Technical Support Service



Request technical support

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

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

This tool will be accessible from any location with Internet access, whether from inside or outside the center, and also from your mobile.

Support Service Hours

During the course: Monday to Friday from 8:30 AM to 9:00 PM. Saturdays from 9:00 AM to 2:00 PM (for postgraduate programs).

July and August: Monday to Friday from 8.30 AM to 6:30 PM

Open a Ticket

When you access to https://u-tadhelp.zendesk.com/ you will see a login screen like the one below. Identify yourself using your U-Tad username and password.



In the Search bar, you can type a keyword about your issue and the tool will show you the corresponding form options to fill in and open your case.

Once submitted, check your email regularly to see when Support replies with a solution or requests additional information, or to arrange a meeting to resolve the issue.

U-Tad User Account

Once you are officially enrolled, you will receive an **email with your U-Tad account credentials**. Make sure to check your inbox and spam folder carefully, as these credentials give you access to:

- Virtual Campus: ClassLife
- U-Tad email, U-Tad OneDrive, Office 365 suite
- Virtual Classroom: BlackBoard
- Microsoft Teams groups
- Support ticket system: Zendesk

You will also receive **Wi-Fi access credentials in the same email.**

Email Account

Your U-Tad email account is created automatically using the name and surname provided during your first enrollment.

This will be **U-Tad's main communication channel with students**; all important notices will be sent to this account. We recommend adding it to your devices to receive notifications.

You will retain this email account permanently, even after leaving U-Tad, so we can stay in touch.

@live.u-tad.com



Office 365 License

All students enrolled at U-tad have a Microsoft account and an Office 365 license, which allows them to use the **full Office suite**, both via the web and by downloading it locally to their computer.

- **OneDrive**

This license provides access to **100GB** of storage on OneDrive while the student is enrolled at U-tad. It is recommended to use this cloud storage, as files stored locally could be lost in case the device needs to be changed or reinstalled.

- **Teams**

With this license, students can also use the Teams app to access the **Teams groups created** for each of their classes, communicate, and **share content.**

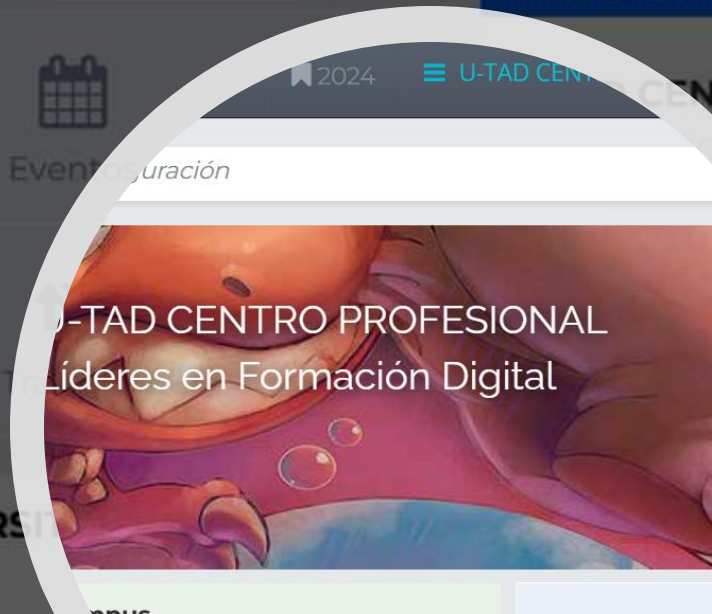
When a student is no longer enrolled at U-tad in other words, if they are no longer registered, they will lose access to this license entirely. It is therefore recommended to back up all content saved in this account to an external account before leaving the institution.

ClassLife – Virtual Campus

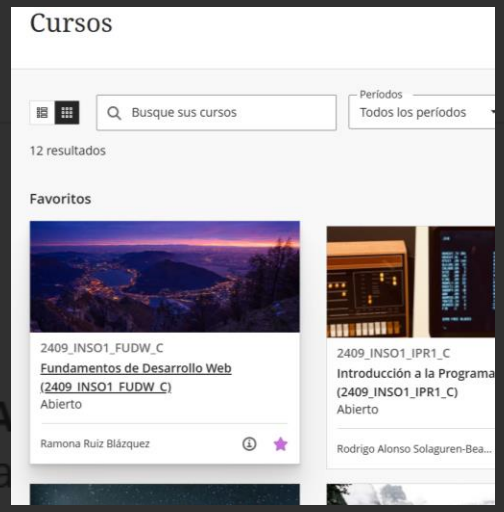
From the Virtual Campus, students can:

- Complete their enrollment
- Request credit transfers
- Check their grades
- View their class Schedule
- See exam timetables
- Track their attendance
- Pay tuition and fees
- Manage administrative procedures
- Receive information and notifications





BlackBoard – Virtual Classroom



From Blackboard, students can:

- Access the content of their courses
- Review the syllabus for each course
- View activity and exam calendars
- Submit assignments
- Take exams
- Check grades and feedback for submitted work
- Receive activity notifications

Software and Licenses

U-tad provides all the necessary software and licenses for classes. Each academic year, this software is reviewed and the optimal version recommended by the instructors is made available to students.

Licenses

Licenses are provided by U-tad **for academic purposes only**. Their use for any other purpose, as well as their transfer to an unauthorized device or person, is strictly prohibited. **Once studies are completed, the licenses are revoked**. It is the student's responsibility to back up any projects or documentation associated with the software in advance, including content stored in the cloud.

Software and Licenses

Versions

The version of each software to be used must be the one indicated by each professor. It is important to ensure that it is **the same version used in classes** to avoid compatibility issues in submissions to the professor, team projects, projects that are partly done in U-tad teams and partly in personal teams, etc.

Be careful with automatic updates of some software; do not accept them unless it is agreed upon.

Incidents or related inquiries

For any incidents related to software licenses or installation, we recommend referring to **the manuals/video tutorials published by the IT team**. After reviewing them, if problems persist, you can contact IT support through a **ticket**.

Security and Passwords

To prevent possible theft, **keep your belongings under control at all times and places**. Please be informed that there are surveillance **cameras** in all buildings in accordance with Regulation (EU) 2016/679 of April 27 (GDPR) and Organic Law 3/2018 of December 5 (LOPDGDD).

Passwords

Keep your passwords safe and do not share them with anyone, nor write them down on a piece of paper that you might leave behind.

Periodically, the system will ask you **to change your password for security reasons**. Use a strong password and follow these rules :

- It cannot contain the user's name
- Include uppercase letters, lowercase letters, numbers, and/or special characters.

If your account gets locked and you cannot access it, you won't be able to open a ticket on u-tadhelp. Only in that case, you can contact Support via email at soporte@u-tad.com to review your account and we will assist you.

Hardware Support

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

If, on the other hand, you have **your own device**, you will need to contact the technical support of the device or the provider where you purchased it**. In no case will hardware technical support be provided, nor will assistance be given in restoring these devices owned by students**. Possible warranties for these devices will also not be managed by the technical support team of the center

Equipment Loans

U-tad has **laptops** available for loan under special circumstances, such as supporting students if they have issues with their own devices or in case of specific needs of the center. Students must first read the **regulations,** which can be found in the **Systems Information** section, within the ClassLife platform, that describe the cases and loan periods, as well as the terms and conditions, and then open a support ticket of the type **'Loan Request'**.

Other devices

Accessories such as tablets, digital pens, etc., are available at the Reception and Library for users who request them. We can request them without needing to contact the Systems team by presenting our U-tad student card or, alternatively, our ID. After using them, we must return them to the same place.

Best Practices in the Classroom

The professor's equipment, as well as the digital whiteboard/projector, can only be used by a **professor**; under no circumstances is it allowed to be used by a student.

Users must handle and use **computer equipment** and all complementary infrastructure (keyboards, mice, monitors, cables, etc.) with utmost care.

If a need or incident arises that affects the entire class or a large part of it, the professor **will open a ticket** for Support to address it. If immediate assistance is needed, there is a phone number indicated on all desks to contact **the Support phone**.

Use of U-tad equipment in the Classroom

If you use classroom or loaned equipment from U-Tad, please follow these recommendations:

- Use your OneDrive storage; do not leave important files on the U-tad computer. The machine might need to be replaced, and after a certain period, profiles are deleted.
- Do not sync the device with OneDrive; always access it via the web.

All these recommendations are for the security of information and to prevent its loss.

Best Practices in the Classroom

In the classroom, the following rules must be followed without exception:

- It is **forbidden to manipulate cables or disconnect** any computer, digital whiteboard, projector, camera, microphone, and monitor in the classrooms, as well as their peripherals (keyboards, mice, cables, etc.)
- It is **forbidden to bring food into the classroom**. Beverages are allowed if they are in appropriate containers that prevent possible spills on the machines in case of carelessness or accidents, such as cups with lids, thermoses, etc.
- It is **forbidden to install software** on the workstations or modify their configuration.
- It is **forbidden to manipulate printers**.
- It is **forbidden to connect any device** via network cable. All network ports are monitored.
- It is **forbidden to modify** the classroom configuration and the arrangement of the equipment.

Technical staff may monitor all activity carried out within open sessions in the classrooms to ensure the maximum utilization of resources and their correct use by students.