Welcome to ICT @ PPW

Welcome!
The Faculty ICT Service diCT, short for ‘dienst ICT’, wishes you a warm welcome at the Faculty of Psychology and Educational Sciences (PPW)! We strive to offer services that support your activities and enhance your productivity. If you have any remarks or suggestions on how we can improve our services please contact Wim Van Holder, head of diCT, at wim.vanholder@kuleuven.be.

This document aims to provide the most important steps to get you started with ICT resources at PPW. For more information, please visit the diCT website at https://ppw.kuleuven.be/home/ppw-dict/. Contact info for the helpdesk is available at the end of this document.

Intranet Account
To use ICT equipment and services from both the University and the Faculty you are provided with an intranet account. The username of this account is your personnel number, also known as u-number, s-number or r-number:

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With your intranet account you can access University services such as email, the intranet and applications (e.g. KU Loket, Toledo, Outlook Web Access, Sharepoint, Lync), and log in to Faculty issued Windows computers.

To activate your intranet account, go to https://activate.kuleuven.be and follow the instructions in the email that you should have received. You will be asked to enter the activation code and to choose a password. This password expires yearly and you will be invited to change it in due time.

Choose a password that is minimum 8 and maximum 14 characters long containing at least one uppercase letter, one lowercase letter and one digit. We recommend using a free open-source application like Keepass (http://www.keepass.info) to keep track of your passwords.

To change your password, visit https://password.kuleuven.be. If you have forgotten your password, choose ‘Request Activation Code’ if you have previously supplied your GSM or private e-mail address, otherwise visit the diCT helpdesk.

Computers
Faculty issued computers can be recognized by their name starting with GHUM. Use your u-, s- or r-number and intranet password to log in. If unsuccessful, prefix your u-, s- or r-number with LUNA\ and try again.

Depending on local choices or restrictions, you may be successful in logging in to other University computers with your u-, s- or r-number and intranet password.

Wifi
To access the University’s wireless network on a smartphone or tablet, look for kuleuven in the list of available networks. This network offers the broadest access to faculty resources but only accepts u-numbers. When asked to authenticate, enter your u-number followed by @kuleuven.be, e.g. u023997@kuleuven.be (no dot at the end) and your intranet password.

If you have a s-number, r-number or an international eduroam account, you can still connect to the eduroam wireless network. This network does not allow access to PPW Faculty files shares or printers.

To use Wifi on a laptop or desktop, preliminary steps are needed to configure the computer for wireless network access to the KU Leuven network. Recently installed computers are preconfigured by the helpdesk for this purpose.
E-mail
The University’s central IT department ICTS provides e-mail services with Microsoft Exchange and Outlook. For instructions to set up your mail access, visit https://admin.kuleuven.be/icts/services/groupware. You can also use a web browser to consult your mailbox at https://owa.groupware.kuleuven.be. When asked, enter your u-, s- or r-number and intranet password.

Applications
Use your u-, s- or r-number and intranet password when asked to log in for access to:

- The central login page at https://idp.kuleuven.be
- Groupware applications at https://groupware.kuleuven.be
- Intranet pages of type https://admin.kuleuven.be
- Intranet applications of type http://....aps.kuleuven.be

Telecommunications
The University uses Skype for Business (Lync) software on computers to offer phone, presence, instant messaging and videoconferencing services. For instructions on installation and usage, please visit https://ppw.kuleuven.be/home/ppw-dict/lync.

Your Skype for Business phone number is listed on your Who’s-Who page at http://www.kuleuven.be/wieiswie. If you were not yet assigned a number, you can request one from secr.decanaat@ppw.kuleuven.be. If you are eligible for a Polycom desktop phone or a Jabra headset per the criteria explained on the website, see the secretariat or the helpdesk.

To log in to the Skype for Business service:

- Enter firstname.lastname@kuleuven.be as your sign-in address, substituting your first and last name e.g. wim.vanholder@kuleuven.be (no dot at the end). Do not use spaces nor special characters.
- Enter your u-number followed by @kuleuven.be, e.g. u023997@kuleuven.be (no dot at the end), and your intranet password.

If the secretariat is out of Polycom desk phones, you can get one from the helpdesk on condition that a phone number is listed on your Who’s-Who page.

Files and Printers
Depending on your permissions you will be granted access to University resources. If prompted for credentials, use LUNA\ followed by your u-, s- or r-number, and your intranet password. The Faculty provides three areas for file storage:

- The I drive for personal, work-related data
- The J drive for professional data to share with others
- The K drive for archival of personal or shared data

These drives are connected automatically when you log in while connected to the network.

If you cannot find your network drives, go to Start, click Run, type CMD and press enter. In the black screen that appears, enter the following commands (replace <u-number> with your intranet user name):

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net use I: \shares.kuleuven.be\users\<u-number> /persistent:yes /savcred
net use J: \shares.kuleuven.be\shares /persistent:yes /savcred
net use K: \shares.kuleuven.be\archive /persistent:yes /savcred
```
Press ENTER after each line and provide your u-, s- or r-number (prefixed by LUNA\, e.g. LUNA\u0023997) and your intranet password as requested. This will connect you to the Faculty file shares and printers.

**Helpdesk**

The dICT maintains a list of frequently asked questions and other useful information at [https://ppw.kuleuven.be/home/ppw-dict](https://ppw.kuleuven.be/home/ppw-dict). If you cannot find what you are looking for or if you need additional assistance, don’t hesitate to contact the helpdesk:

- By e-mail at dict@ppw.kuleuven.be
- By phone at +32 (0)16 3 25926
- In person at VHI 01.01, Dekenstraat 2, Mon-Fri 9:00 to 12:30

**Responsibilities**

As a user of the University’s ICT resources you have agreed to adhere to the following policies:


Be aware that reinstallation of a computer for reasons other than hardware failure incurs a cost for your research group.

To help prevent unintentional modifications to your computer, please be vigilant with respect to cyber safety. More information on how to protect yourself against digital crime is available at [http://www.e-mune.be](http://www.e-mune.be).

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**On behalf of the dICT Team:**

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*Sven Peremans (Application Development)*  
*Johan Van Rensbergen (Network, Storage and Printing)*  
*Johan Hendrickx (Helpdesk, Procurement and Advice)*