2-Enterprise)

→ Encryption Type: AES

→ Authentication method: PEAP

→ Authentication protocol: MSCHAP / Sub authentication method: EAP-MSCHAP V2

→ Certificate authority: Sectigo RSA Organization Validation Secure Server CA

→ Radius server: radius.ugent.be

Shortcuts …

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Virtual Private Network (VPN) settings and use

Preferably use a VPN connection when connecting to UGentNet from outside networks. This is in particular important when connecting from high risk countries or high risk networks.

A number of UGent ICT facilities can only be used from computers connected to UGentNet. You can also get access to UGentNet from outside the UGent (via your ISP). This requires a **VPN connection**. To establish a VPN connection, you need to install a **VPN client program**.

When you establish a VPN connection via another ISP (Telenet, Proximus, etc.) you get access to UGent internal information, as:

→ certain web applications e.g. Web of Science

→ network drives

From another ISP, you **do not** need VPN for:

→ helpdesk.ugent.be

→ www.ugent.be 🔑

→ Athena 🔑

→ Ufora 🔑

VPN clients: configuration and use ⬅

→ Windows and MacOS

→ iPhone or iPad

→ Smartphones (Android, Symbian)

→ Linux

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Shortcuts …

→ Wireless connection	→ Athena
➡ Set up a VPN connection	→ Starters guide for students
→ Recover your password	→ Starters guide for employees
→ Multi-factor authentication (MFA)	→ Microsoft Intune
→ Phone services	→ Microsoft Teams
→ Energy-efficient ICT use	→ Digital signing

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 ap
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://mysignins.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

→ Quick guide

→ Starting with MFA

→ Add MFA methods

→ How to use the verification methods

→ Reset MFA

→ Frequently asked questions (FAQ)

Shortcuts ...

→ Wireless connection

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→ Phone services

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→ Athena

→ Starters guide for students

→ Starters guide for employees

→ Microsoft Intune

→ Microsoft Teams

→ Digital signing

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WHAT DID WE LEARN?

– DICT 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

GHENT UNIVERSITY

DICT HELPDESK

Search

UGENTNET   **E-MAIL**   **ACCOUNT & PASSWORD**   **ATHENA & SOFTWARE**   **STORAGE**   **HELPME**

Home > E-mail > Overview

E-mail

On receipt of your account, you got an e-mail address which looks like this: *name.surname*@UGent.be (without accents and spaces, case-insensitive)

You can access your email through your **browser** (webmail) or through **your own mail application**.

Webmail

Check your email through your browser:

outlook.office.com

Mail app

If you use your own mail application, you need to set it up correctly:

→ Microsoft Outlook

→ Mozilla Thunderbird

→ iOS (Phone/iPad)

→ macOS

→ Android

Using your UGent e-mail

→ Mailing lists

→ Distribution lists

→ Shared mailbox

→ Attachments

→ UGent e-maildisclaimer

→ Forward, vacation, spamfilter

→ Managing e-mail rules

E-mail: guidelines and policy

→ What measures does DICT take?

→ Phishing and SPAM FAQ

→ Forward e-mail as an attachment

→ Ghent University mailing list guidelines

FAQ

→ Frequently asked questions about e-mail

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DICT HELPDESK

Search

UGENTNET   E-MAIL   ACCOUNT & PASSWORD   **SOFTWARE**   STORAGE   HELPME

UNIVERSITEIT GENT

Home > Software > Overview

Software

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

→ Software portfolio

For employees:

→ What software is offered on Intune devices?

→ Software in the Intune company portal.

Frequently asked questions

→ Software FAQ

Microsoft 365

Info about Microsoft 365:

→ Access to the online Microsoft 365 applications

→ OneDrive for Business: secure online storage

→ Download and install Microsoft 365 apps

Quick to:

→ office.ugent.be

Administrative applications

→ SAP MyApps

Athena

Via Athena, you can use most of the applications licensed by UGent without first installing them on your own computer.

Access and initial use Athena

Install Citrix Workspace App

→ More on Athena

Quick to:

athena.ugent.be

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DICT 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.

Questions about personnel matters, Oasis, Ufora, ...?

→ You can find the different helpdesks on this overview.

Drop by?

You can also drop by our ServiceDesk **with your device**.

make an appointment

Urgent?

For **urgent cases** you can call: 09 264 47 47 (internal nr: 4747)
You can reach us from Monday to Friday between 8h and 18h

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

First aid for login problems

Forgot your **password**?
Reset your password at myaccount.microsoft.com. More info.

Are your configured **multi-factor authentication (MFA) methods** no longer available?
Reset them on mfareset.ugent.be.

This can also help:

→ How to make a screenshot?

→ What is your IP-address?

WHAT DID WE LEARN?

| UGENTNET | E-MAIL | ACCOUNT & PASSWORD | SOFTWARE | STORAGE | HELPME |

- DICT 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) → Office 365
- There's a servicedesk to go with technical problems

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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

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GHENT UNIVERSITY

OASIS

STUDENT

Links

→ Homepage

Study guide

Ufora

→ Education and Examination Code

My calendar

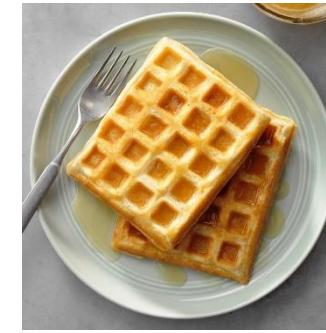**— General information**

→ 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	11:30
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				13:00
14	14:30		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
15					
16					
17		17:30 C002965A, Advanced Polymer Chemistry, C004126A, Advanced Macromolecular Chemistry 19:00	17:30		17:30

Go to the exchange programs of the Faculty of Sciences   Go to the scheduling software (TimeEdit)   14

UFORA

UNIVERSITEIT GENT

Ufora ⌄   Calendar   UGent ⌄

Siel Wellens

Profile
Notifications
Account Settings

Progress

Log Out

Announcements ⌄

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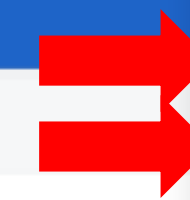
Guide for stud

News

Support

Instant Notifications

	Email
Activity Feed - new comments from others on a post	☐
Activity Feed - new posts created by others	☐
Announcements - announcement updated	☐
Announcements - new announcement available	☑

Locale & Language

Preferred Locale and Language

English (United Kingdom) ⌄

WHAT DID WE LEARN?

Tools

→ **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.

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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

WOOCLAP

Digital
voting system

+INFO

LEARNING TRACKS

Self-study
learning tracks

+INFO

OFFICE 365

Access to the
Office package

+INFO

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.
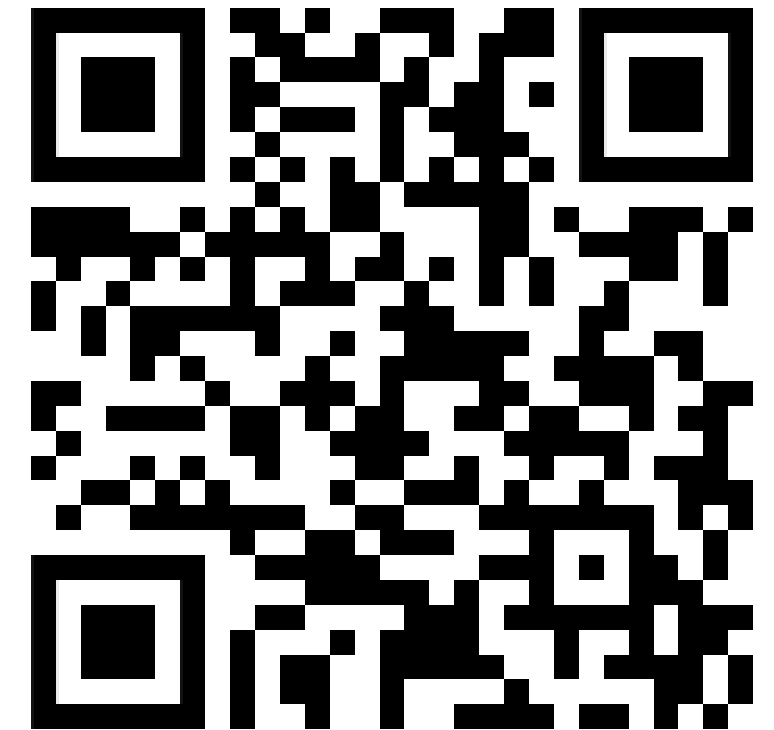
What is generative AI?

Generative AI refers to AI systems that are capable of creating new, original content based on the patte
The tools are trained on vast tracts of data, obtained mainly from the internet.

Using advanced algorithms and neural networks, they can generate text, images, audio, videos, and con
This generated output is statistically close to the data it was trained on, but offer unique and customize
the tool.

> ❗ Do you want to know more about what generative AI is and how it works? Then take a look at module 1 of the Ufora learning path: [Generative AI for Students – From Concepts to Creation](#).
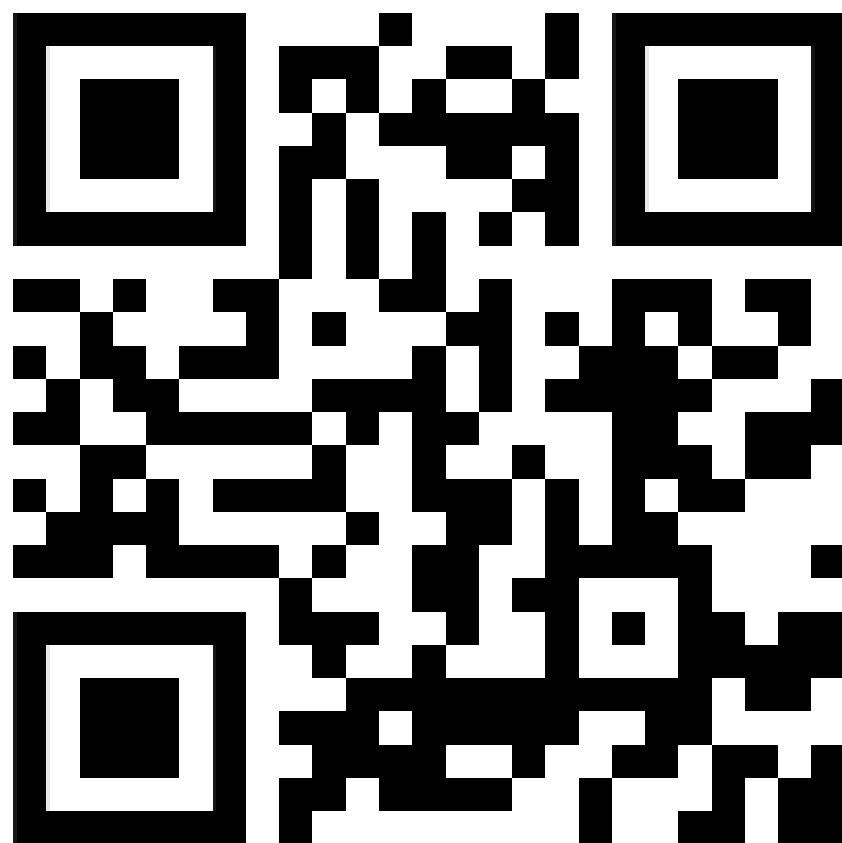
Templates

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

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