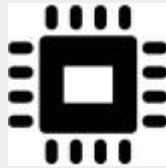


Welcome to CERGE-EI Infrastructure Knowledgebase

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



IT General Helpdesk

General IT related inquiries: helpdesk@cerge-ei.cz

IT Webmaster Helpdesk

Web servers related issues: webmaster@cerge-ei.cz

BGO Services



BGO Maintenance

Building & Grounds maintenance: maintenance@cerge-ei.cz

BGO Audio-Visual Servicedesk

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

IT 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](#)
 - [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](#)

BGO Services

- **Building & Ground Office**
 - [AV Services-\[comming soon\]](#)
 - [BGO - Phone Services](#)

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

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