



AUP IT Services

Address: 69 Quai d'Orsay, 75007 Paris

Phone: 01.40.62.06.96

Website: <https://www.aup.edu/its>

Helpdesk: helpdesk@aup.edu

IT support hours: Monday to Friday from 8.30 am to 6 pm, Quai d'Orsay, room A-201

Multimedia and Classroom technology support hours: 8 am to 8 pm, Quai d'Orsay, room 502



The university uses single sign on network account (NetID) for the majority of its online services. You will thus use the same NetID and password for all of them. Your NetID and AUP email information are sent via your personal email once you are accepted at AUP.



All official AUP communications are sent via your AUP email account. Your AUP email address can look either like david.smith@aup.edu or a123456@aup.edu. Check your email anytime at <https://www.office.com>.



- AUP offers a wide range of integrated cloud services through Office 365. You can collaborate, store and share your work with students and teachers using any device connected to the internet.
- Access your Office 365 dashboard via <https://www.office.com> with your AUP email and password.
- We recommend installing Office 365 applications directly on your desktop (Outlook, OneDrive, etc.)



- On how to use AUP Wi-Fi, see <https://www.aup.edu/student-life/campus/it-services/wifi-network>.
- You can access the AUP wireless network in all campus buildings.



- Make sure your personal computer system is updated on a regular basis.
- Never share your NetID password.
- Always sign out class computers when you leave.
- Please review AUP ITS Policies at <https://my.aup.edu/student-life/resources-services/it-services/policies-procedures/student>.



- PC & Mac workstations are available around campus.
- You can borrow a laptop from the Navigation Desk in Quai d'Orsay, ground floor (to be used only within the building).
- You can borrow and use Audio-Visual (AV) equipment from the Multimedia Office for academic activities.
- Get free access to online learning video tutorials on <https://www.linkedin.com/learning>.
- To access the AUP Film/Photo/Broadcast studio, please contact multimedia@aup.edu.
- The purchase of an external hard drive is strongly advised when working on video projects.
- Access Blackboard on <https://blackboard.aup.edu>. For any Blackboard request, please contact arc@aup.edu.



- To be compatible with AUP systems, your personal laptop should work on Windows 7, 8 or 10 or Mac OS X 10.6 or later.
- Always backup your files to your USB key, cloud service, or network drive.
- ITS does not provide maintenance for personal laptops and hardware. A list of local IT vendors is available upon request.



AUP offers you a printing quota per semester, and you may purchase additional printing credits. You can print from your personal laptop via <https://printing.aup.edu> and click "Web Print."



- Make sure to bring the appropriate adapters and electrical connectors for France.
- Keep a record of your computer configuration and serial numbers.
- Check international warranty options for equipment purchased outside France.