

A photograph of a modern university campus with a curved building and a walkway.

Campus de Gandia

INTRODUCTION TO IT SERVICES

IT Support

Username

- ★ Also known as “login”
- ★ In your email address: before @
 - Usually part of your first name and surname.
 - Example: jotamsol@epsg.upv.es → jotamsol
- ★ You can check it at the Intranet > Services > Network services > Network user

User and command

Information for: Tamarit Sala, Joan

These are your credentials to connect to the UPV network, which you will have to enter following this syntax `jtamsal@alumno.upv.es`

User	JTAMSAL
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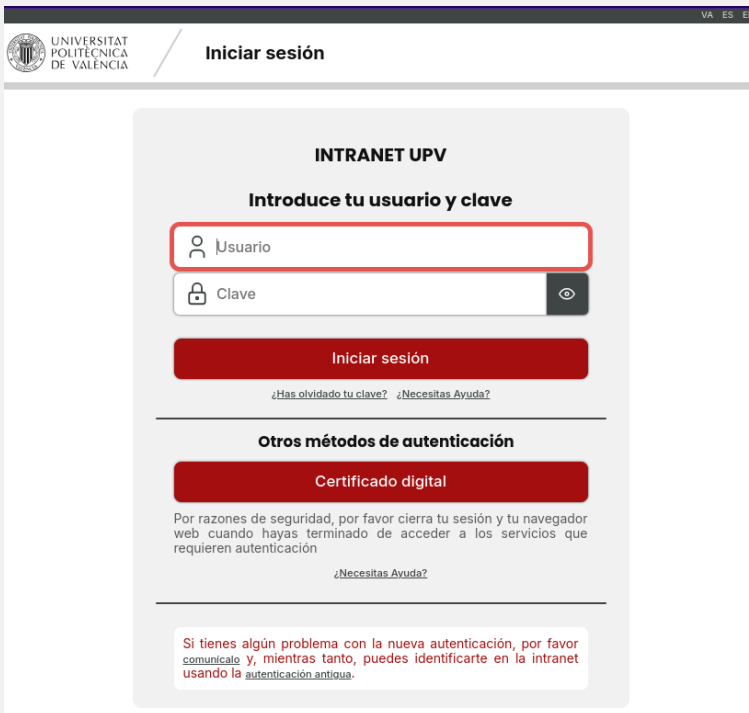
Command	ALUMNO
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Change of Key

Login screen

To access many of the services you need to be logged in.

- You can use username, passport number or UPV email address. Also a digital certificate.
- Click on “Need help?” in case of trouble.



UNIVERSITAT POLITÈCNICA DE VALÈNCIA

VA ES EN

Iniciar sesión

INTRANET UPV

Introduce tu usuario y clave

Iniciar sesión

[¿Has olvidado tu clave?](#) [¿Necesitas Ayuda?](#)

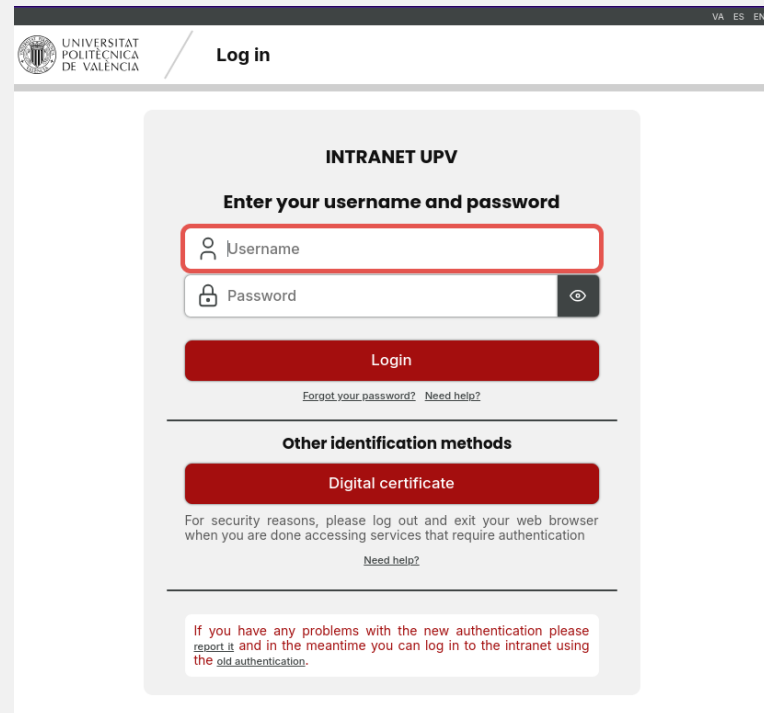
Otros métodos de autenticación

Certificado digital

Por razones de seguridad, por favor cierra tu sesión y tu navegador web cuando hayas terminado de acceder a los servicios que requieren autenticación

[¿Necesitas Ayuda?](#)

Si tienes algún problema con la nueva autenticación, por favor [comunicalo](#) y, mientras tanto, puedes identificarte en la intranet usando la [autenticación antigua](#).



UNIVERSITAT POLITÈCNICA DE VALÈNCIA

VA ES EN

Log in

INTRANET UPV

Enter your username and password

Login

[Forgot your password?](#) [Need help?](#)

Other identification methods

Digital certificate

For security reasons, please log out and exit your web browser when you are done accessing services that require authentication

[Need help?](#)

If you have any problems with the new authentication please [report it](#) and in the meantime you can log in to the intranet using the [old authentication](#).

Forgot your password?

At login screen click on "**Forgot your Password?**" (*¿Has olvidado tu clave?*)

It takes you to a screen asking for your passport and phone number.

After confirmation you will receive an SMS with instructions.

INTRANET UPV

Enter your username and password

Username

Password

Login

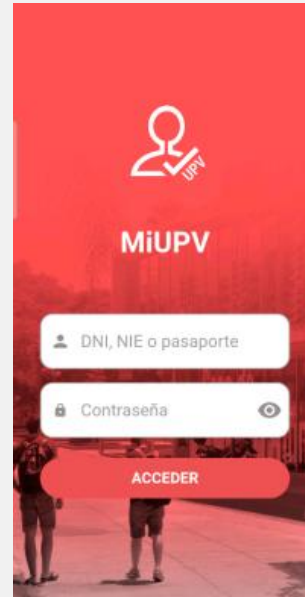
[Forgot your password?](#) [Need help?](#)

INTRANET

Access via web or app

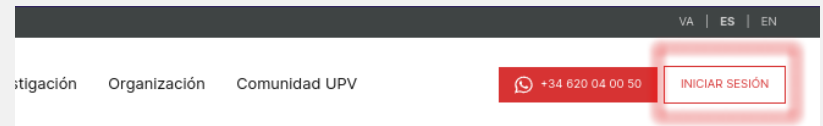
- Identification

- DNI / NIE / Passport



- Adresses:

- <https://www.upv.es>
 - <https://www.epsg.upv.es>



App miUPV

★ Where to get it

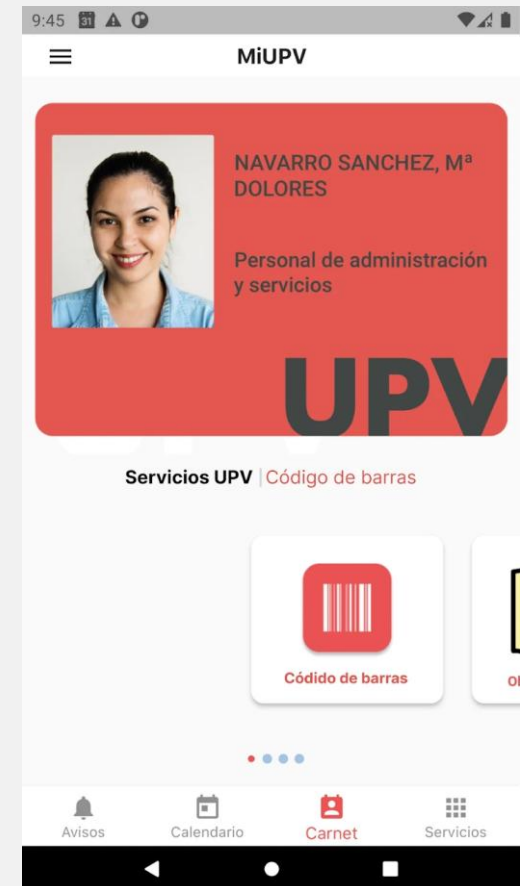
- **miUPV** in Google Play
- **miUPV** in App Store

★ Student UPV card

- Identifies you as member of the UPV community.

★ Access to many services

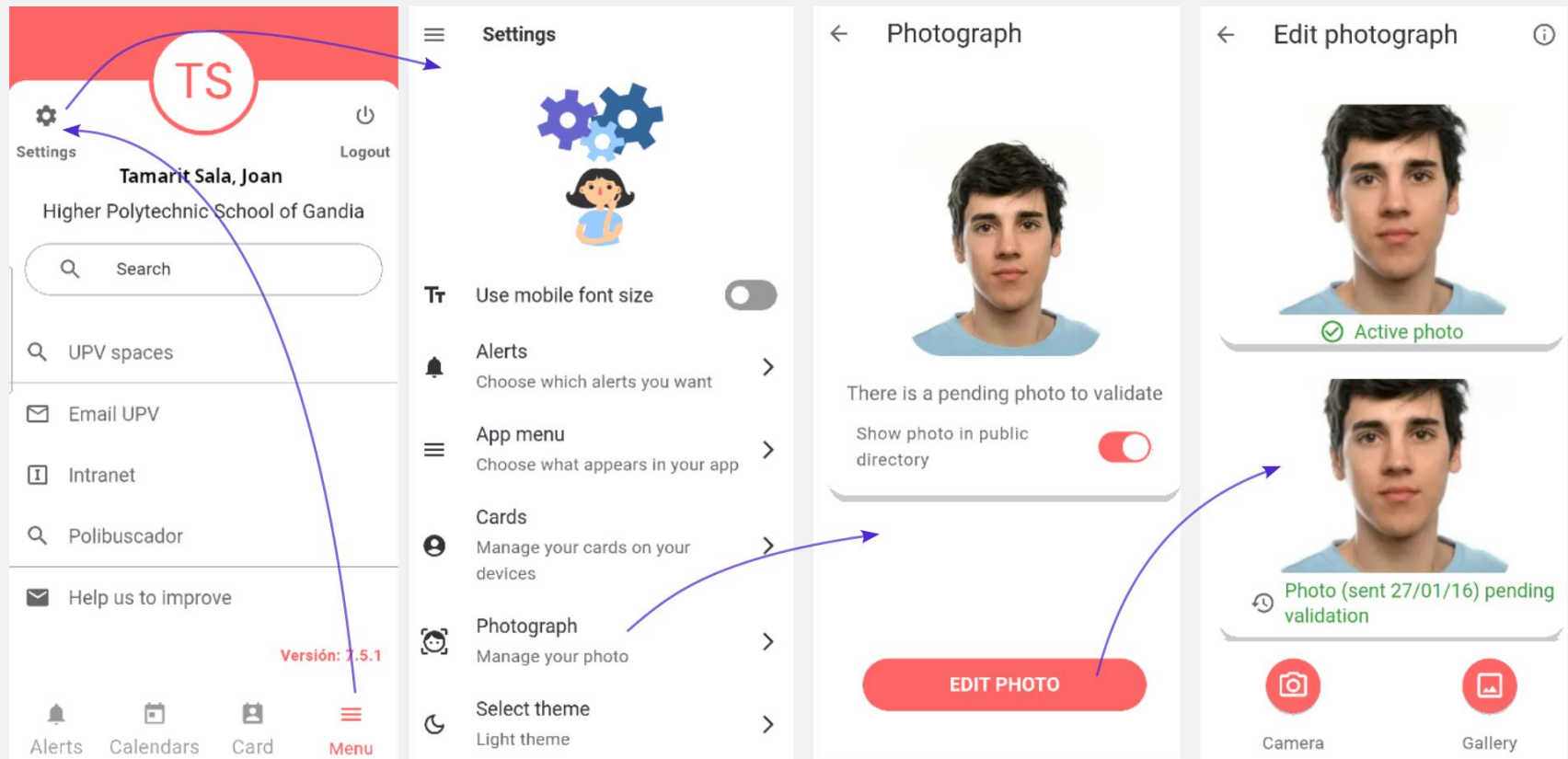
- Intranet
- Calendar, directory, qualifications, ...
- Library, sports, ...
- And much more



Photograph

★ Necessary for some services, for example Poliformat

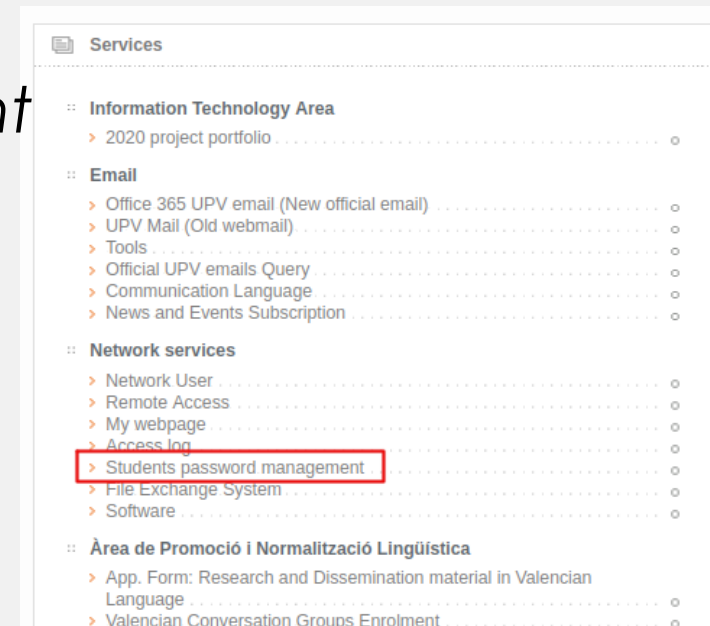
- Upload from miUPV app



Changing your password

★ Option 1: **Intranet > Services > Network services**

- *Students password management*
 - In a mobile device the Intranet must be shown in "desktop mode"



★ Option 2: **Classroom computer**

- *First log in and then press Ctrl+Alt+Supr*
 - Choose "Cambiar contraseña"

COMPUTER LABS

- Windows logon screen:
 - Username
 - Password
 - Domain: **ALUMNO**



Computers can be monitorized from the professor's computer



REMOTE ACCESS

★ At the university: WIFI

- Wifi **UPVNET**: The “good one”. All services. Login with **mylogin@alumno.upv.es** and password. Requires configuration.
- Wifi UPV-PUBLIC: For visitors. Restricted services. Easy to connect, with a spanish telephon number you get a temporary password.

Instructions: <http://wifi.upv.es>

★ From outside, through your ISP

- Some services require that you connect using a **VPN access** which requires a two factor authentication (2FA).

Instructions: <http://infoacceso.upv.es>

TWO FACTOR AUTHENTICATION (2FA)

- ★ Password + additional authentication on your phone.
- ★ Mandatory for students.
- ★ Two ways of operation:
 - With an App: **Microsoft Authenticator.**
 - With a telephone call.
- ★ How to configure it and more information:
 - <https://www.upv.es/id/374> (instructions)
 - <https://www.upv.es/id/373> (configuration)

E-mail

(1/3)

- ★ Office365 email account.
- ★ E-mail address:
 - username@epsg.upv.es
- ★ What is username@upv.edu.es?
 - It's **Microsoft 365 user ID**.
 - You need it to enter Microsoft 365 services.
 - It can be used as email but it's not the official email address.

E-mail

(2/3)

★ Send/receive emails:

- Web: <https://email.upv.es>

If necessary, redirects to the UPV login page

- **miUPV** app

- Menu > Email UPV

- From mobile devices: i.e. Outlook for iOS or Android

- From PC: for example Outlook or Thunderbird.

For more information visit the UPV wiki

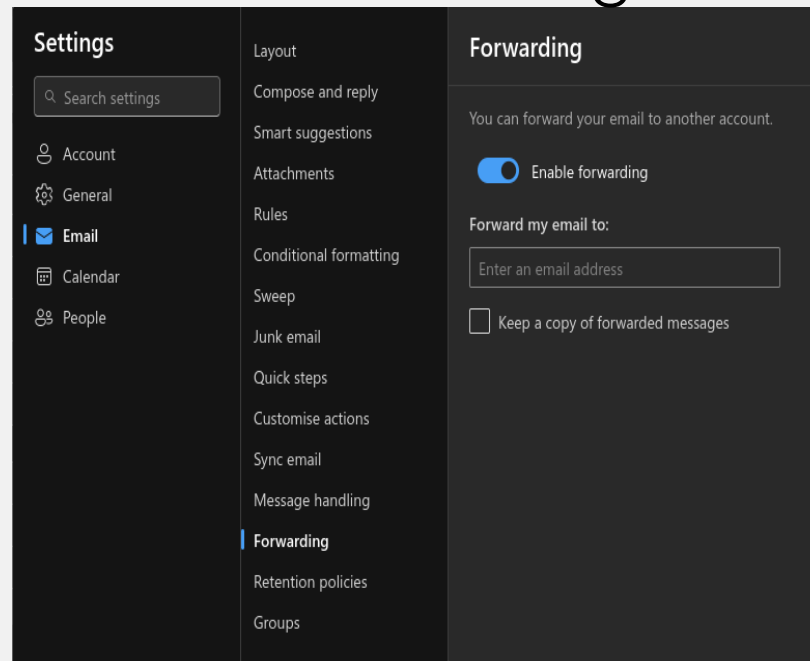
<https://wiki.upv.es/confluence/x/LgBfLw>

E-mail


(3/3)

★ Redirection

- It can be redirected to an external account.
- Configurable at <https://email.upv.es>
- Settings > Email > Forwarding



Microsoft 365 – Microsoft Teams

- ★ Includes Office 365 and 50 GB storage in OneDrive.
- ★ Microsoft Teams: videoconference and online classes. 
- ★ Microsoft ID: **username@upv.edu.es**
- ★ How to access:
 - Intranet
 - <https://o365.upv.es>
 - Desktop app Teams

OTHER SERVICES

(1/2)

★ Unit W:

Remote disc space. 2 GB.

Available automatically on computer lab PCs.

Useful if working on different computers.

`\\nasupv.upv.es\alumnos\<initial>\<username>`

Access through the Internet (read only):

`https://alumnos.upv.es/<initial>/<username>`

Authentication with `username@alumno`

OTHER SERVICES

(2/2)

★ Polilabs

- <https://polilabs.upv.es>
- Remote desktops and applications.
- Better experience if you install UDS Client
- Allows to use software installed in computer labs or with restricted licences.
- If outside UPV you'll need VPN to UPV or configure 2FA in Polilabs. Well explained in Polilabs help.
- It is recommended to work with disk W:



★ Software

- <https://software.upv.es>
- Software available for students.
- Student licenses for Microsoft, Autodesk and others.
- Antivirus.

HELP AND INFORMATION

★Gregal:

- Troubleshooting.
- Appointment request.
- <https://gregal.upv.es> or miUPV app.
- <https://www.epsg.upv.es>
Servicios -> Servicios informáticos.

★IT offices:

- H-108, H-110, H-112, H-113 and H-002