

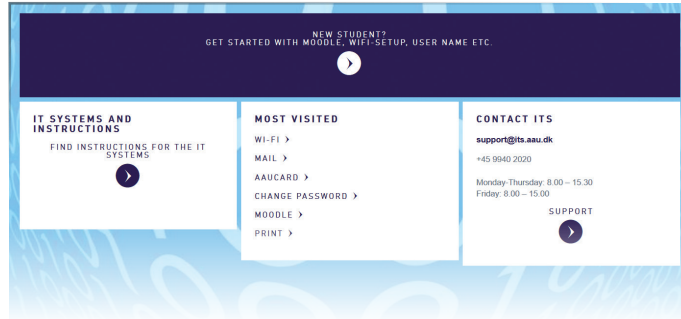
AAU It Services

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.

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



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

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

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



support

AAU It Services

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). Institutes and departments that use FI&D must also use FI&D when procuring IT equipment.

All purchases must of course be made in agreement with your unit/department.

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



purchasing



Purchasing mobile phones

Telephones, subscriptions, mobile broadband etc. must be ordered from the person responsible for telephony at your unit or department.

A list of these persons can be found on the Danish intranet: www.telefoni.aau.dk



telephony

AAU It Services

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

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/