SUTD IT QUICK ONBOARDING GUIDE

1. LOGIN CREDENTIALS

❖ All students are provided with 2 login credentials by Office of IT for network and email access (AD and Email credentials respectively)

No	Credentials	Applicable To	Remarks

1	**AD Credentials** (e.g. 1000001)	• Network / Windows Login (Lab)
		• Wi-Fi
		• VPN
		• SUTD Applications
		➢ eDimension
		   https://edimension.sutd.edu.sg
		➢ MyPortal
		   https://myportal.sutd.edu.sg
		➢ Download Site
		   https://downloads.sutd.edu.sg
			• Password Expiry: Every 90 days
			• Invalid Password Attempts: 3
			• Change password via:
			➢ Student Self-Help Portal
			   https://studentselfhelp.sutd.edu.sg:9251

2	**Email Credentials** (e.g. kay_lim@mymail.sutd.edu.sg)	• Skype for Business / Lync • Outlook Web Access http://portal.sutd.edu.sg ➢ Access to other Office365 functions like OneDrive (1TB) ➢ Install Office on your personal devices up to 5 PCs or Macs, 5 tablets, and 5 smartphones	• Mailbox Size: 50 GB • Password Expiry: Every 90 days • Change password via: ➢ Outlook Web Access -> Office 365 Settings -> Settings -> Password • Reset password via: https://passwordreset.microsoftonline.com

2. WI-FI ACCESS

No	SSID (Wi-Fi Network)	Usage
1	SUTD_Student	• Wireless SSID for SUTD students • For access to SUTD network (Intranet and Internet) • Login using AD Credentials
2	eduroam	• Education Roaming, also known as eduroam, allows for free secured Internet surfing while visiting other participating global universities, or local institutes of higher learning (IHLs). For participating list, visit: https://www.eduroam.org • For access to Internet only • Login using **AD credentials** (not email credentials) Note: Username to append "***@sutd.edu.sg***" (e.g. 1000001@sutd.edu.sg)

3. OUTLOOK ACCESS

❖ Outlook Mail can be accessed via Internet (no VPN required) through the following methods:

No	Access Method	Usage
2	Outlook Web Access	• Can be accessed via any web browser: http://portal.sutd.edu.sg • Also used for password change for email credentials • Access to other Office 365 functions and Office Installation files
3	Mobile Devices	• Can be accessed via any mobile devices • Server to be inputted: outlook.office365.com • **iOS** – Settings-> Mail, Contacts, Calendars -> Add Account -> Exchange • **Android** - Settings-> Account-> Add new account -> Exchange • **Windows** – Settings-> Email + Accounts -> Add an account -> Outlook

4. VPN ACCESS

❖ All Applications can be accessed via the Internet except for the following which require VPN connectivity:
  ➢ *Software that requires connectivity to license server (refer to section under Academic Software)*
❖ VPN can be established via Internet through the following methods:

No	Access Method	Usage
1	VPN Client	• Can be accessed via Pulse Secure Client
2	VPN Web Access	• Access via any web browser: https://sutdvpn.sutd.edu.sg/student

5. PRINTING / PHOTOCOPYING / SCANNING

❖ Printing and Photocopying Facilities are chargeable and payment can be made via any EZ-Link card (e.g. student card). These facilities are available at the following locations:

Location		Opening Hours	Printers				Copiers	Large Format Printers				Scanners	
			A4 B&W	A4 Colour	A3 B&W	A3 Colour	A4 B&W	A1 B&W	A1 Colour	A0 B&W	A0 Colour	A3 Scanner	Large Format Scanner
Price per page (subject to price review every half yearly)			$0.04	$0.45	$0.08	$0.90	$0.03	$2.00	$5.00	$3.00	$10.00	**FOC**	**FOC**
Library	**Level 1**	Library Operating Hours	1				1						
	Level 2		1				1						
	Level 3		1				1						
Blg 1	**1.515**	24 Hrs	1	1	1			3				1	1
Blg 2	**2.602**	24 Hrs	1	1	1			2					
Hostel Quiet Rooms	**55.211A**	24 Hrs	1		1								
	57.1014A		1		1								
	59.1015A		1		1								

6. ACADEMIC SOFTWARE

❖ Academic software are available for download via the Download Site (https://downloads.sutd.edu.sg) for students' use. Log in using this format **sutdstu\<AD username>**. (e.g. sutdstu\1000001)

❖ Installation guides are found in the individual software folder. Other user guides are also available for download from the IT Service Desk Portal.
Note: All software installation and configuration (including Apple Boot Camp) are strictly based on self-service.

Academic Software	OS		Usage Requires University Network (or VPN)	Download From	Remarks
	Windows	MacOS			
Adobe Creative Cloud	√	√	No	Download Site	An Invitation Mail from Adobe will be sent to you for Account Creation
Matlab Campus License	√	√	No	Download Site	
Mathematica 9 / 10	√	√	Yes	Download Site	
Solidworks 2015 / 2017	√	X	Yes	Download Site	
Respondus Lockdown Browser	√	√	No	Download Site / Respondus Site	To be used for secure online exams using eDimension
AutoCAD Suite	√	√	No	Autodesk Website	Self-registration via autodesk website. http://www.autodesk.com/education/ free-software/featured
Microsoft Office 2016	√	√	No	Webmail Login	Go to Office 365 Settings -> Settings -> Software
Microsoft Imagine / Premium	√	√*	No	Contact IT Service Desk	Download Link and serial key will be provided by IT Service Desk. *Limited products for MacOS.
Pulse Secure (VPN)	√	√	No	Download Site	Client Version for VPN Access

7. STUDENT IT POLICY

❖ All students shall familiarize themselves with the Student IT Policy. The Policy can be found in the IT Service Desk Portal.

8. GETTING HELP

❖ For any IT queries, assistance or requests, please contact IT Service Desk through the following channels:

No	Channel		Operating Hours
1	Email	help-it@sutd.edu.sg	• Monday to Friday: 8.00am to 10.00pm • Saturday: 8.30 am to 1.00pm • Sunday and PH: Closed
2	Phone	6499-4500	
3	Walk-In	IT Care @ 2.204	• Monday to Friday: 8.30am to 6.00pm • Saturday: 8.30 am to 1.00pm • Sunday and PH: Closed
4	IT Service Desk Portal	http://itservicedesk.sutd.edu.sg *(accessible within SUTD network or VPN)*	• 24 Hours (IT Policy, User Guides, FAQs, Announcements)

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