

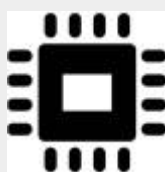
# Welcome to CERGE-EI Infrastructure Knowledgebase

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.

If you cannot find an answer to your problem or question in the following articles, contact the appropriate office/unit through the respective email.

## Following are the main Infrastructure Services covered by Service Desk:

### IT Services



#### **IT General Helpdesk**

General IT related inquiries: [helpdesk@cerge-ei.cz](mailto:helpdesk@cerge-ei.cz)

#### **IT Webmaster Helpdesk**

Web servers related issues: [webmaster@cerge-ei.cz](mailto:webmaster@cerge-ei.cz)

### BGO Services



#### **BGO Maintenance**

Building & Grounds maintenance: [maintenance@cerge-ei.cz](mailto:maintenance@cerge-ei.cz)

#### **BGO Audio-Visual Servicedesk**

AV related requests & issues: [av-helpdesk@cerge-ei.cz](mailto:av-helpdesk@cerge-ei.cz)

**Following are the articles with information, answers to potential problems, guides and hints:**

## IT

- **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 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

- **Building & Ground Office**

- [BGO - Phone Services](#)

- **AV Services**

- [Presentation Equipment](#) (projection, audio, notebooks, accessories)

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

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## Latest changes...

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You can use Service Desk email address [helpdesk@cerge-ei.cz](mailto:helpdesk@cerge-ei.cz) for general feedback to this Wiki.

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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