Welcome to CERGE-EI IT Knowledbase

These pages provide basic information on most common IT related issues.

Before contacting IT service desk, please try to find out whether the answers to your questions or problems couldn't be found on these pages.

Pages are being continually edited, nevertheless some particular problems or how-tos could be missing. Users are encouraged to report missing issues to the Computer Office via Service desk (helpdesk@cerge-ei.cz)

Public Manuals and Howtos for End-Users

- **Services**
  - User Accounts and Password usage
  - Password Change
  - File Services and Backup
  - E-Mail
  - Print/Copy/Scan
  - ID Cards
  - Presentation Equipment
  - Heavy Horse Workstations
- **Networking**
  - Understanding Networking
  - Network Connection
  - Wi-Fi Network Connection
  - Remote Desktop Connection
  - Virtual Private Network (VPN)
  - Eduroam
- **Software Support**
  - Software Overview
  - Software Installation Gudelines
  - Software On-line Documentation
- **Maintenance**
- **Users' Approach to Problem Solving**

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