

Campus wide IT Services



AIT



Campus wide IT Services

Provided by:

intERLab

Contact point:

Helpdesk



Helpdesk's contact:

EMAIL: helpdesk@ait.asia

Phone: 6082 (during office hours)

Visit: ITServ Building, Rm. 203 (during office hours)

[http://itserv.ait.asia /helpdesk](http://itserv.ait.asia/helpdesk)



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Helpdesk

❖ Contact point for all IT and Phone (VoIP) Services.

:: AIT Helpdesk serves as a single point of contact for all IT and Phone (VoIP) Services for all end users. We provide support through Calls and Emails.

- :: Request Forms
- :: Web Hosting
- :: SIS
- :: ERP
- :: Turnitin
- :: TrendMicro Antivirus
- :: Microsoft Dream Spark
- :: Microsoft Office 365
- :: Graduation Video
- :: AIT VPN- Connect with OpenVPN
- :: Helpdesk Request Statistics

TOP 5 Frequently Asked Questions

1. How to access AIT Gmail account?
 2. How to change my password?
 3. I forget my password, how to get it reset?
 4. How to create Guest Account ?
 5. Things to remember while using UIA services.
- [more...](#)

News

Student Orientation Presentation's slides

Search

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Asian Institute of Technology,
P.O. Box 4, Klong Luang,
Pathumthani 12120, Thailand
Tel: (66 2) 524 6082
Email: helpdesk@ait.ac.th



Campus wide IT Services

**LOGIN
ACCOUNT**

**INTERNET
CONNECTION**

**GOOGLE
APPS**

SIS

**LICENSED
SOFTWARE**

**PLAGIARISM
CHECKING**



Login (user) account

Format: *ststudentID* (and password)

Same Sign-on for all applications

**(Internet/Wifi Access, AIT's Google Apps, SIS, Protected AIT
Web pages, VPN, Any other application)**

Problem? Contact Helpdesk



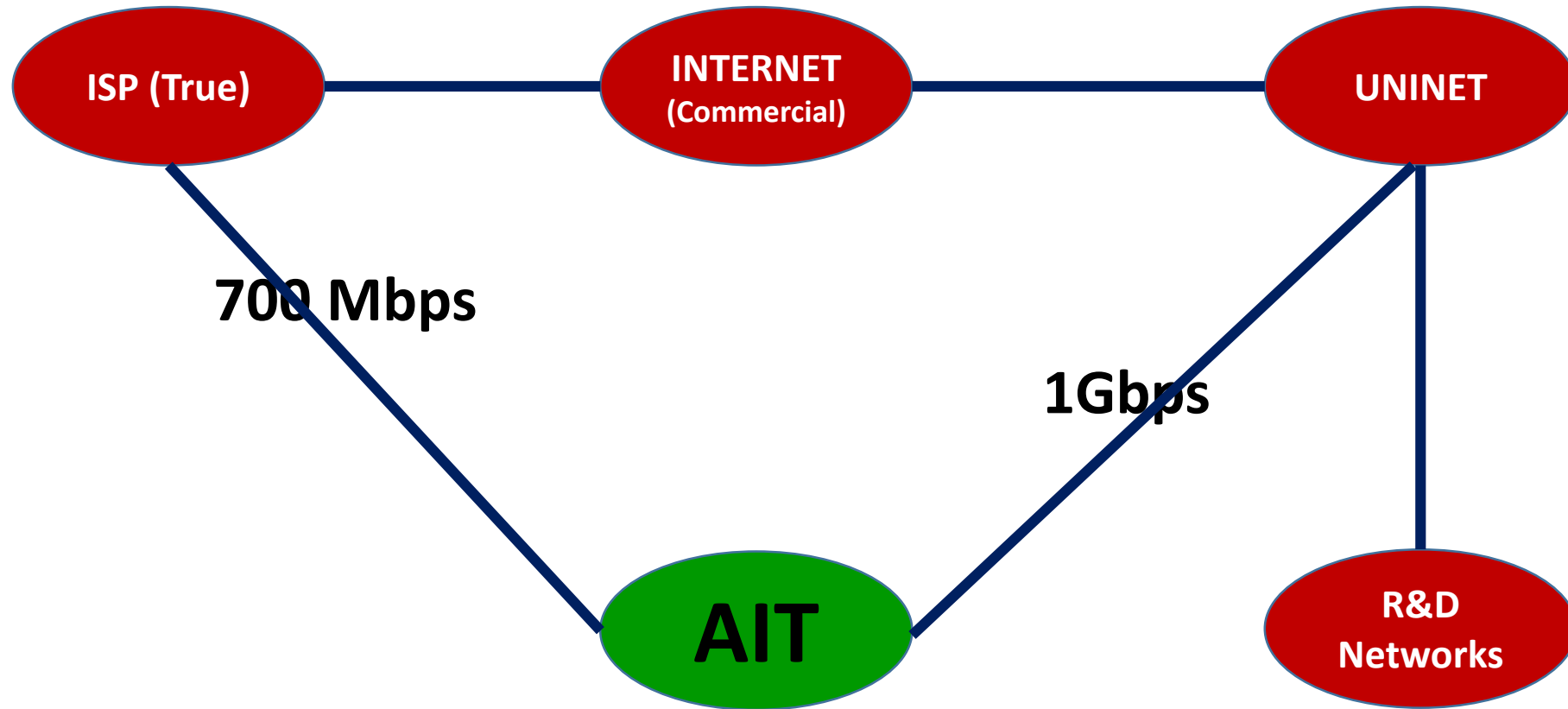
How to change password?

Directly from <https://g.ait.asia> then click “Change Password”

From Google Apps (e.g. Gmail) which will redirect you to the same page as above



Internet Connections





Where to get Internet connection?

Academic buildings

- Schools and Field of Studies
- Library
- Cafeteria

Residential areas

- Dorms
- Student Villages



How to connect?

Academic buildings

- Wired
- Wireless
- Wireless SSID: AIT, eduroam

Residential Area

- Wired
- Wireless
- Wireless SSID: AIT_Resident



Network authentication

Wired:

When accessing Internet (don't forget to logout when you finish)

Only one login/account at a time

Wireless:

When connecting to Wifi access point

Up to 2 logins/account at a time



Logout from AITNet

After you finish with your LAN connection (particularly from Labs), logout from the network by clicking logout from the logout popup or <http://logout.ait.asia>

Prevent other people from using your account



Reporting connection issues?

Academic buildings

Contact staff of the academic building concerned

Residential areas

Contact Helpdesk



Internet Usage Policies

Academic buildings

Acceptable Use Policy (AUP):

(http://www.ait.ac.th/it_committee/aup)

- Free
- Restricted use: For academic purposes only

Usage abuse -> Penalty

Residential areas

UIA Policy:

(http://www.ait.ac.th/it_committee/uia)

- Mandatory paid service (flat rate: 400 Baht/month)
- Unrestricted use (UIA Unrestricted Internet Access)



Rules applicable to both AUP and UIA

Observe Thai laws

- Pirate copyrighted materials
- Use of pirated software

Do not cause disturbances to network

- Do not install your own Wifi router
- Installation of specific software that causes net disturbances

Violation of any rule -> Penalty



Attempt to pirate copyrighted materials

Notice of Copyright Infringement from Zenimax Media

Notice ID: 310-347201209

Notice Date: 29 Jun 2017 06:05:44 GMT

Asian Institute of Technology

Asset: Dishonored

Protocol: BitTorrent

IP Address: 203.159.43.3

File Name: Dishonored Game of The Year Edition MULTi5-PROPHET

File Size: 13162262528

Timestamp: 29 Jun 2017 05:56:05 GMT

Last Seen Date: 29 Jun 2017 05:56:05 GMT



Pirating copyrighted materials: Cautions

**Avoid using/installing peer to peer software,
particularly Bittorent**

**Before you unplug your LAN connection (particularly
from Labs), logout from the network from the logout
popup or <http://logout.ait.asia>**



Common principles applicable to AUP & UIA

Do not let other people use your account:

Weak password

Victim of phishing attempt

Observe common ethics:

Decent, polite, no harassment, no anonymous/faked name, upheld good name of the Institute, do not disclose AIT internal document without proper approval



Secure your computer:

Use licensed and supported OS and software

Activate licensed and supported antivirus software

Automatic/immediate update OS and other software

Uninstall highly vulnerable software (e.g. Adobe Flash)

Google APPS (ait.asia@Google)

Activate your AIT Google Apps account:
Click “Webmail” from the right top of AIT Website or go directly to <https://g.ait.asia> and then either

Login (just enter
username without
domain)

OR

Change your password

USING AIT Google APPS



Click “Webmail” from AIT Homepage or directly from <https://g.ait.asia> (without domain)

After you activate your Google Apps account:
Directly from any Google Apps (i.e. Gmail:
<https://gmail.com>) by entering *username@ait.asia*



Email aliases

Your default email address:

username@ait.asia

(where the *username* is
your login's name)

An alias is another email address associated with the default email address and created by the system (you cannot modify it)

Email aliases:

username@ait.ac.th

FisrtName.Lastname@ait.asia

FirstName.Lastname@ait.ac.th



Student Information System (SIS)

Keep all student records

<https://sis.ait.asia>

Click “SIS login” from AIT
Homepage (Current Students)



SIS for SOM students

<https://somsis.ait.asia>

for following students:

MBA

EMBA

DBA

<https://sis.ait.asia>

for following students:

PhD

Dual Degree

Special

PM



SIS' Functions

View course catalog and courses offered

Register/enroll courses

View grades and transcript

Evaluate courses and research

Online clearance before graduation

View financial related information



Licensed Software for students

Microsoft Imagine 

 Microsoft®
Office 365



Microsoft Imagine 

Accessible from Helpdesk site, click “Services”, then choose “Microsoft Image (Dreamspark)”. Login using AIT’s login account

Many Microsoft licensed software available for download





Office 365 Pro Plus, OneDrive

Register and login using AIT login username with @ait.ac.th domain but do NOT use email alias (it must be: *ststudentID@ait.ac.th*), the password is currently independent from AIT 's password

You can use the software for up to 5 devices, including PC, Mac, mobile devices

To register and login, go to Helpdesk site, click "Services", choose "Microsoft Office 365" and then choose "Students". Follow the instructions



Plagiarism checking

Submission:

Procedure: Self submission to:
<http://turnitin.com>



<https://www.ait.asia/current-students/admissions/current-students/for-graduating-students>

Obtaining result:

Send email to helpdesk@ait.asia using AIT's email address and specify:

- Submission ID
- Class ID (or class name)
- Email address of your advisor
- Any other email addresses where the result has to be sent to (if any)