



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 have been assigned a NetID ("a" followed by your student ID).
- Ex. a12345
- Your NetID allows access to a wide range of AUP services:
 - Email, 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 and share your work with colleagues and profs.
- Access your files from anywhere (PC or mobile devices) using OneDrive
- Access your Office 365 dashboard through <http://portal.office.com>



E-mail

- Every student receives an AUP e-mail address (a12345@aup.edu).
- All official university communications are sent to this address.
- Check your AUP email daily at <http://mail.aup.edu>.
- Your alias email is: firstname.lastname@aup.edu. Test before using.



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 AUP computers!
- Please review AUP ITS Policies at: <https://www.aup.edu/student-life/resources-services/it-services/policies-procedures>



Printing

- Each semester, a certain number of 'free' pages are allocated to each student.
- Additional printing credits may be purchased.
- You can print from your laptop. Log on to <http://printing.aup.edu> and click "Web Print".



Students Workstations & Multimedia Services

- 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.



Your Personal Computer @ AUP

- 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.

CURRENT STUDENTS

Your portal to AUP services is located at the top of every AUP web page. See CURRENT STUDENTS www.aup.edu/current-students

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.