

## **IT Helpdesk**

8AM - 9PM including Friday & Saturday ithelpdesk@ulab.edu.bd Campus A: ext. 301 Campus B: ext. 350

## IT POLICY FOR STUDENTS

Registration: Upon registration, all students are provided with the following IT facilities, free of cost:

- ULAB-domain email (@ulab.edu.bd) with 25 GB storage.
- ULAB-domain account for accessing computers with 100 MB network space.
- URMS account for course registration, viewing grades and fee accounts.
- Access to Wi-Fi network on both campuses for single personal laptop or mobile device.
- Access to ULAB File Server.
- Access to Computer Labs.
- Access to Browsing PCs in hallways and student lounges.
- ULAB IT Helpdesk.

Non Registration: If a student does not register in a particular term, access to the following ULAB IT services will be closed until re-registration:

- ULAB domain.
- ULAB File Server.
- Campus Wi-Fi.

Cancellation of Studentship: If studentship is cancelled, access to the following ULAB IT services will be closed:

- ULAB domain.
- ULAB File Server.
- Campus Wi-Fi.

- URMS.
- ULAB email groups.
- ULAB email.

Graduation: Upon successful completion of a student's term of study, access to the following ULAB online services will be closed:

- ULAB domain.
- ULAB File Server.
- Campus Wi-Fi.

- URMS.
- ULAB email groups.\*
- ULAB email (after one year).

## Caveats:

- ULAB students must not use any of the above facilities to commit any crime or break the ULAB. Code of Conduct, including (but not limited to): cyber crime, cyber-bullying, sexual harassment, threats, intimidation, theft, identity theft, phishing, hacking, piracy, spam, viruses, terrorism or pornography. (See also ULAB Code of Conduct.)
- 2. Students will not allow others to share their computer/network access or passwords.
- 3. Students will sign off from the computer/network access when leaving the desk.
- 4. Students using laptops or mobile devices to access campus Wi-Fi must register their devices each term with ULAB IT, upon showing a valid ULAB ID card.
- 5. Students will be careful in using all IT facilities including computers, turnstiles and other devices in order to obtain maximum utility.
- 6. ULAB authority reserves the right to block any Internet sites or allow restricted access, and amend/add/delete any provision of this policy at any time.
- 7. Computer labs may not be available at all times due to pre-scheduled classroom use.
- 8. Undergraduate students must exit the Computer Labs by 6:00 pm every evening.
- Graduate students must exit the Computer Labs by 9:00 pm every evening.

<sup>\*</sup> ULAB-alumni group may be retained indefinitely under a graduated student's personal email.