

Campus wide IT Services



AIT



Campus wide IT Services

Provided by:

intERLab

Contact point:

Helpdesk



Helpdesk's contact:

Email: helpdesk@ait.ac.th

Phone: 6082 (during office hours)

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

Website: <http://itserv.ait.ac.th/helpdesk>



- :: Main
- :: Announcement
- :: Use Policy
- :: Privacy Statement
- :: Technical Support
- :: Internet Connections
- :: Services**
- :: Change Password
- :: Logout from AITNet
- :: Contact Us
- :: AIT

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...](#)

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

 Search

Powered by Google

News

Student Orientation Presentation's slides



Campus wide IT Services

**LOGIN
ACCOUNT**

**INTERNET
CONNECTION**

**GOOGLE
APPS**

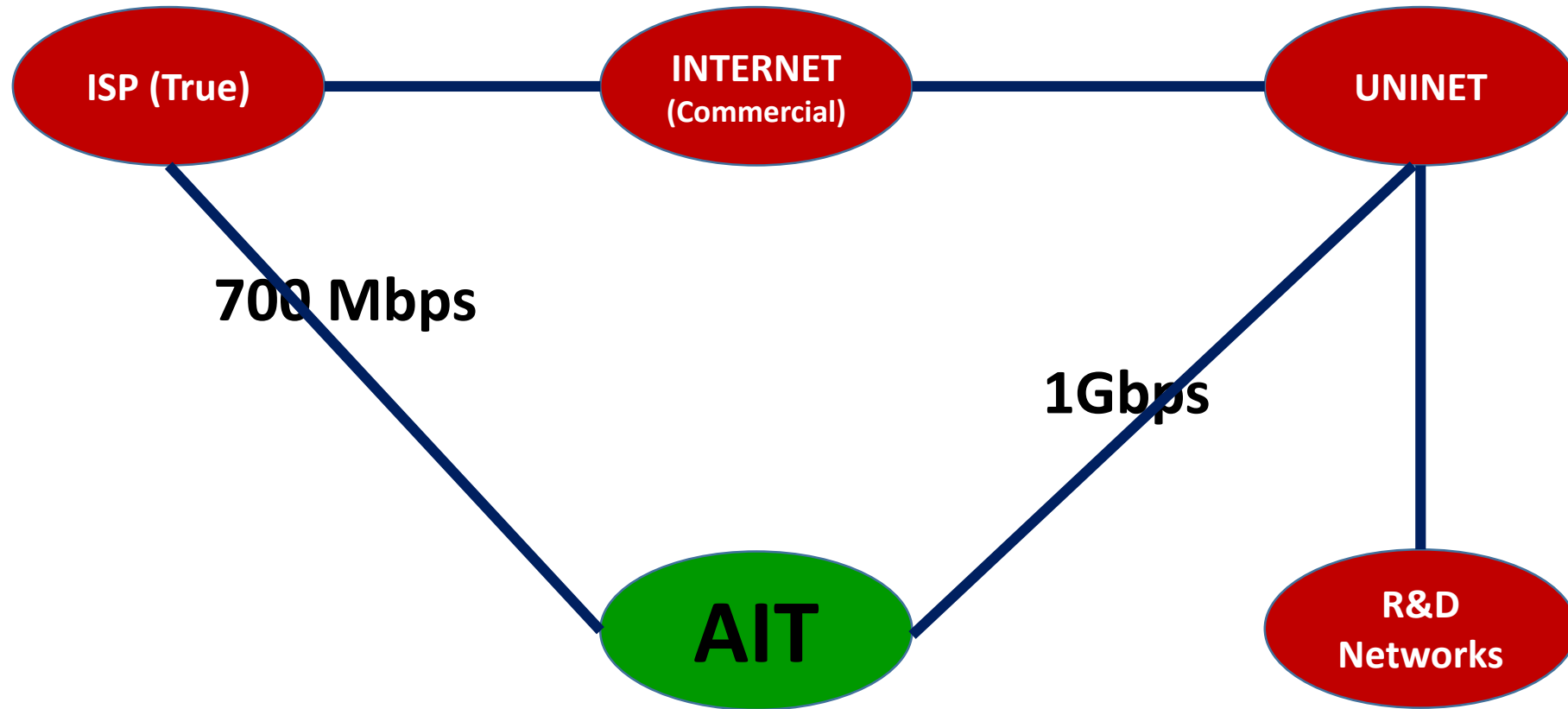
SIS

**LICENSED
SOFTWARE**

**PLAGIARISM
CHECKING**



Internet Connections





Where to get Internet connection?

Academic buildings

- Schools, Departments, Academic Programs
- Library
- AITHCC
- Cafeteria

Residential areas

- Dorms
- Student Villages



How to connect?

Academic building

- Wired
- Wireless

Wireless SSID:
AIT, eduroam

Residential areas

- Wired
- Wireless

Wireless SSID:
AIT_Resident



Network Authentication

Wired

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



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



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



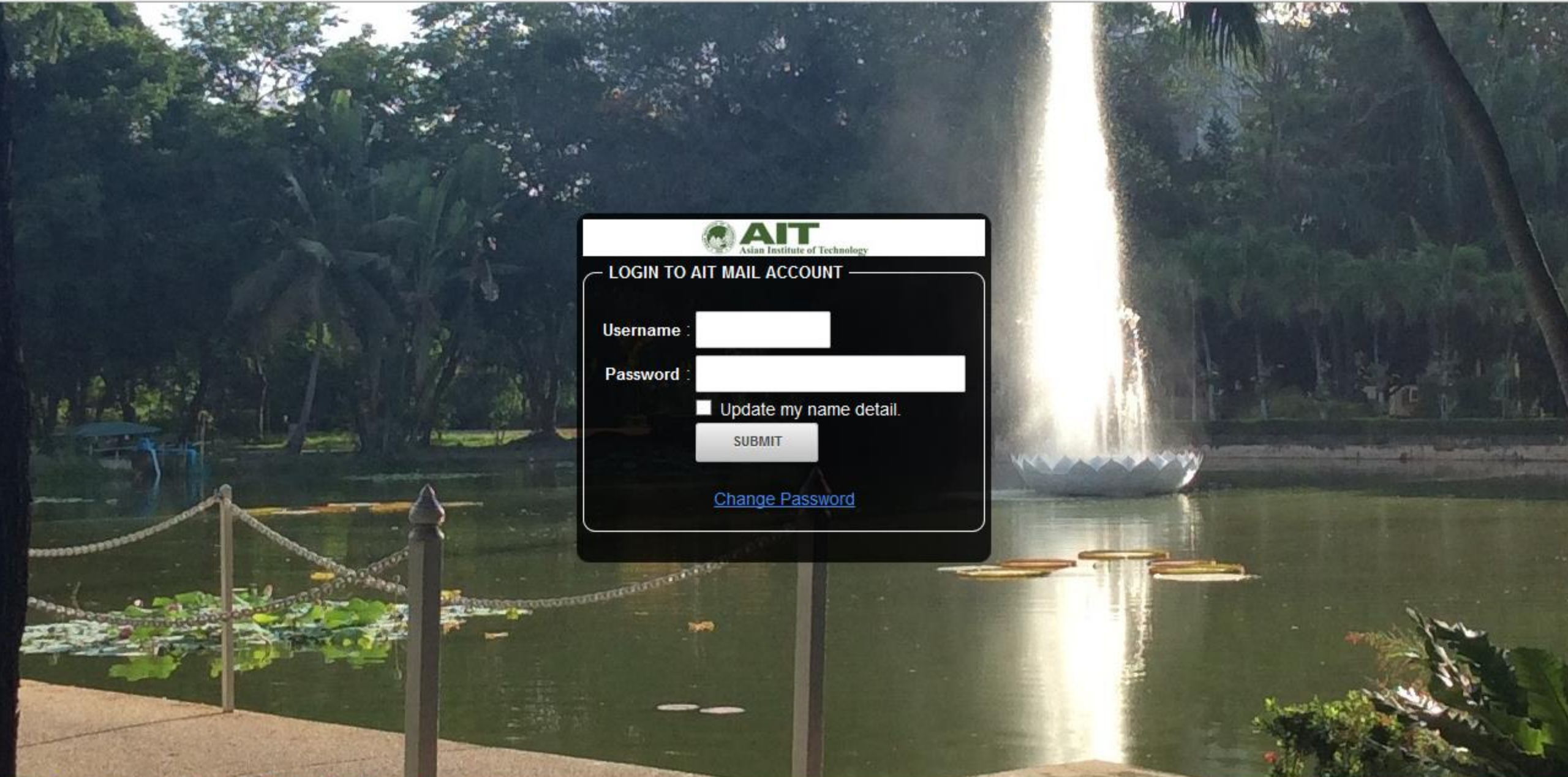
Activate Google apps and edurom's wireless access


Click "Webmail" from the right top of intranet website (<http://intranet.ait.ac.th>) or go directly to <https://ait-gmail.ait.asia> and then either

Login (just enter
username and password)

OR

Change your password



 **AIT**
Asian Institute of Technology

LOGIN TO AIT MAIL ACCOUNT

Username :

Password :

Update my name detail.

[Change Password](#)



Click “Change Password to change your password

The screenshot shows a web form for changing the AIT and Google account password. At the top, there is the AIT logo and the text "Asian Institute of Technology". Below this is a header "CHANGE AIT AND GOOGLE ACCOUNT PASSWORD". The form contains four input fields: "Username", "Password", "New Password", and "Verify Password". Below the "Password" field, there is a paragraph of instructions: "Password must be at least 8 characters long. It can not be made of all-lowercase or made of numerical digits only. It should not be based on any word found in a dictionary or be based on these reversed, with digits appended/prepended, letter 'o' changed to zero and letter 'i' to one etc." At the bottom of the form is a button labeled "UPDATE PASSWORD".

Username :

Password :

Password must be at least 8 characters long. It can not be made of all-lowercase or made of numerical digits only. It should not be based on any word found in a dictionary or be based on these reversed, with digits appended/prepended, letter 'o' changed to zero and letter 'i' to one etc.

New Password :

Verify Password :



Protect your account:

Do not let other people using your account

Strong password

Be aware of phishing email

Regularly change your password



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.ac.th>

It will 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

- **Restricted use: For academic purposes only**
- **Free**

Residential areas

- **Unrestricted use**
- **Mandatory paid service (flat rate: 400 Baht/month)**



Policies and Abuses

General: Acceptable Use Policy or AUP:

http://intranet.ait.ac.th/it_committee/aup

Specifically for residential areas: Unrestricted Use of Internet Access or UIA:

http://intranet.ait.ac.th/it_committee/uia

Abuse -> Penalty (Blocking of Internet access)



Frequent Abuses

Observe Thai laws

- Pirate copyrighted materials
- Use of pirated software
- Send, create, spread messages to other people containing nuisance (e.g. harassment, intimidation, defamation)

Do not cause disturbances to network

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

Violation -> Penalty



Attempt to pirate copyrighted materials

Notice of Copyright Infringement from Zenimax Media

Notice ID: 310-353604896

Notice Date: 25 Oct 2017 16:07:14 GMT

Asian Institute of Technology

Asset: The Elder Scrolls V: Skyrim

Protocol: BitTorrent

IP Address: 203.159.43.17

File Name: The Elder Scrolls V Skyrim-Razor1911

File Size: 5500668564

Timestamp: 25 Oct 2017 15:05:42 GMT

Last Seen Date: 25 Oct 2017 15:05:42 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.ac.th>**



Maintain good ethics in using Internet communication:

Decent, polite

No faked name

Upheld good name of the Institute

Do not disclose AIT internal documents



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)

USING AIT Google APPS



Click “Webmail” from Intranet website
(<http://intranet.ait.ac.th>) or directly from
<https://ait-gmail.ait.ac.th> (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

FirstName.LastName@ait.asia

FirstName.LastName@ait.ac.th



Make *username@ait.ac.th* as default sender's address

General Labels Inbox Accounts Filters and Blocked Addresses Forwarding

Change account settings: [Google Account settings](#)
Change your password and security options, a

Send mail as:
(Use Asian Institute of Technology Mail to send from your other email addresses)
[Learn more](#)

Student Test <st000014@ait.asia>
[Add another email address](#)

Add another email address you own

Enter information about your other email address.
(your name and email address will be shown on mail you send)

Name:

Email address:

Treat as an alias. [Learn more](#)

[Specify a different "reply-to" address](#) (optional)

General Labels Inbox Accounts Filters and Blocked Addresses Forwarding and POP/IMAP Add-ons Chat Labs Offline Themes

Change account settings: [Google Account settings](#)
Change your password and security options, and access other Google services.

Send mail as:
(Use Asian Institute of Technology Mail to send from your other email addresses)
[Learn more](#)

Student Test <st000014@ait.asia>	default	edit info
Student Test <st000014@ait.ac.th>	make default	edit info delete

[Add another email address](#)



Student Information System (SIS)

Keep all student records

<https://sis.ait.ac.th>

<https://somsis.ait.ac.th> (SOM
except PhD)

Click “SIS login” from intranet
website (Current Students)



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/services available for download or use



[Windows 10](#)



[Project 2016](#)





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://intranet.ait.ac.th/current-students/admissions/current-students/for-graduating-students>

Obtaining result:

Send email to helpdesk@ait.ac.th 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)