

Welcome to AAU It Services

AAU's IT organisation It Services is your gateway to IT support. You can order IT equipment from us. We will help you set up your computer; we will also assist with any problems you might encounter with your emails, password or other IT-related issues.

Each week, we receive around 1,700 inquiries from students and staff at AAU. Critical system errors are resolved as soon as possible, while requests for gaining access to an IT system are generally solved within 24 hours. Our full-time staff are ready at the phones to assist you during our office hours. In addition, you can always email us, check our guides on www.en.its.aau.dk or meet us at our local service desks in Aalborg, Esbjerg and Copenhagen.

In this leaflet you will find information on ordering IT equipment and how to get started using it in your day-to-day work at AAU.

Further information is also available on www.en.its.aau.dk, and you are always welcome to contact us for assistance.

AAU It Services

Contact AAU It Services

If you need our assistance, please contact us either by email or phone or meet us at one of our local service desks.

Meet us

We have six local service desks at a number of locations in Aalborg, Esbjerg and Copenhagen, where we are ready to assist you. Our office hours are Mondays-Thursdays from 8:00-15:30 and Fridays from 8:00-15:00.

Find your local service desk at www.en.its.aau.dk/support

LOCAL SERVICE DESKS WITH FIXED OPENING HOURS

MEET US IN AALBORG, ESBJERG AND COPENHAGEN

Monday-Thursday: 8.00-15.30
Friday: 8.00-15.00

- Servicedesk Cph, Frederikskaj 12, 2. floor
- Servicedesk Esbjerg, Niels Bohrs Vej 8, room A223
- Servicedesk Aalborg, Strandvejen 12-14, room A225

Send us an email

You are always welcome to send us an email at support@its.aau.dk. Please describe your problem or your question as accurately as possible – we will then get back to you with an answer or contact you if we need additional information in order to help you.

Call us

We are ready to help you on the phone (+45 9940) 2020 during our office hours Mondays to Thursdays 8:00-15:30 and Fridays 8:00-15:00.

Check out our website

At www.en.its.aau.dk you will find links and guides to all AAU IT systems and services.

IT start for staff at
Aalborg University
– at your assistance



AALBORG UNIVERSITY
DENMARK

AAU It Services

It support

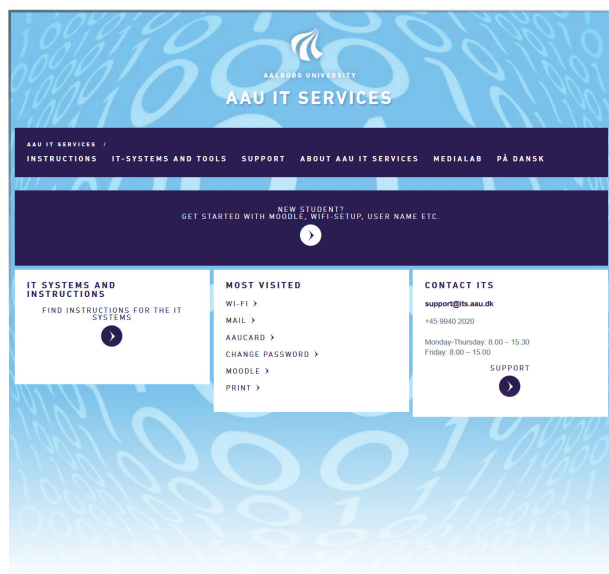


We can assist you when you need to buy new IT equipment and install any programmes you might need. When you encounter IT problems in your day-to-day work, we are ready to assist you.

Shortcuts to IT support

Guides

Find guides at www.en.its.aau.dk



Contact us

Send us an email at support@its.aau.dk

Call us on (+45 9940) 2020 – the phones are open Mondays-Thursdays from 8:00-15:30 and Fridays from 8:00-15:00

Visit our local service desks in Aalborg, Esbjerg and Copenhagen – find locations and office hours at www.en.its.aau.dk/support



support

Purchasing IT equipment



When you need a new computer or tablet for work purposes, we will purchase it for you.

View our products and order

You can see all the products we offer in our buyer's guide (only in Danish) and order IT equipment by filling in the purchase form (also in Danish). All products shown in the buyer's guide also appear in the form, so simply tick off the box in the form to order the product. Institutes and departments that use FI&D must also use FI&D when procuring IT equipment.

Please note that your unit or department may have a local procurement policy for IT equipment – so remember to check with your immediate superior before ordering.

Please contact us if you need assistance in deciding which product best suits your needs or if you cannot find the product you are looking for.

Find the Danish buyer's guide and purchase form at www.its.aau.dk/indkoeb



purchasing



Purchasing mobile phones

Telephones, telephony subscriptions, mobile broadband etc. must be ordered from the person responsible for telephony at your unit or department. A list of names can be found on the Danish intranet: www.telefoni.aau.dk



telephony

Getting started



Email

The first time you log on to your standard Windows computer, this must be connected to the AAU cable network on campus. Your email has already been set up.

Read about email configuration on a Mac and other devices at www.its.aau.dk/mail

Backup

On all our standard computers we will back up the files you save in the Libraries folder: Documents, Desktop and Pictures as long as you regularly connect to AAU's network.

Mac users must back up their data either on an external hard drive or on a network drive. Use the following guide to connect your Mac to a network drive:

www.its.aau.dk/vejledninger/filer/dok-mac/

Wi-fi

Use the AAU-1x network when you are on campus. Read about our wireless network at www.en.its.aau.dk/instructions/wifi/

Print

You can add printers by following the instructions at www.its.aau.dk/print

Change your password

It is AAU policy that all staff must change their password at least every six months. You will find instructions for changing your password on www.its.aau.dk/adgangskode/