# Welcome to CERGE-EI Infrastructure Knowledgebase

Purpose of these pages is to provide basic information, answers to potential problems, guides and hints on most common technical infrastructure related issues, and should be the first stage of the problem-solving process.

**Following are the main Infrastructure Services:**

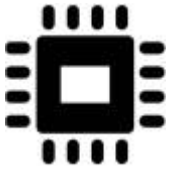
- **IT General Helpdesk** - for general IT related inquiries: helpdesk@cerge-ei.cz
- **IT Webmaster Helpdesk** - for all web related issues: webmaster@cerge-ei.cz
- **BGO Maintenance** - for all Building & Grounds related topics: maintenance@cerge-ei.cz
- **BGO Audio-Visual Servicedesk** - for AV related requests & issues: av-helpdesk@cerge-ei.cz
- You can use Service Desk email address helpdesk@cerge-ei.cz for general feedback to this Wiki.

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**Following are the main Infrastructure Services:**

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**IT Services**



**IT General Helpdesk**

for general IT related inquiries: helpdesk@cerge-ei.cz

**IT Webmaster Helpdesk**

for all web related issues: webmaster@cerge-ei.cz

**BGO Services**



**BGO Maintenance**

for all Building & Grounds related topics: maintenance@cerge-ei.cz

**BGO Audio-Visual Servicedesk**

for AV related requests & issues: av-helpdesk@cerge-ei.cz

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You can use Service Desk email address helpdesk@cerge-ei.cz for general feedback to this Wiki.

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- **Important**
  - Rules & Security - General Rules for LAN Users
  - Privacy & Data Protection (GDPR)...
  - News & Announcements
- **Services**
  - User Accounts and Password usage
  - Password Change and Account LOCKout
  - File Services and Backup...

    - E-Mail...
    - Print/Copy/Scan...
    - ID Cards
    - Presentation Equipment (projection, audio, notebooks, accessories)
    - Heavy Horse Workstations
- **Networking**
    - LAN Connection
    - Wi-Fi Connection
    - Remote Desktop
    - Virtual Private Network (VPN)
    - Eduroam
- **Software & Applications**
    - Software Overview
    - Special Software Installation Gudelines (Stata, Mathematica, Matlab...)
    - Internal CERGE-EI Systems (Helpdesk, TAS)
    - Software On-line Documentation
    - Web Pages Editing Guidelines
    - Moodle Guidelines
    - Assorted Software Tips&Tricks (Windows, Office, ...)
    - Software Download (Drivers, etc...)
    - Security - Notebooks encryption
- **Building & Ground Office**
    - AV Services-[*comming soon*]
    - BGO - Phone Services

*Key symbol means you must log-in first to see the page content*

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## Latest changes...

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Disclaimer
*Please understand that this website is still developing and articles are added and improved continuously.*
*We would really appreciate any feedback on this website, especially hints what articles are missing, should be eventually revised, what might be improved, changed etc.*
*That all simply means:* ***You could help us to make this website useful !!!***

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