

## **IT Facilities and Services Handbook**

Information and Communication Technology Office



## **Preface**

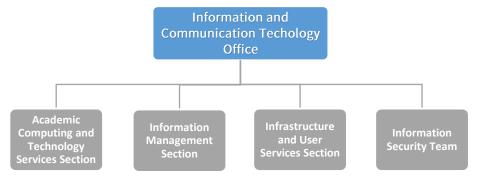
Welcome to the University of Macau! The Information and Communication Technology Office has prepared this handbook to share information about our facilities and services. It introduces the user accounts, IT systems and services that you are going to use. In addition, it introduces our facilities location and operation, the rules and guidelines on using these facilities and services.

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## 1. About The Information and Communication Technology Office

The Information and Communication Technology Office (ICTO) has offices located in Administration Building and Central Teaching Building, and provides general computing services to all staff and students of the University. The Office is organized to serve three main sections and one team:



#### Academic Computing and Technology Services Section (ACTS) Missions

- To provide information technology (IT) facilities for general teaching, learning and research activities;
- To explore and promote the use of most suitable IT in the University;
- To adopt or develop IT systems that facilitate the management of teaching and living facilities in campus.

#### **Information Management Section (IMS) Missions**

- Provision of the development of the University core administrative information systems;
- Provision of the application and technical support services for the University core administrative functions;
- Maintenance of the infrastructure of core administrative information systems.

#### Infrastructure and User Services Section (IUS) Missions

- To provide IT and communication infrastructure for the University;
- To provide general office IT facilities and support service.

#### **Information Security Team (IST) Missions**

 To provide guidance and advice for members of the University regarding information security at the University.

## 2. Help Desk and Facilities





ICTO Help Desk is situated at Room 2085, 2nd floor of Central Teaching Building E5. It provides general technical support for all UM staff and students.

Location	Room 2085, 2/F, Central Teaching Building E5			
UM Campus Map	Click Here			
Tel.	8822 8600			
Email	icto.helpdesk@um.edu.mo			
IT Service Management System	https://itservice.um.edu.mo			
	Monday to Thursday 09:00 to 13:00 and 14:00 to 17:45			
Service         Friday           Hours         09:00 to 13:00 and 14:00 to 17:30				
	Saturday, Sunday and Public Holidays Closed			

For further information related to IT services about ICTO, please visit below webpage.

Webpage	https://icto.um.edu.mo/		
QR Code			

#### IT Service Management System

IT Service Management System (ITSM) is an ICTO IT service request management system that allows staff to submit, track and manage their service requests. To access ITSM system, please go to below webpage and login with your UMPASS account and password.



The following are the services currently available for online applications:



#### **Accounts & Access**

- Account Creation Request (Academic Staff)
- Account Creation Request (Admin Staff)
- Temporary Account Creation Request (Academic Staff)
- Temporary Account Creation Request (Admin Staff)
- Special Account Creation Request
- Computer Account Extension
- Data Access Authorization
- Data Recovery Request (For Shared Data)



#### Office IT Equipment

- Computer Equipment Request
- Report Desktop PC Problem
- Report Monitor Problem
- Report Notebook Problem
- Report IP Phone Problem
- Report Printer Problem
- Report Keyboard Problem
- Report Mouse Problem
- Report Computer Peripherals Problem



#### **Network**

- Apply Guest Wireless Account
- Apply Tenant Wireless Account
- Report Network Problem
- Application for Network Setting for Local Server



#### **Software**

- Software Installation Request
- Report Software Problem



## **Telephony Service**

- Request for New Call Pickup Group
- Update Call Pickup Group
- Request Hotline
- IDD Passcode Application
- Report Telephony Service Problem



#### **Email**

Report Email Problem



## **Printing**

Report Printing Problem



## **Help Desk**

General Enquiry

For more details about IT Service Management System, please refer to below ICTO Knowledge Base:

Website	https://faq.icto.um.edu.mo/category/it-service-			
	management-system/			
QR Code				

## **Remote Support Service**

Remote Support is a secure and instant IT technical support service for our users on campus. The service is available to the computers that are managed by ICTO. Our IT technician can solve problems related to software through remote support.



#### Benefits of Using Remote Support Service:

Solving your problem quickly

 By initiating remote support connection, our Help Desk technician can share control of your mouse and keyboard to solve your computer problem.

Providing a secure remote support conection

- The entire connection is encrypted with 256 AES (Advanced Encryption Standard).
- You can see all the actions taken by our technician and you will be in full control of your computer at all times.
- Once the connection is ended, your computer will not be accessible remotely without your consent.

Webpage

https://icto.um.edu.mo/help-desk-services/remote-support-service

**QR** Code



#### **Staff Commons**

ICTO has set up a staff commons in room E6-1091c on 1st floor of Central Teaching Building (E6). This room is set up for academic staff who wants to make a short break before or after their classes. The room is equipped with two desktop PCs, one LCD projector, one scanner and one network printer for academic staff to prepare or make modification of their teaching materials. All academic staff can access the room with UM campus card.

Location	Room 1091c, 1/F, Central Teaching Building E6			
Operation	Monday to Saturday	Sunday and Public Holidays		
Hours	07:30 - 24:00	Closed		

#### **Computer Rooms**

There are 6 computer rooms under the management of ICTO for academic use.

	•					
Computer						
Rooms	E6-2092	E6-2093	E6-2095	E6-3092	E6-3093	E6-3094
Location	0/F Country	al Taladainan	Decilation of EC	2/E Caratio	al Ta a alaisas	D:I.di:: FC
Location	Z/F, Centr	ai reaching	Building E6	3/F, Centr	al Teaching	Building E6
	Monday to Saturday		Monday to Sunday			
		07:30 - 24:0		<u></u>		
Opening		07.00 21.0	.0		0.4.1	
Hours					Open 24 hou	
Tiodio	<u>Sunday</u>	and Public	<u>Holidays</u>	(Open	on public h	olidays)
		01 1				
		Closed				

#### **How to Reserve Computer Rooms?**

- Any staff members can apply for the bookings through <u>UM Resource Booking</u>
   <u>System.</u>
- Long-term bookings are bookings that last for one month or above, and up to one semester. Applicants must submit the request two weeks in advance, computer major syllabus courses will have higher priority.
- Short-term bookings should be made at least two working days in advance, and are on "first-come, first-served" basis.

#### Note:

- The rooms run unattended during non-office hours.
- For security reasons and preventing the abuse of computer rooms' facilities, computer rooms are set up with access control system. Users must use their valid campus card to enter the computer rooms.
- Food, beverage, and non-academic activities are prohibited at computer rooms.
- For emergency, please contact Security and Transport Section (Tel: 8822 4000)
   for assistance.
- For up to date opening hours, please refer to <a href="ICTO webpage">ICTO webpage</a>.

#### Computer Availability in ICTO Computer Rooms

Staff can check the computer available status with the following webpage.



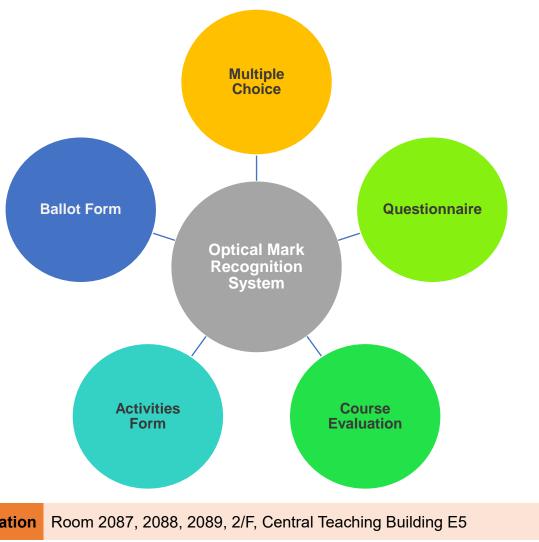
#### <u>Virtual Computer Room</u>

Virtual Computer Room provides a virtual computing environment for teaching and learning purposes. It allows staff and students to access the specialized software on their own personal computer or mobile device remotely. The service is available 24 hours a day, 7 days a week.



## **Optical Mark Recognition (OMR) Rooms**

ICTO has set up 3 Optical Mark Recognition Rooms equipped with high speed scanner (with automatic document feeder) and computer installed with OMR software package. They provide easy and quick data input method for UM staff. OMR is suitable for:



Location

https://icto.um.edu.mo/academic-computing-facilities/optical-mark-Webpage recognition-omr-room/ **QR** Code

#### **Multimedia Stations**

In order to facilitate the development of multimedia applications on campus, ICTO has set up 3 Multimedia Stations with professional software and hardware at 2<sup>nd</sup> Floor of Central Teaching Building E5 for UM staff to create and edit multimedia files.

**Location** Room 2086, 2086a and 2086b, 2/F, Central Teaching Building E5

#### Note:

Please be aware that the facility is mainly for academic and research purposes. Attempting to copy any materials (computer software, video, audio clips, etc.) protected by copyright without the prior written permission of the copyright's owner is strictly prohibited in the Multimedia Station.



#### **Computing Facilities For Loan**

ICTO offers booking of the portable computers and wireless presenters. UM staff can use it for conducting classes, seminars and presentations inside the University. To book the computer facilities, the staff member should submit a request through UM Resource Booking System to ICTO at least one working day in advance. The maximum reservation period is 14 days.

### **Video Conferencing Room**

ICTO has set up hardware based video conference (VC) system at N6-2022. Users can host or join the Zoom Cloud Based Web Conference meeting using the VC system in the mentioned meeting room. It can also provide internet-based real time collaboration for meetings, presentations, teaching and learning activities with the participants around the world using H.323 or SIP protocol. It delivers high-quality video, multi-party conferencing (up to 3 parties).



To use this service, please make reservation via UM Resource Booking System in advance.

https://isw.um.edu.mo/umresource/schedule.php

Webpage	<u>πιτρs.//isw.αm.eaa.mo/amresource/scriedale.php</u>		
Webpage	https://icto.um.edu.mo/communication-		
	collaboration/conferencing/		
QR Code			

# Way of Booking OMR, Multimedia Station, Computing Facilities and Room Based Conferencing Services

Staff can reserve the OMR, Multimedia Station, computing facilities and conferencing services via UM Resource Booking System.

UM Resource	https://isw.um.edu.mo/umresource/schedule.php			
<b>Booking System</b>	https://isw.um.edu.mo/umresource/schedule.php			
QR Code				
Notes	<ul> <li>For Long Term bookings, requests must be submitted to ICTO at least two working days in advance.</li> <li>For Short Term bookings, requests must be submitted to ICTO at least one working day in advance.</li> <li>Bookings are on "first-come, first-served".</li> </ul>			

## 3. User Identity

#### **User Account**

After receiving new staff information from the related department or faculty, ICTO will issue UMPASS accounts to new staff members when they report duty. UMPASS is the official name of set of user ID and password for accessing various services, such as email, UMMoodle, Wireless, SSL VPN, etc. They can use for the following services.

#### File Sharing and Printing Service

• For using PC applications, printing and Home Directory services

#### IP Phone & Voicemail

•Telephony service for official communication with internal and external personnel

#### MS Exchange

·For receiving and sending emails

#### eLearning

•For accessing online education system

#### SSL VPN

For accessing UM intranet resources securely when away from UM campus

#### UM Wireless LAN and Wired LAN

For connection to campus network

#### myUM Portal (For Full Time Staff)

 For accessing to a list of web-based information management systems and services

Other than UMPASS, Lotus Notes account is used to access our workflow application system such as e-Bulletin, e-Procurement and e-Proposal, etc.

#### Lotus Notes (For Full Time Staff)

• For using legacy workflow applications and departmental database

#### Format of User ID

A staff user ID consists of five to fifteen English characters/digits. Generally, each user ID is based on the staff's first name plus surname (family name). If the length of the staff user ID exceeds fifteen characters, then the staff can choose to use a short name and/or an abbreviation.

#### **Example:**

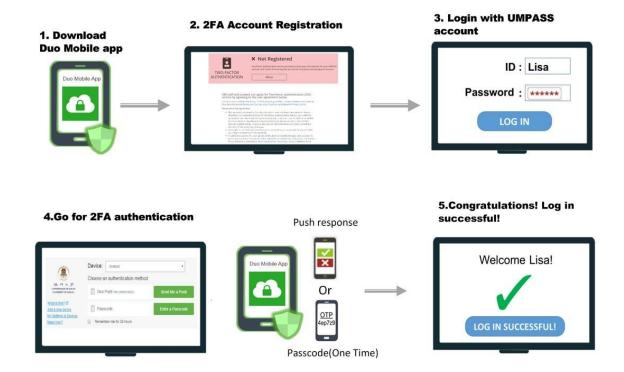
Staff Name: Chan Tai Man, Joe User ID: JoeChan or TMChan

#### **Change Password**

Anyone who knows your password can access your account, email, data, files and services exclusive to you, so you are highly recommended to change the initial password immediately and keep it strictly confidential. Users can change the password via the relevant ICTO information webpage at <a href="https://account.icto.umac.mo/">https://account.icto.umac.mo/</a>.

## Two-factor Authentication (2FA) service

Two-factor authentication provides an extra layer of protection for your UMPASS account, with the aim of ensuring that you are the only person accessing your account.



#### Two-factor authentication can:

- Reduce account security issues caused by phishing or malicious programs
- Minimize the risk of account theft
- Protect your personal and the university's data by adding authentication factors

#### Systems protected by 2FA, including but not limited to:

- General IT Systems
- Student Information System
- Human Resources Management System
- Financial Information System
- General Business Applications

#### When should I need 2FA?

At present, staff and students are using the traditional authentication method of user name and password. Therefore, it may result in some network security accident if the user's password is attacked or stolen in some cases. Using the traditional authentication methods to access most internal resources like e-mail, student information system and human resources management system, etc., the security and safety of user account is very important.

With 2FA, you can secure access to your system and data, no matter where you are and on any device. 2FA trusted access solution creates trust in users' login authentication as well as devices and the applications access. As a result, it reduces the risk of account theft and ensures trusted access to sensitive data.

Users can find more information and the application procedures through ICTO's 2FA web page.

 Webpage
 https://icto.um.edu.mo/information-security/two-factor-authentication-2fa

## **UM Campus Card**

UM Campus Card is a multi-purpose smart card. The Human Resources Section of Office of Administration issues it to the University of Macau academic and administrative staff. Staff name, photo, staff number and library card ID are printed on the card. Some data such as name, staff no., is stored on the embedded microprocessor chip. In addition to being an identification card, UM Campus Card can be used as a facility access card, library card, staff medical card and e-purse, etc.



1. Staff Chinese Name
2. Staff English Name
/ Portuguese Name
3. Staff number
4. Holder Type
5. Library Card ID
6. Staff Photo

Please visit the below Facility Authority page which contains the information of facility owner and contact person for applying door access right.



## 4. IT Systems and Services

## myUM Portal

Staff can login to myUM Portal with your UMPASS to use a list of web-based information systems and services.





- Staff Phonebook
- e-Leave
- e-Payroll (regular staff only)
- Budgeting System
- Suggestion Scheme
- Resource Booking
- Sports Facilities Booking System
- Change Provident Fund Employee Contribution Percentage (regular staff only)
- Section List (academic staff only)
- Course Result Entry for Academic Staff (academic staff only)
- Academic Publication Database (academic staff only)
- Academic Staff Portfolio System (academic staff only)



#### Staff Email Service

MS Exchange is the email system for UM staff members. In addition to the email function, it provides the collaborative functions such as calendar and scheduling.

Staff members can access the email service by using the following methods:

#### Accessing Staff Email Service on Office Computers

MS Outlook 2013 had been installed on office computers provided by ICTO. It provides comprehensive email and calendar functions.

#### Accessing Staff Email Service by Using Web Browser

You can access the service with the following URL.



#### Accessing Staff Email Service from Mobile Device

You can use any email mobile app which supports Microsoft Exchange ActiveSync on mobile device for sending, receiving emails and managing your calendar. Most of the mobile devices can support Microsoft Exchange ActiveSync such as Android OS, Apple iOS and Windows phone etc.

Webpage	https://icto.um.edu.mo/communication-collaboration/staff-email- service/			
QR Code				

## **eLearning**

The following systems are provided to staff and students to facilitate teaching and learning:

#### **UMMoodle**

It provides a space for teachers to post teaching materials and conduct online activities. Students can have self-learning, online-testing, and lecture discussions, submit assignments and check their learning progress.



#### <u>ePortfolio</u>

It is a web system that allows users to record and share evidence of learning. It provides functions of blogs, social networking and learning records.



## **Community**

It provides various activity modules for assisting in managing attendance records and facilitating information sharing for academic research projects.



For more information, please visit:



#### **IP Phone and eFax Services**

#### **IP Phone**

IP telephony system allows us to consolidate the voice network and data network, thereby simplifying the maintenance of the communication network and making better use of existing network resources. Possible integration between IP Telephony system and other IT systems such as eFax, email and web conferencing systems allows us to make effective use of existing IT resources.



#### <u>eFax</u>

eFax allows users to send and receive fax using their PC. It receives and saves fax to user's eFax account and forward the fax as attachment to the user's email box. Therefore, it excludes the installation of a telephone line and fax machine and eliminates the expenditure for toner and paper used by fax machine.

Webpage	https://icto.um.edu.mo/communication- collaboration/telephony-service/		
QR Code			

#### **Web Conference Service**

ICTO subscribes to a Cloud-Based Web Conferencing service called "Zoom" to cater for the need of online video conferences. This service can assist UM members to organize meetings, presentations, interviews, teaching and learning activities on Internet.

In order to cope with different needs, ICTO provides the following:

Types of Accounts	Target Users	Purpose	Meeting Duration	Step(s) to use
Basic Account	All UM staff & students	One to one or multi-parties online meeting	One to one meeting: unlimited  Multiparties meeting: up to 40 mins	Please read and agree with the user agreement of Zoom Cloud-Based Web Conference Service on ICTO Account Information Page, then use your UMPASS account to login
T&L Account (Teaching & Learning Account)	Academic staff and teaching assistants	Teaching and learning activities	Unlimited	Please view the page: <a href="https://ctle.um.edu.mo/resources/zoom/">https://ctle.um.edu.mo/resources/zoom/</a>
Faculty Account	Academic units	<ul> <li>Online PhD oral defense</li> <li>Online PhD or Master student recruitment</li> <li>Online academic staff recruitment</li> </ul>	Unlimited	Please contact your Faculty to schedule a meeting.  Contact point:  DeptIDzoom@um.edu.mo  DeptID = your Faculty ID  e.g. fahzoom@um.edu.mo
Residential College Account	Residential college	Academic or student activities	Unlimited	Please contact your Residential College to schedule a meeting  Contact point:  DeptIDzoom@um.edu.mo

Types of Accounts	Target Users	Purpose	Meeting Duration	Step(s) to use
				<u>DeptID</u> = your College ID
				e.g. mcmczoom@um.edu.mo
Webinar	All UM Staff	Large video	Unlimited	Please contact ICTO to schedule a
Account		broadcast		meeting
		meeting or online		
		meeting (Over		
		100 participants)		

## **Unified Communication Application**



Jabber is an application to bring the Unified Communication services together and is accessible from anywhere on any devices. It provides the below highlighted features:

- You can easily access voice call, point-to-point video call, voice mail, file sharing, desktop sharing and audio conferencing capabilities with your PC or mobile device.
- You can call back to Macao from worldwide for work purpose without making long distance call. E.g., you can make a call to your colleagues or receive a call with your extension when working outside Macao with your mobile client.
- You can easily find and call your colleagues' extension via your PC or mobile.
- You can easily make a call by clicking a call button on the contact of emails in MS
   Outlook or the contact list on your Jabber clients.
- You can send and receive instant messages to/from your colleagues.
- You can easily set up call forward with mobile client when you are not at your workstation.
- You can make or receive calls with office extension when you are not at your workstation.

You can install "Cisco Jabber" on your mobile devices by scanning the QR Code below:





Android

IOS

UM Staff can login the Jabber client with the UMPASS. If you will use Jabber client on your personal devices such as mobile device, please enter **<UserID>**@umac.mo at the first time, then you can login with your UMPASS.

Regarding the features and operations of Jabber client, please refer to the following Quick Reference Guide and ICTO Knowledge Base.

## **File Sharing and Printing Service**

File Sharing Service is comprised with Microsoft network, and provides the following services:

#### **Home Directory (Drive H:)**

Home Directory is the network drive which allows users to save personal files. Each staff is entitled to **1GB** storage. User can access their own home directory (Drive H: in My Computer) via any computers inside UM office and computer rooms.

#### File Sharing Service (Drive N:)

User may create a folder in Drive N: for staff or student to read or modify files saved in it. User may contact ICTO Help Desk, for a share folder, quotas of file sharing storage will depend on the requirement.

#### **Data Backup Service**

To prevent the loss of files from your computer, ICTO introduces a basic backup service "PC Data Backup Service" for each user. By using backup software "**Uranium Backup**" on your taskbar, you can duplicate a copy of your important files to your backup folder located at \\pcdatabk\\backupfolder. For more information, please refer to <a href="ICTO webpage">ICTO webpage</a>.

#### **Printing Service**

ICTO staff help users to install and configure network printers. If user wishes to install it manually, please go to \\staffprint, then select the print queues that you prefer to install. For more information about printing, please refer to <a href="ICTO webpage">ICTO webpage</a>.

#### How to use

- 1) Staff must login before starting to use your office computer and File and Printer Sharing services.
- 2) In order to ensure that no one can use your computer and prevent human input error by keyboard/mouse, you are advised to lock your computer with \*key +"L" key when you leave your seat.
- 3) For power saving, please shut down the PC during non-office hours.

#### **UM Wired LAN Service**

UM Wired LAN Service is using 802.1X authentication standard, it is an authentication standard established by IEEE for controlling user network connection. Staff can use UM Wired LAN service in office and some classrooms.

To use UM Wired LAN service, please configure your devices by following the configuration guideline and authenticate with your UMPASS so as to access Intranet and Internet.

Webpage	https://icto.um.edu.mo/network/wired-network-service/	
QR Code		

#### **UM Wireless LAN Service**

You can use mobile device to connect campus network by using UM wireless LAN within the campus. Staff and guest use different SSIDs:

#### The SSIDs for staff use:

SSID	Characteristics
UM_SECURED_WLAN	<ul><li>Provides high security and reliable connection.</li><li>Compatible with most devices.</li></ul>
	<ul> <li>All UM members are recommended to use it.</li> </ul>
UM_WLAN_PORTAL	<ul> <li>No configuration is needed. Suitable for all portable devices for a short period of use.</li> <li>Provides security authentication only, the data will not be encrypted during transmission. Therefore, please do not transmit any personal or sensitive data using this</li> </ul>
	network.

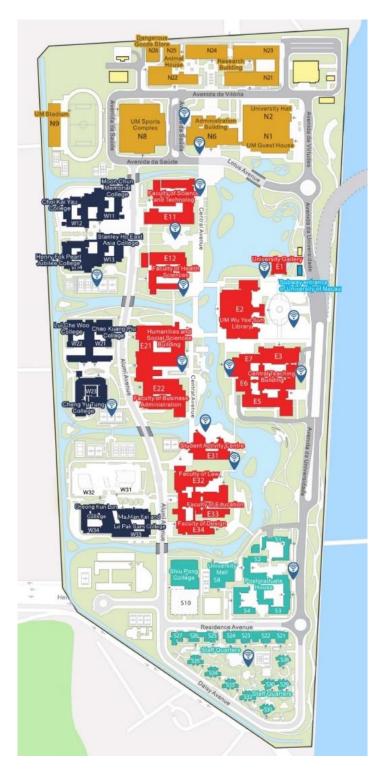
## The SSIDs for guest use:

SSID	Characteristics		
eduroam	<ul> <li>Mainly provides roaming service for guests from eduroam member institutions. Guests can use wireless account provided by the affiliated institution to login to UM Wireless LAN.</li> <li>All UM users can use UMPASS to access Internet at other institutions providing eduroam service.</li> </ul>		
<ul> <li>Provides guests with 8 hours free wireless converse day.</li> <li>Provides wireless network service to public visit the whole campus.</li> </ul>			

Wired & Wireless Configuration Guideline	https://faq.icto.um.edu.mo/category/network/	
QR Code		

## **Outdoor Wireless Coverage Locations**

ICTO has set up 16 outdoor wireless access points on campus. Its signal covers Central Avenue, Avenida da Universidade, Residence Avenue and the surrounding areas. User can find the outdoor wireless LAN coverage via our UM Campus Map.



#### **SSL VPN Service**

SSL VPN enables full time staff and students to access the UM Intranet resource with web browsers in a secure way when away from the campus. For example, UM Library e-resources, personal email quarantined (SSL VPN client is required) etc.



## **UM Mobile App**

UM Mobile App is a native mobile App designed for portable devices. It is available both for iPhone / iPad / iPod touch (iOS 8.0+) and Android mobile device (4.0+). You can search UM.Mobile in App Store and Google Play to get it.

## **UM Campus Maps**

It is an interactive electronic campus map which helps UM members to learn more about campus. Unlike traditional map, UM Campus Maps enable users to browse map information by dragging or zooming. Users can use the search menu to locate buildings, departments, facilities, and transportation on the map.





## **HPC Cluster (HPCC)**

The purpose of HPC Cluster is to provide high performance computing resources that an individual computer cannot provide. It allows users to run the computational jobs on those connected computers at the same time (known as parallel computing) to achieve higher processing performance. It is good for heavy duty computing applications, such as statistical analysis, image processing, simulation, applied physics and genies and DNA sequence alignment and analysis.

<b>Details and Login</b>	https://icto.um.edu.mo/teaching-learning-research/high-
Webpage	performance-computing-cluster-hpcc/
QR Code	

## **Working Off Campus**

When user is off-campus or on trip, the following services is accessible.

#### **UM Email System**

Login the following link to check your email.



#### SSL VPN

Using SSL VPN to access most of the UM intranet resources.



#### <u>eduroam</u>

eduroam allows users from participating institutions to gain secure access to wireless network using the same "username/password" credentials as they use at their home institution for wireless access. User can check if your destination has joined the eduroam or not in advance.

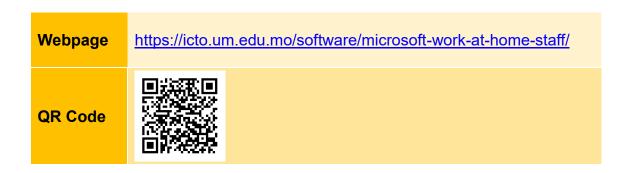
#### **Notebook Computer Booking Service**

If you have only a desktop computer and want to take a notebook with you for your short official trip, you can submit your booking request to ICTO Help Desk through <a href="UM Resource Booking System">UM Resource Booking System</a> for borrowing a notebook.

#### Software Available to You

#### Microsoft Work at Home

The University has subscribed to the Microsoft Campus Agreement for a period from 01 June 2019 to 31 May 2020. The Microsoft Campus Agreement grant to the Faculty and staff the right to use a second copy of a limited software on either a home or portable computer for work-related purpose. This right cannot be applied to computer assets which are under UM property.



#### Microsoft Office 365 ProPlus

University of Macau subscribed Microsoft Office 365 ProPlus. All UM staff and students can now use their computer account to register Office 365 ProPlus account. Each user can download and install Office 365 ProPlus on up to 5 machines being PC or Mac as well as Office Mobile on up to 5 mobile devices without additional cost.

Once registration is completed, you can login Office 365 to download and install Office 365 ProPlus. Before downloading, you are requested to make sure all trial or earlier versions of Microsoft Office are uninstalled from your personal devices.

Staff's right to use Office 365 ProPlus will expire after they resigned or left the University. Subsequently, the Microsoft products installed will be deactivated.



## **Anti-Virus Home Version Software**

UM provides an ESET Internet Security home license of Windows, macOS or Android to UM staff. An authorization process is needed to make sure you are active staff. Then you can apply for a set of "License Username" and "License Password" (for one device only) through the ICTO website.

Webpage	https://icto.um.edu.mo/information-security/anti-virus/	
QR Code		

#### 5. MacOS User Information

## **Connecting Mac to the University IT Services**

If you are a Mac user, you need to know how to:

- Authenticate your identity with UMPASS to the University IT services;
- Get connected to the University campus network through either wireless or wired network;
- Access your University email account (on Microsoft Exchange);
- Access the departmental database (on ShareDM);
- Share data with Windows users;
- Print files to the department network printers;
- Access UM intranet resources with SSLVPN when you are outside campus.

ICTO has prepared guidelines for the Apple Mac users to access University IT services and resources. These guidelines provide steps to connect Apple Mac to the various services and applications provided by ICTO. For more information, please refer to our related ICTO Newsletter post:

Webpage	https://newsletter.icto.um.edu.mo/get-your-mac-connected-to- the-university-it-services-for-staff/
QR Code	

## 6. Information Security

We would like to draw your attention to the following tips when using IT facilities and services:

#### **Protect Your Password**

- Use complicated password
- Do not disclose your password to anyone
- Change password periodically

### **Protect Your Data**

- Backup data periodically
- Encrypt important data

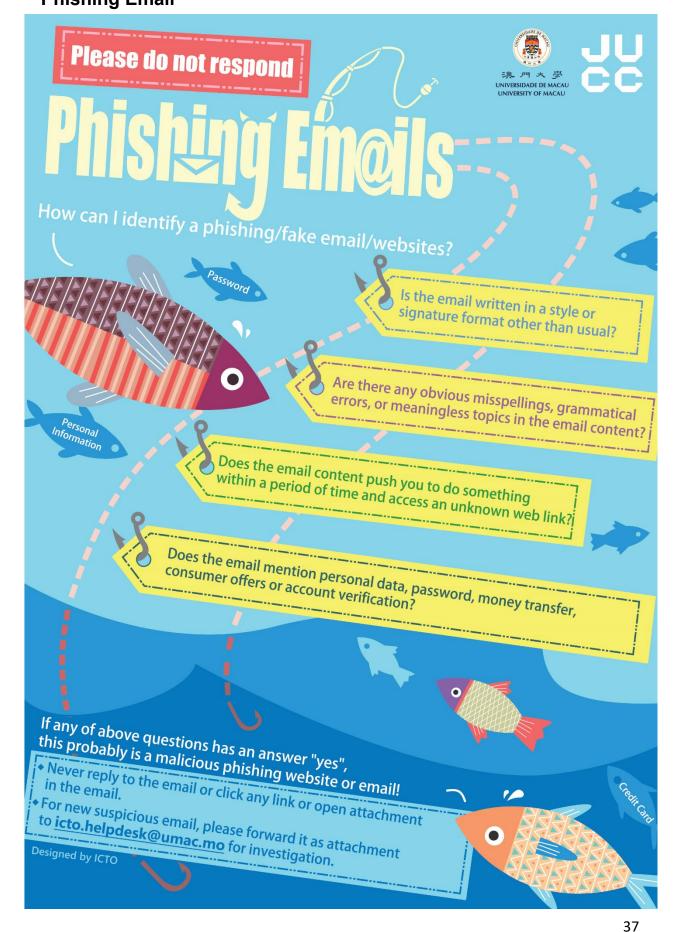
# **Browse Webpage Safely**

- Do not download and open program from unknown sources
- Log out after accessing email or other system outside campus
- Once you received suspicious mail, please validate before open or reply it

# **Use Office Computer Safely**

- Lock your computer with "Windows" + "L" key when you are away from office
- Use cable lock to lock your notebook

# **Phishing Email**



# **Tips to Prevent Phishing Email Attacks**

Avoid sending your password and account information in an email.

Check the sender's email address.

Keep your operating system and anti-virus software up to date.

Regularly check your online accounts and bank statements.

Backup your data on a regular basis

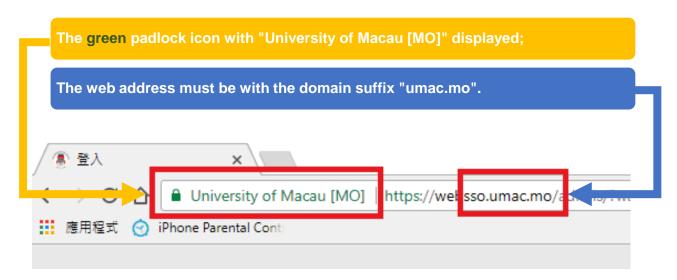


## **Identification of Website Authenticity**

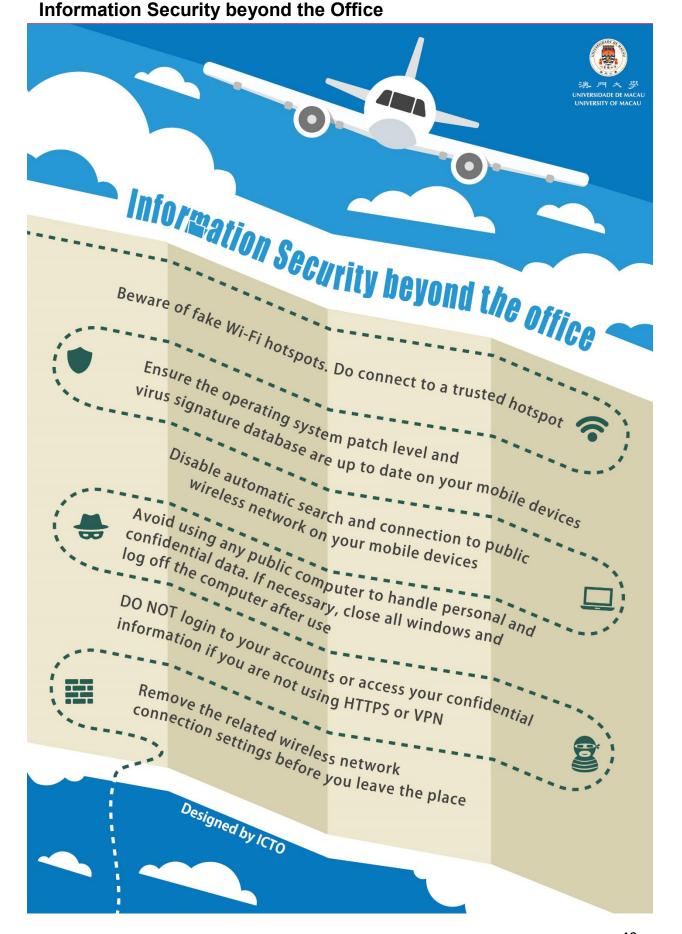
ICTO discovered some suspicious emails which are pretending to be sent from different departments, e.g. HR Department or Financial Department. After investigation, the said emails are phishing emails. Please **DO NOT RESPOND** to this kind of emails which purposely asking for your user name and password, or personal information.



In addition, you are strongly recommended to identify the web address before logging in with UMPASS user ID and password. Please note that the official web address of login page should contain the following format.



# Information Security beyond the Office



### 7. ICTO Useful Information

#### **FAQ and Latest News**

ICTO has prepared FAQs in order to help staff to use our services and facilities more effectively. User can visit <a href="ICTO webpage">ICTO Webpage</a> and <a href="ICTO Knowledge Base">ICTO Knowledge Base</a> for related information.

#### **Announcement of Latest News**

ICTO will have system maintenance and new IT services from time to time. The related news will be posted on ICTO webpage and UM E-bulletin Board.

To have in depth introduction of facilities and services provided by ICTO, we publish eNewsletter regularly.



# **Regulations and Policies**

Users must follow all rules and guidelines listed on the following regulations and policies:

ICTO.11/201806/008.r00	Guidelines for User Account and Password
ICTO.11/201907/009.r00	Guidelines for Data Classification and Handling
ICTO.04/201210/001.r00	Acceptable Use Policy - ICTO Computing Facilities, Campus Network and Internet
ICTO-ACTS.04/201209/001.r01	Academic Computing Facility Room Rules
ICTO.11/201603/004.r00	Guidelines on Handling Confidential Information (For Staff Only)
ICTO.04/200906/002.r00	University Policy on Use of Computer Software within Campus
ICTO-IUS.04/200809/001.r00	Campus Network Rules
ICTO-IUS.11/201603/003.r00	Guidelines for Using UM Unified Communication

### **Privacy Policy Statement**

In accordance with the provisions on public disclosure of information concerning data processing operations in Article 25 Item 3 of Law No. 8/2005 (the Personal Data Protection Act), the University of Macau (hereinafter referred to as UM) hereby presents to the public a general profile of personal data processing operations undertaken by UM. Personal data shall only be processed in accordance with the justifications as listed in Article 6 of the Personal Data Protection Act.

UM undertakes, in its data management policies and practices, to observe the spirit of the data protection principles and to comply with the requirements of the local Law (Personal Data Protection Act). UM will make every effort to protect the personal information held by the University to ensure its confidentiality and integrity.

When UM collects from you, either electronically or in hard copy format, information that can personally identify you, the purposes for the required information will be given. The personal data collected from you may be transferred among different units within the University for processing and use yet will not be disclosed to any third party or organizations outside the University unless otherwise stated, or required by law, or with your prior consent. You can submit a signed request to access or make correction of your personal data held by UM.

Webpage	https://www.um.edu.mo/privacy-policy/privacy-policy-statement.html	
QR Code		

## 8. Contact Us

The service hours of ICTO are shown as below:

Monday to Thursday	09:00 to 13:00 and 14:00 to 17:45
Friday	09:00 to 13:00 and 14:00 to 17:30
Saturday, Sunday and Public Holidays	Closed

If user has any question regarding the computing facilities and services provided by ICTO, please contact ICTO via below methods:

Location	Room 2085, 2/F, Central Teaching Building E5
UM Campus Map	Click Here
Tel	8822 8600
Email	icto.helpdesk@um.edu.mo
IT Service	https://itservice.um.edu.mo
Management System	nttps://ttservice.drii.cdd.ine
ICTO Webpage	https://icto.um.edu.mo/
QR Code	

For any enquires regarding the myUM Portal, please contact ICTO via below channels:

Location	Room 2012, 2/F, Administration building N6	
Tel	8822 8500	
Email	icto.ims@um.edu.mo	

## Suggestion

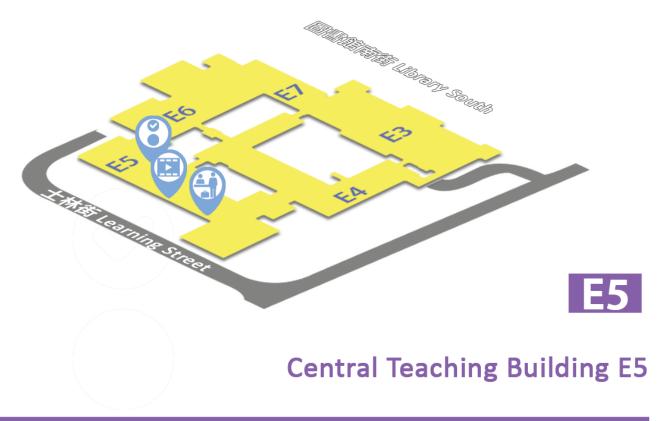
ICTO welcomes any suggestion to facilitate improvement of ICTO services. Users can provide suggestions and comments through suggestion emails.

Suggestions Email	icto.suggestion@um.edu.mo
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# **Appendix I: Common Service Links**

Common Service	Links	QR Code
ICTO Webpage	https://icto.um.edu.mo/	
Webmail System	https://webmail.um.edu.mo	
eLearning	https://elearning.um.edu.mo/	
SSL VPN	https://sslvpn.um.edu.mo	回稿回 関係数 回路基
myUM Portal	https://myum.um.edu.mo	
IT Service Management System	https://itservice.um.edu.mo	
UM Campus Map	https://maps.um.edu.mo	
ICTO Newsletter	https://newsletter.icto.um.edu.mo	
ICTO Knowledge Base	https://faq.icto.um.edu.mo/	

# **Appendix II: ICTO Facilities Location Map**





ICTO Help Desk

Room 2085, 2/F, Central Teaching Building E5



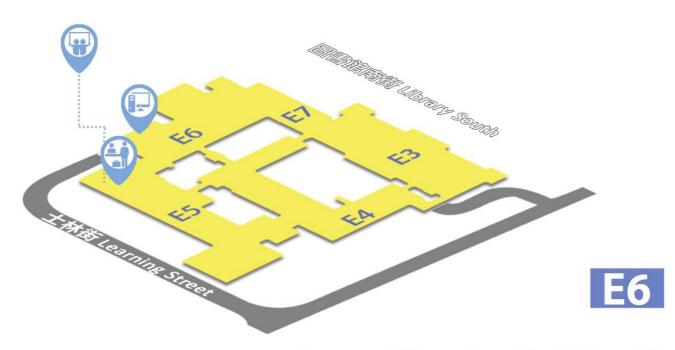
**Multimedia Station** 

Room 2086, 2/F, Central Teaching Building E5



**OMR Room** 

Room 2087, 2088 & 2089, 2/F, Central Teaching Building E5



# **Central Teaching Building E6**







Room G111h, G/F, Central Teaching Building E6

