AUP Information Technology Services

2 bis Passage Landrieu & 6 rue Colonel Combes 75007 Paris
Website : www.aup.edu/its   Helpdesk: helpdesk.aup.edu
Email : helpdesk@aup.edu   Phone : 01.40.62.0696

Contact IT Services
Website : http://helpdesk.aup.edu
Email : helpdesk@aup.edu
Phone : +33.1.40.62.0696
Opening hours : Monday to Friday, 8:30am to 6pm

Need assistance?
All requests for technical support should be submitted to: helpdesk@aup.edu.
You can also submit your request via the helpdesk web site .
This system helps to track and manage requests efficiently and better serve you.

Your Network Account (NetID)
• You will be assigned a NetID (first initial of your first name+last name)
• Your NetID allows access to a wide range of AUP services:
   AUP computer , printing, Library services,
   Blackboard course sites, and more.
• Use www.aup.edu/directory to locate Faculty, Staff, Students

Office 365 Services Features
• A wide range of integrated cloud services are offered by AUP Office 365.
• You can collaborate, store, share your work with colleagues and students.
• Access your files from anywhere (PC or mobile devices) using OneDrive
• Access your Office 365 dashboard through http://portal.office.com using your AUP email address (ex: jdoe@aup.edu) and password.

E-mail
• Your AUP e-mail account will be: FirstInitial+LastName@aup.edu
• All official university communications are sent to this address.
• You can also use http://mail.aup.edu to access your email
• Your file storage is 50GB

Wi-Fi
• For instructions on using AUP Wi-Fi, see www.aup.edu/wifi .
• You can access the AUP wireless network in all campus buildings.

Security & Policies
• Personal laptops must have up-to-date anti-virus software installed.
• Never share your NetID password with anyone, and remember to always log off class computers!
• Please review AUP ITS Policies at:
www.aup.edu/student-life/resources-services/it-services/policies-procedures

Printing
• Networked printers are available from your office computer or AUP laptop
• You can print from your personal laptop. Log on to http://printing.aup.edu and click "Web Print".

Workstations & Multimedia Services
• Classrooms with PC & Mac workstations are located in Passage Landrieu and Coombes.
• Multimedia equipment available from the Multimedia Office in Combes, Office 303.
• Free access to online learning video tutorials at http://lynda.aup.edu .
• Access to the AUP Film/Photo/Broadcast studio. Contact: multimedia@aup.edu.
• The purchase of an external hard drive is strongly advised when working on video projects.
• Reserve a classroom using www.aup.edu/academics/offices-resources/registrar/room-reservations
• Use blackboard.aup.edu to manage course documents and assignments. Contact arc@aup.edu

Your Personal Computer
• For compatibility with AUP systems, the following minimum standards apply:
   Windows 7, 8 or 10 and Mac OS X 10.6 or later. More recent operating systems are supported.
• AUP strongly encourages you to purchase extended warranty options for your computer.
• Always backup your files to your USB key, cloud service, or network drive.
• Unfortunately, ITS does not have resources to provide maintenance for personal laptops
   and hardware.   A list of local IT vendors is available upon request.

Important:
- Keep and bring your laptop installation CDs and manuals to IT vendors in Paris (ex. FNAC, Darty, ...).
- Be sure to bring the appropriate adapters and electrical connectors for France.
- See: http://goeurope.about.com/cs/electricity/l/bl_electricity.htm.
- Keep a record of your computer configuration and serial numbers, and a backup copy of your files.
- Check international warranty options for equipment purchased outside France.

FACULTY & STAFF
Your portal to AUP services
is located at the top
of every AUP web page.
See FACULTY & STAFF
www.aup.edu/faculty-staff

Online Learning
Free access to
online learning library at
http://lynda.aup.edu

Free Software
Microsoft Office installation for
Windows and Mac laptops
through Office 365 portal.