

Install Your Laptop/Computer

You have a new laptop/computer.
What do you need to install to work efficiently at UGent?

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Necessary Installation Steps

Follow these recommended installation steps:

1. If you need to install Windows, start Windows and log in.
If you have a Mac, log in to your Mac.

Once logged in and connected to the internet, install the following:

2. Chrome: <https://www.google.com/chrome/>

3. Firefox: <https://www.mozilla.org/en-US/>

4. Acrobat Reader: <https://get.adobe.com/reader/>

5. Citrix Workspace: <https://helpdesk.ugent.be/athena/en/ica.php>

If prompted with an "add account" window during installation: leave it blank and close the window.
Then test with <https://athena.ugent.be/>

6. Cisco AnyConnect: <https://helpdesk.ugent.be/vpn/en/asa.php>

(Note: Download only via the UGent helpdesk)

The first time you start it, enter 'vpn.ugent.be' to connect. You will need to enter your email, password, and a second factor.

7. VLC: <https://www.videolan.org/vlc/index.html>

8.a If you have purchased Office, skip steps 8.a and 8.b.

On Windows: Start menu > 'Settings' > 'Apps'. Remove all Office versions from the new PC.

8.b Office: <https://office.ugent.be/> Log in with your UGent email and password.

In the upper right corner, click "Install Office". Download and install. (This may take some time.)

9. MS Teams: <https://www.microsoft.com/en-US/microsoft-teams/download-app>

10. OneDrive (for business): <https://helpdesk.ugent.be/m365/en/onedrivefb.php>

Now you're ready to study, work, and play. Good luck!

Software for Classes

Throughout the year, you will regularly use various applications and software. Information about these will often come from lecturers or administrative services. Read this information carefully. If you experience problems using or installing the applications and software, ask a fellow student or look for the contact information provided.

Helpdesk Information

DICT Helpdesk: <https://helpdesk.ugent.be/en/index.php>

Work? @Home? Guide: <https://helpdesk.ugent.be/online/en/index.php>

Wifi? Connect to 'eduroam': <https://helpdesk.ugent.be/eduroam/en/index.php>

How to Print: <https://helpdesk.ugent.be/publicrepro/en/student.php>

Bring Your Own Device: <https://helpdesk.ugent.be/byod/student/en/index.php>

IT and Technical Support for Students

If you encounter any technical issues, please let us know.

We understand that not every student is technically inclined, so we offer support via

Franky.Maes@UGent.be.

Tip: Include a screenshot of the problem in your email.

If the issue is specific to a course, mention the Ufora course code (e.g., H001831A - Research Methods) and where the problem occurs (e.g., Content - H1. Introduction).