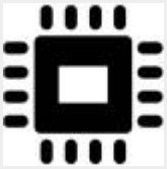
Welcome to CERGE-EI Infrastructure Knowledgebase

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
  - 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

BGO Services

- **Building & Ground Office**
  - BGO - Phone Services
- **AV Services**
  - Presentation Equipment (projection, audio, notebooks, accessories)

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

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

---

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 !!!***

From:
https://wiki.cerge-ei.cz/ - **CERGE-EI Infrastructure Services**

Permanent link:
https://wiki.cerge-ei.cz/doku.php?id=public:priv_dev_pv_001&rev=1558014108

Last update: **2019-05-16 13:41**