**GHENT
UNIVERSITY**

Start Info for New Students

Are you a new student at UGent? We are happy to provide you with some 'technical' start information. During the year, you will regularly use applications and software. You will often receive information about these from lecturers or administrative services. Read this information carefully. If you experience problems using or installing the applications and software, ask a fellow student for help or look for the contact details provided in the information.

Overview

IT and Technical Support for Students

Are you a student with ICT or computer problems? 'Athena'? MS Office? R/RStudio? Other issues? Franky is here to provide you with technical support.

Contact: Franky.Maes@UGent.be

https://www.ugent.be/pp/nl/diensten/faculteitsbibliotheek/itenictondersteuning.htm
https://helpdesk.ugent.be/en/index.php

Tip: Attach a screenshot of the problem to your email.
Is it specifically about a course? Mention the Ufora course code (e.g., H001831A - Research Methods) and where the problem occurs (e.g., Content - H1. Introduction).

UGent Account

More info about your account can be found at: https://helpdesk.ugent.be/account/en/index.php.

Your account consists of an email address, username, and password. You will receive these account details via a welcome email upon registration. Keep this email safe and read it carefully.

Once your account is active, you can access your UGent email via https://outlook.office.com/mail/.

Haven't received your account details yet?
Check if your registration details in https://oasis.ugent.be/ are complete. Note: Once your account details are ready, you need to log into Oasis with your UGent account.

You must also set up Multi-Factor Authentication (MFA) for your account. This is necessary for extra security. Set up as many 'methods' as possible, such as SMS, Phone, an Authenticator app, and an alternative (non-UGent) email address.

Instructions on setting up MFA: https://helpdesk.ugent.be/account/en/mfa.php.
Frequently asked questions about MFA: https://helpdesk.ugent.be/account/en/mfafaq.php.

Want to change your password or set up more MFA methods?
Change password: https://helpdesk.ugent.be/account/en/wachtwoord.php#change
Set up extra MFA methods: https://mysignins.microsoft.com/security-info

Forgot your password or lost access to Multi-Factor Authentication?
Reset your UGent password: https://wachtwoord.ugent.be/reset?_locale=en
Reset your MFA methods: https://mfareset.ugent.be/en/

If resetting doesn't work, contact the helpdesk via https://helpdesk.ugent.be/helpme/en/index.php.
Or call the helpdesk: 09 264 47 47. The helpdesk can reset your account. They may ask for additional ID information, such as a scan of your ID card.

Ufora

Once you have a UGent account, you can also use Ufora: https://ufora.ugent.be.

In Ufora, you will see all your courses. If you don't see them, there may be an issue with your curriculum. In that case, adjust it in Oasis via https://oasis.ugent.be/.

If you experience problems opening self-tests, lecture recordings, or exercises, try using a different browser (Edge, Firefox, Chrome, Safari). If the issue resolves, the problem likely lies with your current browser settings.

Lecture recordings can be viewed via Ufora. Within a course, go to 'Other Tools' and then 'Panopto'. If a recording won't open, you can try it via https://ugent.cloud.panopto.eu. The recordings are also there. Generally, you cannot download recordings.

If you want to watch a recording but it says, 'Currently Recording', you need to wait until the lecture is over. The recording must also be processed and uploaded to the Panopto servers. Depending on the number of ongoing recordings, this can take a few hours.

In Ufora, you also receive notifications that go to your email. You can change the settings, but this applies to all your courses. In https://ufora.ugent.be/, click on your name and then 'Notifications'. There you can set your email, create an overview, and enable or disable different types of notifications.

Are your notifications enabled but not appearing in your email? Check your 'Spam' or 'Junk' folder.

Be careful when disabling notifications as important announcements about tests and exams are sometimes made through them.

Wifi (eduroam) at UGent

If you want to use Wifi, you must connect to the 'eduroam' network. To connect via 'eduroam', make sure you have all your account details (UGent email, password, username).

You can find all the information about connecting to 'eduroam' at
https://helpdesk.ugent.be/eduroam/en/index.php.

First, download the configuration tool from https://cat.eduroam.org/. This tool is available for Mac, Windows, and smartphones. After installing, set up the tool using the instructions from
https://helpdesk.ugent.be/eduroam/en/cat.php.
As a student, make sure to select 'UGent (students)' from the 'user group' list.

If something goes wrong, first check if you have an existing 'eduroam' profile and see if you can remove it or set it to 'forget'.