

## Department of Information Technology

### Contact Us / Online IT Helpdesk

Easiest way to contact the Department of Information Technology is via our online helpdesk.

Whether on-campus or off, you can send us an email with details of your issue to [support@stamford.edu](mailto:support@stamford.edu) and an IT team member will get back to you to help you solve your issue.

Phone: +66-2-7694000 Ext. 1231

Email: [support@stamford.edu](mailto:support@stamford.edu)

Web: <http://it.stamford.edu>

Hours of Operation of the Helpdesk are:

- Monday to Friday: 8.30am to 6.30pm
- Saturday: 8.30am to 5.30pm



# Information Technology Survival Guide



**STAMFORD INTERNATIONAL  
UNIVERSITY**

2014

# Logging into our IT Systems

Upon joining Stamford, you're provided with a login sheet with your username and password (*see illustration on right*).

You'll be able to login into the following resources with it:

1. Any public workstation on campus – including labs and library.
2. Your Stamford Email
3. Online Learning Portal (E-Learning)
4. Library System
5. Registration & Grading system

After your first login, you're strongly advised to visit <http://www.stamford.edu:8080/pwm> to change your password.

Your password must be a minimum of 8 characters in length and must have a mix of letters and numbers.

Your **password will expire every 6 months** upon which you'll be forced to change it.



Department of Information Technology

**Dear Dummy Student,**

Welcome to the Stamford International University IT Systems. Upon joining the University, each student receives a set of usernames and passwords that allow them to utilize the various IT resources of the University.

Your login details are provided below.

System	Location	Username	Password
Network / Wifi	Windows Login Prompt	<b>dummy.s</b>	<b>fGSxdyp5</b>
Password Change Self-service Portal	<a href="http://www.stamford.edu:8080/pwm">http://www.stamford.edu:8080/pwm</a>		
Email	<a href="http://webmail.stamford.edu">http://webmail.stamford.edu</a>		
E-Learning	<a href="http://elearning.stamford.edu">http://elearning.stamford.edu</a>		
Library	<a href="http://online.library.stamford.edu">http://online.library.stamford.edu</a>		
Registration & Grading	<a href="https://reg.stamford.edu">https://reg.stamford.edu</a>	<b>211110013</b>	<b>211110013</b>

Your Stamford email address is: **dummy.s@stamford.edu**.

With all the IT systems, it is advisable that you change your password after first login. To change your password, please visit the Password Self-service portal at <http://www.stamford.edu:8080/pwm>.

If you require any assistance with these systems, please refer to the Information Technology and Services website at <http://it.stamford.edu>.

In case you run into trouble, please send an email to the Stamford IT HELPDESK at **support@stamford.edu**.

We take this opportunity to extend a warm welcome to you to once again.

**IT Support & Services Team,**

Stamford International University

Email: [support@stamford.edu](mailto:support@stamford.edu)

Website: <http://it.stamford.edu>

# Internet Access

To access the internet from your laptop or mobile device, you need to join the WiFi network named STIU-Student available throughout the campus.

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## Network Key for STIU-Student:

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*In case you lose this paper, the Network Key is also available at many places like the Library, Reception etc.*

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### What's next?

After joining the network, open the browser of your choice (Internet Explorer, Firefox, Chrome etc.) and visit any webpage (e.g. google.com). This brings you to a Login page, where you'll have to key-in your Stamford username & password. The login details have been provided to you on a separate sheet.

If you haven't received your login sheet, please contact us at the 6<sup>th</sup> floor of Building 2.

### After logging in...

Once you've logged-in, you'll be brought to a page with a timer that starts counting down from 900 seconds (15 minutes). Please leave this page open in the background and continue browsing in a new window. If you close this page, you'll be logged-out automatically after 15 minutes.

### Login Page


Please enter your username and password below:

Username:

Password:


For students:


- **Username:** If you are a student, your username consists of your first name followed by a dot (.) and first character of your last name (middle name is not required).
- **Password:** Your 8-character random password is handed out to you on the Orientation Day. If you haven't received it, please contact the IT Help-desk with a valid Photo ID or send an email to support@stamford.edu.

 Example: For a student named Robert Charles Smith, the username usually will be **robert.s** and password may be **8vWne22x**.

Problems? Please contact online IT Help-desk by sending an email to [support@stamford.edu](mailto:support@stamford.edu).

### Keep-alive Page

  
*The Difference is Real*

 **Login successful!**

**This browser window is used to keep your authentication session active.**

**Please leave it open in the background and open a new window to continue to your destination.**

This page will automatically refresh from time to time in order to keep your session alive. Next Authentication Refresh will occur in

**899** seconds

You may also want to:  OR

Problems? Please contact the IT Help-desk by sending an email to [support@stamford.edu](mailto:support@stamford.edu).

# Illegal Activities

**Please refrain from any kind of illegal activities using our IT resources.**

These include, but are not limited to:

- Accessing sites deemed illegal in Thailand. E.g. Pornographic or Gambling sites
- Downloading of Torrents
- Engaging in malicious / hacking activities
- Spreading malware / viruses on the network.

Stamford reserves the right to partially or fully deny network access rights to any user or device found to be violating any of the above.

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*We're required to retain internet usage logs on a per user basis for extended periods by the ICT laws of Thailand and are liable to produce them in the court of law, upon order.*

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**YOU CAN CLICK  
BUT YOU  
CAN'T HIDE**

**I**

**ILLEGAL DOWNLOADING**  
Inappropriate for All Ages



# Personal Use

The Stamford IT Helpdesk may not be utilized for personal purposes.

We won't be providing service for the following:

- Personal Laptops / Workstations (non-University asset)
- Mobile Phones, Tablet & other mobile devices
- Printers
- Any other personal electronic assets

Furthermore, we won't be providing / installing any licensed software for use on personal workstations / mobile devices.

If you wish to purchase any software, we may be able to get you deeply discounted prices based on our Academic alliances with various major software companies.



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***THANK YOU***

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