

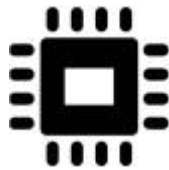
Welcome to CERGE-EI Infrastructure Knowledgebase

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 Services

BGO Services



IT General Helpdesk

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

BGO Maintenance

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

IT Webmaster Helpdesk

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

BGO Audio-Visual Servicedesk

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

IT Services

BGO Services

• 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](#)

• Building & Ground Office

- [AV Services-\[comming soon\]](#)
- [BGO - Phone Services](#)

- [Wi-Fi Connection](#)
 - [Remote Desktop](#)
 - [Virtual Private Network \(VPN\)](#)
 - [Eduroam](#)
 - **Software & Applications**
 - [Software Overview](#)
 - [Special Software Installation Guidelines \(Stata, Mathematica, Matlab...\)](#)
 - [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](#)
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You can use Service Desk email address helpdesk@cerge-ei.cz for general feedback to this Wiki.

- **Important**
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 - [Privacy & Data Protection \(GDPR\)...](#)
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Latest changes...

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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Last update: **2019-05-16 13:25**

