

A photograph of a modern university campus with a curved building and a walkway. The text "Campus de Gandia" is overlaid in white.

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
Command	ALUMNO

[Change of Key](#)

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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.

The screenshot shows the Spanish version of the login page. At the top left is the logo of the Universitat Politècnica de València. The page title is "Iniciar sesión". The main heading is "INTRANET UPV" followed by "Introduce tu usuario y clave". There are two input fields: "Usuario" (with a person icon) and "Clave" (with a lock icon and a toggle for visibility). Below these is a red "Iniciar sesión" button. A link "¿Has olvidado tu usuario? ¿Necesitas Ayuda?" is provided. A section titled "Otros métodos de autenticación" contains a red "Certificado digital" button. A security notice is present: "Por razones de seguridad, por favor cierra tu sesión y tu navegador web cuando hayas terminado de acceder a los servicios que requieren autenticación." A "Necesitas Ayuda?" link is at the bottom. A footer note says: "Si tienes algún problema con la nueva autenticación, por favor contacta y, mientras tanto, puedes identificarte en la intranet usando la autenticación antigua."

The screenshot shows the English version of the login page. At the top left is the logo of the Universitat Politècnica de València. The page title is "Log in". The main heading is "INTRANET UPV" followed by "Enter your username and password". There are two input fields: "Username" (with a person icon) and "Password" (with a lock icon and a toggle for visibility). Below these is a red "Login" button. A link "Forgot your password? Need help?" is provided. A section titled "Other identification methods" contains a red "Digital certificate" button. A security notice is present: "For security reasons, please log out and exit your web browser when you are done accessing services that require authentication." A "Need help?" link is at the bottom. A footer note says: "If you have any problems with the new authentication please contact us 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

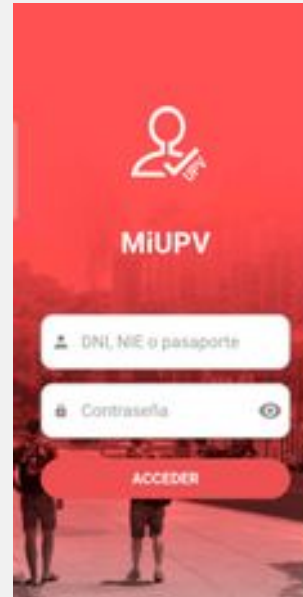
Login

[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.

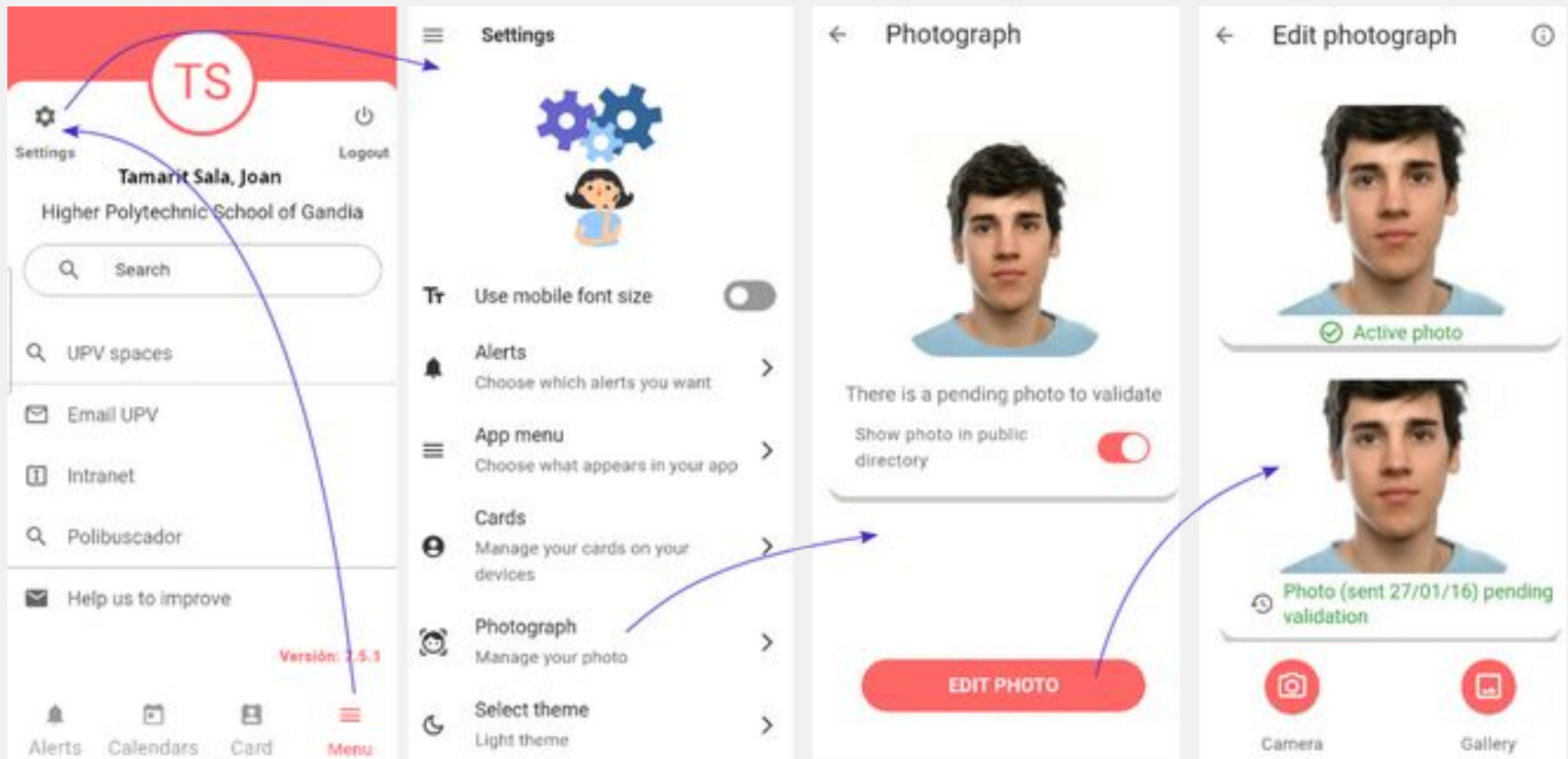
★ Access to many services

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



Photograph

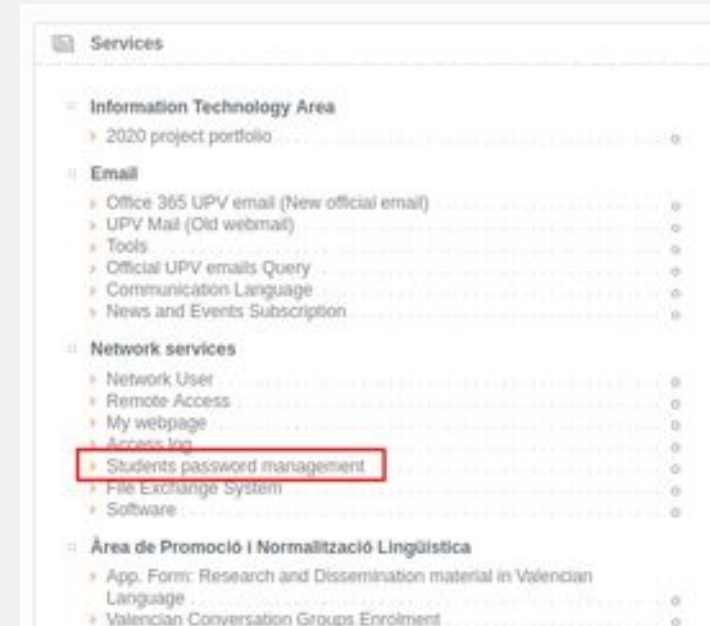
- ★ Necessary for some services, for example Poliformat
 - Upload from miUPV app



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 telephone 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>

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

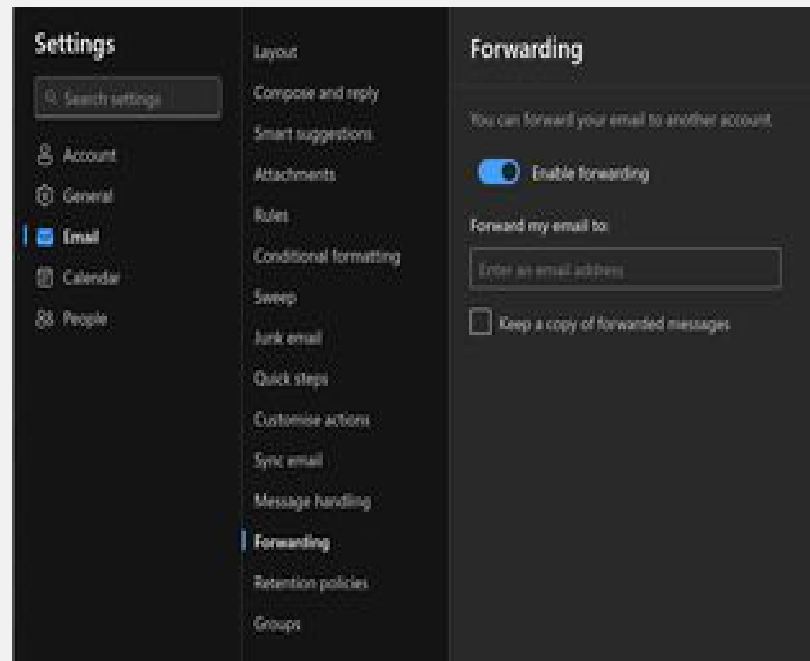
<https://wiki.upv.es/confluence/x/LgBfLw>

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

TWO FACTOR AUTHENTICATION (2FA)

- ★ Password + additional authentication on your phone.
- ★ Mandatory for VPN.
- ★ Once enabled it will also be needed for Office 365.

- ★ Two ways of operation:
 - With an App: Microsoft Authenticator.
 - With a telephone call.

- ★ How to configure and more information
 - <https://www.upv.es/id/374> (instructions)
 - <https://www.upv.es/id/373> (configuration)

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):

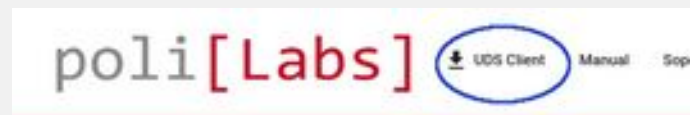
https://alumnos.upv.es/<initial>/<username>

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 unit 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