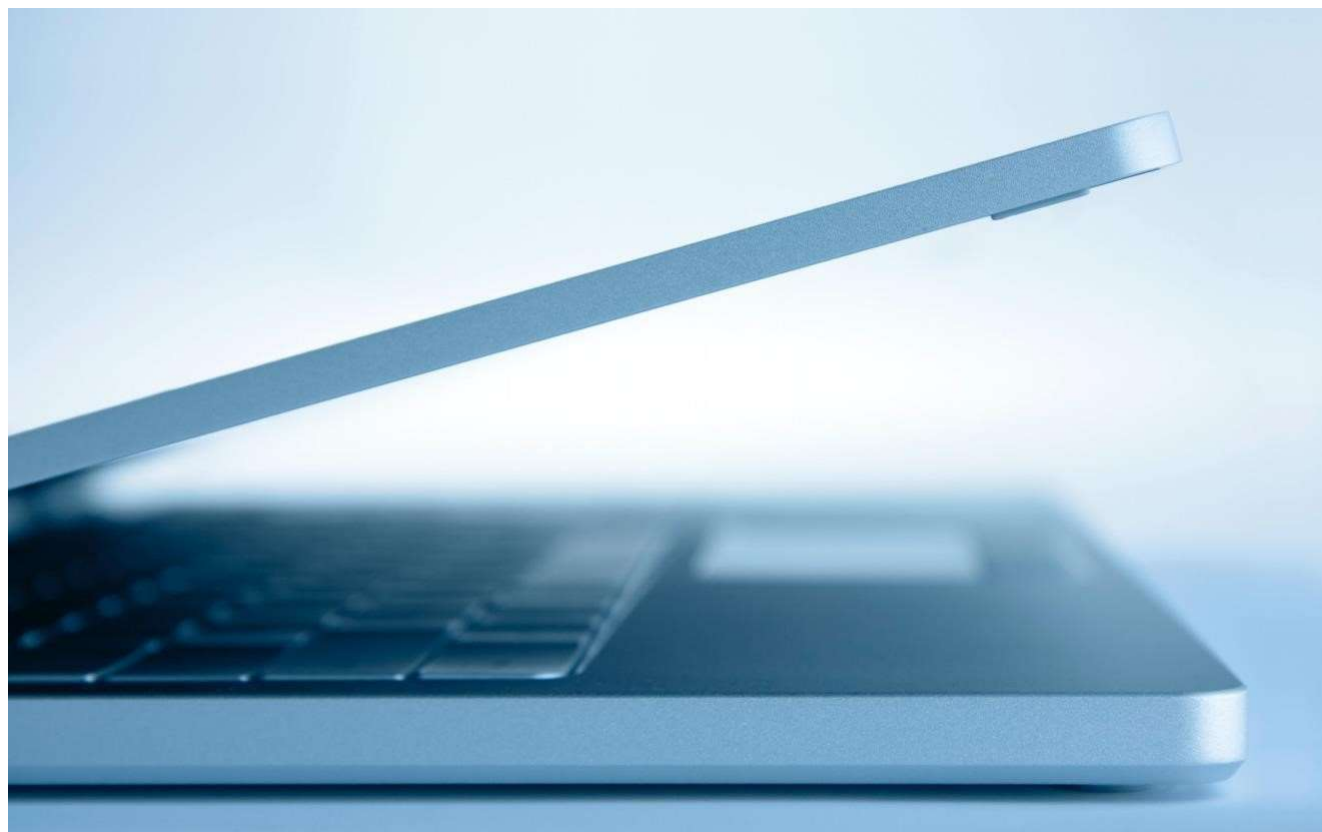


Technical Support Service

ACADEMIC YEAR 24/25



U-tad Technical support

If you need technical support, enter the following link and contact U-Tad's support service:

<https://u-tadhelp.zendesk.com/>

Through this tool, you can channel your incidents or technical queries, being attended by the Technical Support team that will try to help you always following the necessary technical criteria and good practices explained in this document.

U-tad Support Service Hours

The Technical Support service covers the following official hours throughout the year.

During the course:

- Monday to Friday from 8.30 a.m. to 9:00 p.m.
- Saturdays from 9:00 a.m. to 2:00 p.m. (only postgraduate programs)

July and August:

- Monday to Friday from 8.30 a.m. to 6:30 p.m.
- Saturdays without service unless required by the center.

U-Tad help Zendesk

The incident service will be accessible from any location with Internet access, whether from inside or outside the center.

When accessing, we will see a login screen in the application like the following, where we must identify ourselves with our U-tad username and password.



In Search, we can write some keyword about what happens to us and it will offer us the form options to fill out to open the case.

We open the case and then we have to pay attention to the email to see when Support answers us with the solution or to give them more data if necessary or to meet with them to fix the problem in connection.

Practical Information

- U-Tad Welcome Email

Once you are formally enrolled, you will receive an email with your credentials with your U-Tad account. Check your mail very well before starting as these credentials will give you access to:

- Access ClassLife (student virtual campus)
- U-tad email, U-Tad One-Drive, Office 365 package
- Virtual classroom: BlackBoard
- Access Microsoft Teams Classroom groups
- Access Zendesk

You will also receive access to U-tad Wifi.

- Password Policy

Every so often the system will ask you to change your password for security. The new passwords must comply with this policy:

- It cannot contain the name of the account
- It must meet at least 3 of the following requirements: Uppercase, lowercase, number or special carácter

If your account is blocked and you cannot access, you will not be able to open a u-tadhelp ticket. In this case, only in that case, you should contact Support via the email soporte@u-tad.com to review your account and they will indicate how to act.

- Data Storage in OneDrive

It is recommended that you save all your files in the cloud storage provided by U-tad with Microsoft OneDrive where you have up to **100GB** of storage available.

If you are using an U-Tad computer, this recommendation is even more important, because you could lose them if it were necessary to change or reinstall the equipment. Also, if more than a month goes by that you do not enter a U-Tad computer, the profile is automatically deleted, and with it all the files you had on that computer.

You should not use the OneDrive synchronization feature with the Windows explorer on any U-Tad computer.

Software Support and Licenses provided by U-tad

In the virtual classroom, [Blackboard](#), you can find all the manuals and video tutorials to access all the software and licenses needed for the course. This information is updated each course in the Systems and support / IT systems and support section.

The licenses provided by U-tad for the use of academic software are exclusively for educational purposes, its use for any other purpose is prohibited, as well as its transfer to a non-previously authorized team/person. Once the studies are finished, the licenses will be withdrawn. It is the student's responsibility to previously save the projects/documentation associated with said software.

The version to use of each software must be the one indicated by each teacher or person in charge of the subject, it is important to ensure that it is the same one that is used for the classes, otherwise there may be compatibility problems in deliveries that are made to the teacher, team works, works that are carried out part in U-tad computers and part in personal computers, etc. Be careful with automatic updates of some software, do not accept them if it is not something agreed upon.

For any incident related to licenses or software installation, we recommend going to the manuals/video tutorials first, and if you cannot solve it, get in touch with Support through a Zendesk ticket.

Hardware Equipment Support

If you have equipment purchased through U-Tad before 2022, the support team could manage the warranty and technical service included with that purchase.

If, on the other hand, you have your own equipment, you will have to contact the technical support of the equipment or the provider where you bought it. In this document, you will find some annexes that will help you in case you bought them through the DELL or Lenovo portals.

In no case will hardware technical support be provided or will assistance be provided in the restoration tasks of these equipment owned by the students. Nor will the possible guarantees of these equipment not managed by the center's technical support team be managed.

Use of Classroom equipment

The professor's equipment, as well as the phone and digital board/projector, can only be used by a teacher, under no circumstances is it allowed to be used by a student.

Users will take utmost care in handling and using computer equipment and all complementary infrastructure (computers, keyboards, mice, monitors, wiring, etc)

The following rules **must be complied with without exception:**

- It is forbidden to disconnect any computer, digital board, projector, camera, microphone, and monitor from the classrooms, as well as their peripherals (keyboards, mice, wiring, etc.).
- It is forbidden to bring food into the classroom.
- We can have drinks in the classrooms if they are in suitable containers that prevent a possible spill over the machines in case of carelessness or accident, cups with lids, thermos, etc.
- It is forbidden to install software on the stations, as well as modify their configuration.
- It is forbidden to manipulate the printers.
- It is forbidden to connect any device by network cable. All network sockets are monitored.
- The technical staff will be able to monitor all activity carried out within open sessions in the classrooms to ensure the maximum use of resources and the correct use of the same by the students.
- If a need or incident arises that affects the entire class, or a large part of it, it should be the professor who opens the incident in the u-tadhhelp tool for Support to attend to it. You can also call the numbers indicated on the professor's desk for immediate assistance if required, for example, because the class has been interrupted.
- Likewise, if for example you want to modify the configuration of the classroom or the arrangement of the equipment, this request could not be made by a student. It would have to come from the professor or the coordinator of the degree.

Accessory Loans

Accessories such as pointers, digital pens, etc. are available at the Reception for users who request them. We can request them, just like library materials, by presenting our U-tad student card or, failing that, with our ID. When we finish using them, we must return them to the same place.

Security

To prevent possible thefts, keep your belongings controlled at all times and places. It is reported that there are surveillance cameras in all buildings according to Regulation (EU) 2016/679 of April 27 (GDPR) and Organic Law 3/2018 of December 5 (LOPDGDD)

ANNEX

Access to the DELL and Lenovo support portals to help the student who has purchased their equipment through the portals that these providers provide us.

- Dell portal: <http://www.dell.es> , and **in the Support section** follow the instructions. A Dell technician will contact you and resolve your incident.
- Lenovo portal <https://www.bios-ts.es/alumnos-u-tad> and **in the Technical Support** section you have two phones. One from Lenovo and another from the provider. They will help you resolve the incident with your equipment.