Student Guide to IT Services

An essential guide to computing service

AY2021/2022

XJTLU | MITS
INTRODUCTION

Welcome to Guide to IT Services.

In this guide you will find useful instruction and information on how to use the applications and IT facilities to support your learning. We hope you will make good use of the services offered.

If you have any problems or queries, contact IT Service Centre for help and advice.

Contact details are given as below:

  Phone: 0512-88161250
  Email address: IT@xjtlu.edu.cn.
  Service Request System: https://service.xjtlu.edu.cn

Yours faithfully,

Management Information Technology and System Office (MITS)
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One account for everyone

- MITS office issues an account to every student
- The account consists a unique User ID and an initial password
- You can use this account to log into any campus IT system for example computers, Campus Cloud Storage (XJTLU Box) E-mail, Library.
- Passwords expire every 360 days.
- Log in UIM system (https://sso.xjtlu.edu.cn) to bind personal email/cell phone in case of future password retrieving

User ID naming rule

Comply fully with student name in Student Information System: [FirstName].[LastName]<entry year><sequence number>
The<sequence number> is only added when name is duplicated with others.

Password security

- Must use at least three of the four available character types: lowercase letters, uppercase letters, numbers, and common symbols
- Passwords can't contain these characters: <>');+/* | : spaces
- Minimum Password Length: 8 Characters
- Passwords can't contain the username.
- Passwords must not match one of the 3 previous passwords.
- Please wait 5 minutes after changing the password for the change to apply.

Change the password

As a security precaution, you must change your password regularly.
1. Open link https://sso.xjtlu.edu.cn, enter username (without mail address suffix) and password, click on Login button.
2. Click on the “Password” Tab
3. Input your old password, new password and confirm the new password
4. Click on OK, the password will be updated.

If you forget your password

Retrieve password (with personal email/cellphone bound)

Open https://sso.xjtlu.edu.cn, and click on the link Forgot Password.
Follow the procedures to retrieve password.

If you forget the password without binding mobile phone & personal email, please send a request to IT@xjtlu.edu.cn with your XJTLU username, XJTLU ID number, and the photo of your XJTLU student ID card and resident identify card/passport via your personal mailbox (not XJTLU mailbox). MITS will then bind your personal mailbox to your XJTLU account in UIM system.

Further details are available at: XJTLU Account self-service
Student ID Card

Every student is given a student ID card. This card shows your name, photograph and student ID number, and is used as identification on campus.

You can use it to
- Borrow books from library
- Pay for student self-service printing
- Take city bus and subway

How do I top up the ID card?
The card can be recharged in Xinghai Citizen Card Service Centre (A206-2, negative second floor, south area, Xinghai Life Square, No.199 Xinghai Street, Suzhou Industrial Park) from Monday to Saturday and in Family Mart.

If you lose or damage your card
Please login http://studentonestop.xjtlu.edu.cn, find “Student ID Card Replacement” to apply a new one, it will cost 20RMB fee for a new card. It usually takes around one week to issue a new card.

If your card has lost the magnetism
First, you must go to Xinghai Citizen Card Service Centre to change a new blank card (transfer money into new card if you have money in previous card), which is free. Second, send your student ID number, name, student account and problem description to IT@xjtlu.edu.cn. Third, go to office 956A Central Building to print the ID card. It may take two days to process your application.
The university provides free wired and wireless network. The campus total bandwidth is 2.8G (IPv4) + 1G (IPv6).

*Note:*
You may experience limited access and slow response while accessing some overseas websites on campus (even in China). That is because of the national firewall policy implemented by the government, not by campus network.

**Wi-Fi (Wireless Network)**

Connect to the XJTLU Wi-Fi network. Open any webpage, and the authentication page will automatically pop up. Log in with your username and password. (Wireless Device Limit: 3)

Further details are available at:
Campus Wireless User Guide

**eduroam**

is the abbreviation for Education Roaming. It is a global Wi-Fi roaming service agreed by Wi-Fi roaming alliance of global educational and scientific research institutions. The eduroam has covered more than 80 countries around the world of educational and scientific research Institutions.

Global wide participants: [https://www.eduroam.org/where/](https://www.eduroam.org/where/)

XJTLU staff and students can use their university account to access free network in all the universities on the list. Choose Wi-Fi SSID “eduroam” and input XJTLU account (e.g. xx.xx@xjtlu.edu.cn) to join the network. Visitors from other universities can choose XJTLU Wi-Fi SSID “eduroam” to obtain XJTLU Wi-Fi service as well.
Email and Spam

Your email is based on the Microsoft Exchange Server.

Naming Rule
XJTLU Account@student.xjtlu.edu.cn

Mailbox size Limit
The mailbox capacity for student is 2GB. Attachment size limit 30MB

Checking Emails
Emails can be managed via Outlook web access at https://mail.xjtlu.edu.cn.

Spam
XJTLU email anti-spam system filters spam automatically. User will receive notification about quarantined suspicious spam from spam-adm@spam.xjtlu.edu.cn and decide whether to open the email in the quarantined area or not.

We recommend user must check spam notification because some useful mail may be blocked by spam system. If user find useful mail is blocked in SPAM area, it is easy to do:
1. to click links in email or open https://spam.xjtlu.edu.cn to access Anti-Spam web interface. Select the useful mail and click the “release” to release it. The system will add the email address to whitelist and does not block it any more in future.
2. to add white list manually directly in system so these mail address will not be blocked forever.

Further details are available at: Email Anti-Spam User Guide

VPN for Off Campus

XJTLU students are able to access intranet resources off-campus by using a VPN (Virtual Private Network). XJTLU VPN is supported on all major platforms: Windows, Mac, and Android.

For Windows, a VPN client software is required. For Mac and Android, it can be set-up in the configuration settings of the system.

The installation package for Windows can be downloaded below: VPN for students

*XJTLU VPN (for Off-Campus) can ONLY be accessed off-campus!
Detailed instructions can be found in the XJTLU VPN (for Off-Campus) User Guide.
Cloud Storage ‘XJTLU BOX’ (https://box.xjtlu.edu.cn) provides XJTLU staff and students with a convenient way to access and store files on and off campus.

Its **function** and **features** are similar to Dropbox and Baidu Netdisk:

- Each student’s private space is 10G
- Support online preview for various type of document and video file
- Support full-text search and version control
- Support web page mode and desktop local drive mode
- Support various OS and mobile device like Windows, Mac, Linux, iOS and Android
- Users can recover any deleted files or modified files within 180 days by self-service.

For more details, please refer **BOX user guide**: https://guide.xjtlu.edu.cn/box/student/
Official Website

The XJTLU official website is a quick way to understand the university. Most information and news of university are available here. You can browse at https://www.xjtlu.edu.cn/

Guide Map

Guide map is entrance website to provide all kinds of web link to all the university website and application platform. It also provide the link to IT guidance and FAQs. It can be accessed through link https://guide.xjtlu.edu.cn or scanning QR code below:

Note: If you use WeChat to scan the QR code, please choose ‘Open with browser’ after scanning.

XJTLU APP

XJTLU App is a uniform and easy way on mobile devices that intended to provide XJTLU staff and students with the means to benefit from accessing to the data produced by a wide range of application systems across the campus.

It is designed to integrate the services rather than generate the data itself to save enormous time for end-users.

You can download and it by scanning QR code here.

Please refer to the Installation Guide documents. (iOS / Android)

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CAMPUS SERVICE
Student Onestop System

Student Onestop and Accommodation Application System is aimed to build a self-service platform to provide serious online service by Student One-Stop Service Office and Student Accommodation Affairs Office.

Students could use these functionalities like Student Booklet Replacement, Student ID Card Replacement, My Non-Tuition Fee, Re-organization Dorm Application and Summer Temporary Dorm Application of Y2 2+2 Students. students could submit application and track all the progress of the application. Website address: http://studentonestop.xjtlu.edu.cn

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Student Clubs and Organizations System

Student Clubs and Organizations play an irreplaceable role in university life at XJTLU. We believe that club is not only for fun and pleasure, it is also for students’ growth through a cheerful atmosphere and meaningful activities.

It is therefore we have set up a dedicated website named Student Engagement to demonstrate our colorful clubs and promote meaningful extracurricular activities. This website not only enables users to gain insight into all of the information in relation to around 160 clubs and organizations, but also offers exposure to countless and exciting events such as Fresher’s Fair, ‘Win in XJTLU’ organized by students.

For further details please visit our Student Engagement website: https://engage.xjtlu.edu.cn/

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Alumni Nest

XJTLU Alumni Nest is the official website for XJTLU alumni all over the world. XJTLU Alumni Association will provide permanent accounts for our alumni, they can login the website with their account in campus to find Global Alumni Map, join Region alumni association, create topic/event and even interest group, add alumni into your network and etc. Whether you are in China or abroad, XJTLU Alumni Association welcomes all XJTLU alumni to join our global network: http://alumni.xjtlu.edu.cn/.
Career Centre System (CCS)

The XJTLU Career Centre System is a one-stop career service platform to fulfill XJTLU students’ requirements of career services as below:

- **Apply for Vacancies**
  Position vacancies can be published by hundreds of good cooperative companies, and be chosen and applied for by students through CCS online. All the internship and career experiences of every student in CCS will be recorded in the “Student Career Profile”.

- **Career Fair Registration**
  All career fairs or activities will be published on CCS. Students can follow them and register for what they are interested in. The fairs or activities registered by every student in CCS will be recorded in the “Student Career Profile”.

- **External Mentor Selection**
  Third year students can choose external mentors by two-way selection method on CCS.

- **Career Guidance Consultation Appointment**
  Students can make appointments for career guidance on CSS.

- **Dispatch**
  The graduating students will be required to complete the dispatch procedure.

- **Entrepreneurship**
  The students can apply the entrepreneurship project and complete the approval process.


Counselling

The main goal of Counselling System is to provide help to campus counseling activities and online creation and use of student psychological file. Website address: [https://counselling.xjtlu.edu.cn/](https://counselling.xjtlu.edu.cn/)

- **Counseling reservation**
  a) Counselor publish time
  b) Student reserve/cancel
  c) Student onsite counseling
  d) Student absent
  e) Counselor write counseling records after each session, check whether high-risk/renewal/refer/close case
  f) After close case, fill out questionnaire

- **General test**
  a) 90 single option questions, fixed test time each year, only for freshmen
  b) Test result is not displayed to students
  c) Counselor can view test result

- **Mental health propaganda**
  a) Propaganda and activity creation and editing
  b) Propaganda and activity publishing
MITS provides self-service printing to students. You may submit your print jobs through any campus PC, web page (intranet only) or email. Once a print job has been submitted, you can print by swiping ID card on any student self-service printer on campus.

At the beginning of each academic year, the University will credit your account with 90RMB. If your printing quota account balance is overdraft more than 500RMB, the account will be frozen. Then you need to send an email (with screenshot of Transactions page of Self-Service Print System) to IT@xjtlu.edu.cn to indicate that you want to pay off the overdraft of your account. The overdraft will be deducted from your Service Charge (代办费) account. Your printing account will be released after pay off the overdraft. We will settle the account when students leaving XJTLU.

### Printer location

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
<th>Color</th>
<th>Print</th>
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<th>Copy</th>
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</tr>
</tbody>
</table>

### The price of printing

- A4 no-colour single side: 0.2 RMB/page
- A4 no-colour double side: 0.36 RMB/page
- A4 colour single side: 1.0 RMB/page
- A3 no-colour single side: 0.4 RMB/page
- A3 no-colour double side: 0.72 RMB/page
- A3 colour single side: 2.0 RMB/page

We strongly suggest you select duplex printing for environmental protection.
Check the printing history
You can review your printing history, printing balance and recharging history at https://ss-print or https://ss-print.xjtlu.edu.cn

Further details are available at:
Student Self-Service Printing System

Visit https://guide.xjtlu.edu.cn/it-guide-for-student.html for more information!
Reserving Multimedia Classrooms

Students can book the classrooms listed below by contacting OSSCbooking@xjtlu.edu.cn.

<table>
<thead>
<tr>
<th>Double-decker lecture room</th>
<th>Standard classroom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most classrooms are equipped with similar hardware, including:</td>
<td></td>
</tr>
<tr>
<td>• Lecture Desk</td>
<td>• Foundation Building</td>
</tr>
<tr>
<td>• Standard Computer</td>
<td>FB173 FB137</td>
</tr>
<tr>
<td>• Webcam</td>
<td>Science Building</td>
</tr>
<tr>
<td>• Document Camera</td>
<td>SA164 SB220 SB152</td>
</tr>
<tr>
<td>• Microphone (Handheld and/or clip-on)</td>
<td>SC162 SC262 SD219</td>
</tr>
<tr>
<td>• Lecture Desk Central Control Console: Controls projectors, projector screens,</td>
<td>Engineering Building</td>
</tr>
<tr>
<td>projector input (HDMI, VGA), volume.</td>
<td>EB233 EB111 EB476</td>
</tr>
<tr>
<td>• Note: Some Classrooms do not have a computer and one will need to be provided.</td>
<td>EB275 EE122 EE118</td>
</tr>
<tr>
<td></td>
<td>South Campus</td>
</tr>
<tr>
<td></td>
<td>HS131 HS205</td>
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<tr>
<td></td>
<td>HS123 HS223</td>
</tr>
<tr>
<td></td>
<td>ES121 ES120</td>
</tr>
<tr>
<td></td>
<td>ES122 ES118</td>
</tr>
</tbody>
</table>

**NOTE:** The Property Management Office will assist with powering equipment on/off.

**NOTE:** The Student IT Support Centre on the 4th floor of the Library has a limited selection of adapters available to help laptops connect to the projector.
SITS e-bridge

SITS is a student information management system used to store, administer and manage all aspects of student information from registration to graduation.

Overview of SITS functions

• Admissions
This is a set of components that manages the recruitment of students. It covers the entire process, including the management of all enquiries, applications and direct online processing of paperless applications.

• Students
Student is a course-registration solution that manages enrolments, fees processing, invoicing and scholarships, progression, assessment, research students, alumni and student surveys.

• Programmes
Programmes is a set of components designed to manage student curricula, assessment tracking, examinations, timetabling, attendance monitoring, and the calculation of module results and award classification.

• System Tools
System Tools provides users with the tools to analyse, process and extract data in a variety of ways that are suited to business-process requirements.

• e-Bridge
This is a group of web modules that manage the delivery of data and information from the client-server system to a web portal, which can be customized with an institution’s own business processes and academic rules.

You can browse at https://ebridge.xjtlu.edu.cn
XJTLU Learning Mall

The XJTLU Learning Mall (XJTLU-LM) [https://learningmall.xjtlu.edu.cn](https://learningmall.xjtlu.edu.cn) acts as an innovation and entrepreneurial research and development hub as well as project and partner center. It provides "storefronts" online and onsite for premier global partners to share their learning content with its user audience. This audience includes XJTLU students and faculty as well as external users nationally and globally. It integrates onsite and online non-degree programmes developed by the university, industry and external partners. These programmes offer learning opportunities to a wide net of different education consumers to promote lifelong learning across China - online and onsite, campus to community.

Digital Library

XJTLU Library is strategically on its way to become a Digital Library, emphasizing on digital resources produced domestically and in overseas. There are 67 academic electronic databases available on campus which contains more than 50,000 academic journals, 531 classic academic e-books, 2.5 million Chinese e-books, a massive resource of dissertations and conference papers.

You can access the digital library with [https://lib.xjtlu.edu.cn](https://lib.xjtlu.edu.cn)

Library OPAC


You can access library OPAC system from campus network, [https://opac.xjtlu.edu.cn](https://opac.xjtlu.edu.cn)

EZproxy

provides a new way for you to access library databases. You do not need to log in VPN to access those library databases off campus.

Cxstar

is Xi’an Jiaotong-Liverpool University Library Multimedia Database which is a platform to manage the library non-book materials, such as a CD from a book. It integrates the functions of processing, publishing, and browsing for various multimedia resources (including attached CD, audio, video, etc.), which could manage and utilize the non-book materials efficiently. It has many features, including resources category browsing, overview, search and direct employment of various resources.

System address: [https://lmd.xjtlu.edu.cn](https://lmd.xjtlu.edu.cn)
Utalk

The UTALK is the platform which students give opinion on any topics. It has the features such as latest news, integrated forum, Art center, Physical education center and the library of community discussion, Network classroom, students video and Blog.

You can access UTALK through http://utalk.xjtlu.edu.cn

Computer Labs

1. The computers in labs preinstalled with Microsoft Windows or macOS and various software, students could log in with XJTLU accounts.
2. All computers connect to the network with free internet access.
3. Computer labs open from 8:00 to 22:00 every day during teaching weeks. Only limited labs will be available during the holidays.
4. MITS Office clean up personal belongings from 8:00 to 8:30 every day during teaching weeks.
5. Students may freely access labs unless there are classes, maintenance, or scheduled events.

Computer Labs Rules

1. Food and drinks are prohibited.
2. Put phones on silent mode.
3. Keep the computer lab quiet by limiting talking and maintaining a low voice.
4. No phone calls are permitted in the lab.
5. Relocating and unplugging equipment is prohibited.
6. Do not attempt to reserve a seat.
7. Do not attempt to install any hardware or software.
8. Do not attempt to tamper with or alter any system or configuration files.
9. Log off and shut down computers when not in use.
10. Students studying in the lab shall accommodate requests from staff to vacate the lab.
11. All personal belongings should be removed before 22:00 every day. The University is not and will not be responsible for any loss or damage of items left in computer labs.
12. Hardware and software failure should be reported immediately to the MITS Office by emailing IT@xjtlu.edu.cn or calling 88161250.
# Computer Lab Location

<table>
<thead>
<tr>
<th>Building</th>
<th>Room ID</th>
<th>Number of PCs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation Building</td>
<td>FB468</td>
<td>55</td>
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<tr>
<td>Science Building</td>
<td>SC379</td>
<td>30</td>
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<tr>
<td></td>
<td>SD319</td>
<td>30</td>
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<tr>
<td></td>
<td>SD323</td>
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<tr>
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<td>SD554</td>
<td>83</td>
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<tr>
<td>Central Building</td>
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<td>CBG15E</td>
<td>113</td>
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<td>24</td>
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<tr>
<td></td>
<td>CB416</td>
<td>54 (iMac)</td>
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<td>Engineering Building</td>
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<td>40</td>
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<tr>
<td></td>
<td>EE309</td>
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<td>EB447</td>
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<td>Mathematics Building</td>
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<td></td>
<td>MA518</td>
<td>77</td>
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<tr>
<td>Public Building</td>
<td>P310</td>
<td>64</td>
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<tr>
<td>Humanities &amp; Social Sciences Building</td>
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<td>46</td>
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<td></td>
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<td>74</td>
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<td>HS202</td>
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<tr>
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<td>HS135</td>
<td>60 (iMac)</td>
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<tr>
<td>Design Building</td>
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<td>29 (iMac)</td>
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<td>Emerging &amp; Interdisciplinary Sciences Building</td>
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</tr>
<tr>
<td>IBSS Building</td>
<td>BS109</td>
<td>80</td>
</tr>
</tbody>
</table>
A wide range of software, including specialist subject software, is available to students to support you with your study. Many kinds of academic teaching software have been installed in computer labs, students can use these software in computer labs on campus. Please refer to the XJTLU Computer Lab List and Software in Computer Labs.

MITS Office also provide software installation service for students’ personal laptop, students could get this service from IT Service Center which located on 4th floor of Library. Please refer to this Available Software List for Students’ Personal Laptop. You can use these software license to support the activities directly associated with your XJTLU membership, this includes your personal development but excludes any use for commercial activities or use by persons other than yourself. When you stop being a member of XJTLU, or if these licenses terminate, your legal right to use the software ends. MITS Office organize software workshop and training regularly and post information with “University Communications”. Please contact IT Service Centre for help.

Mediasite

Mediasite is a video streaming platform very similar to Youku and YouTube

Streaming Videos on:
• IT Services
• IT Support
• Graduation Events
• Lectures
• Induction

https://video.xjtlu.edu.cn/
As a member of the university students, you are responsible for the data you handle. Although the university take measures to protect the IT environment, it is important that all students help contribute to this process.

**Anti-virus**

All the computers of XJTLU are pre-installed with Symantec Endpoint Protection. This software will protect the computer from virus and intrusion software.

**Other Security Tips**

- Before leaving the computer lab, don’t forget to log off. This helps ensure that you are the only user of the system through your XJTLU account.
- Avoid visiting unknown websites or downloading from untrusted sources.
- Avoid Phishing scams – beware of suspicious emails or attachments.
- Protect your personal information. Only share personal information with sources you trust.
- Keep software, including anti-virus software updated.
- Back-up your important data regularly

**DO NOT INSTALL**

- Avoiding installing the personal network equipment on campus, such as wireless AP, router, and switch;
- Avoiding installing any illegal software in the University’s computers.
**IT Services for Students**

MITS provides help-desk services for all students.

Service time:

<table>
<thead>
<tr>
<th>Monday to Friday</th>
<th>Weekend</th>
</tr>
</thead>
<tbody>
<tr>
<td>AM 9:00-PM 5:00</td>
<td>AM 9:00-PM 5:00</td>
</tr>
<tr>
<td>PM 6:00-PM 9:00</td>
<td></td>
</tr>
</tbody>
</table>

(Exceptional summer vacation, winter vacation and University Closed Days)

Office: Room 453, Central Building (Library)
TEL: 0512-88167700

IT services for students which include but not limited to:
Help students install software and solve basic computer problems.

**The Service Request System (OTRS)**

The Service Request System (OTRS) is a point of contact interface between the service offices and users (Workflow as shown above). We recommend you use the OTRS system to submit requests.

There are three ways to submit requests:

1. Browse the web portal of Service Request System [https://service.xjtlu.edu.cn](https://service.xjtlu.edu.cn). All XJTLU staff and students can login with their XJTLU accounts to submit requests.
2. Send an email to IT@xjtlu.edu.cn. The mail will automatically become a request ticket in the Service Request System.
3. Phone IT Service Centre on 0512-88161250. The phone call will be recorded as a request ticket in Service Request System manually.

**IT Service Centre**

The IT Service Centre is the central hub that connects all IT services on campus. Students can submit all IT requests here. It is located at 956A Central Building and open from 9:00am – 5:00pm every weekday.
TEL: 0512-88161250.