

# Welcome to IT- Service and student Helpdesk

We are here to help you with most things related to IT and  
Campus software.

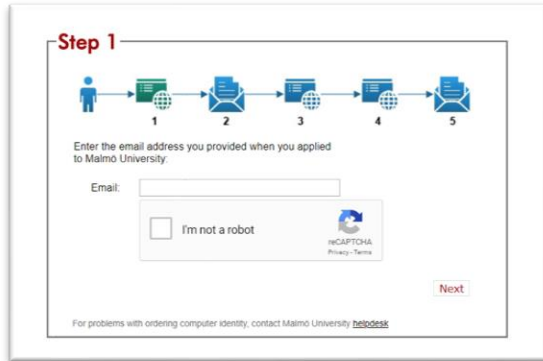


# Helpdesk

- **Online (Chat)**  
<https://student.mau.se/stod/it-service/helpdesk/>
- **email:**  
[support@mau.se](mailto:support@mau.se)
- **Telephone support**  
Monday – Friday 0900-1400  
Phone: 040 665 75 25
- **Student Helpdesk**
  - Orkanen Library (5<sup>th</sup> floor)
  - Health and Society Library (2<sup>nd</sup> floor)



# How to get started



**Step 1**

1 2 3 4 5

Enter the email address you provided when you applied to Malmö University.

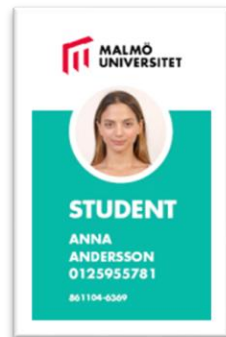
Email:

☐ I'm not a robot

reCAPTCHA Privacy - Terms

Next

For problems with ordering computer identity, contact Malmö University [helpdesk](#)

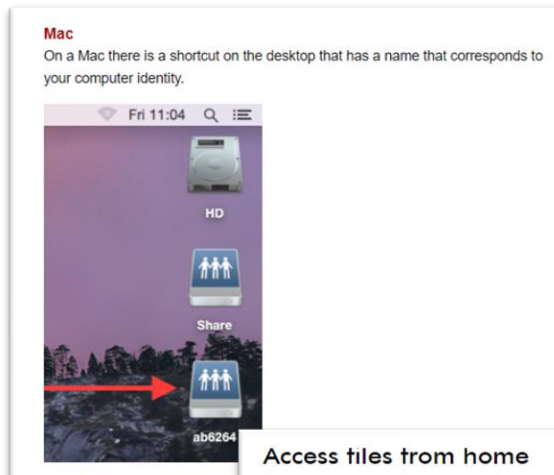


- Computer-id
  - <https://ids.mau.se/>
- Multicard
  - <https://student.mau.se/stod/it-service/datoridentitet-och-multikort/>
- Canvas
  - <https://canvas.mau.se>

# Campus Computers & Home folder

## Storage and home folder

- Home folder
  - <https://access.mau.se>



### Access tiles from home

If you need to reach your home directory or the public folders on the "share" when you sit outside the campus ? Go to <https://access.mah.se>. Here you will find a simple web interface where you will find all of your files that are stored on the Malmö University servers.



# Campus Software

- Software

<https://student.mau.se/en/student-services/it-support/programmes-and-services/>

» **Sunet Survey**

A cloud based survey tool from Sunet available for students

» **SPSS**

This is a statistical software and is available for all staff and students.

» **Nvivo**

Nvivo is a qualitative data analysis software.

» **Matlab**

A computer program primarily used for mathematical and technical calculations.

 Office 365



Word



Excel



PowerPoint



OneNote



Access



Publisher



Outlook



Lync



InfoPath

# Printing and Copying

- Information about printing  
<https://student.mau.se/en/student-services/it-support/printing/>
- Print Portal  
<https://portalmau.onricoh.se/>
- First time printing Log on to the printer using your computer-id and password
- All new students receive 50 free copies in B&W or 25 copies in color
- Add money to your account:
  - Print Portal, add credit
  - Helpdesk in Orkanen

# Ladok Student

## Välkommen till Ladok för studenter

Welcome to Ladok for students

### Inloggning

Login



Inloggning via ditt lärosäte  
Access through your institution

### Inloggning till lärosäten som inte tillhandahåller studentkonton

Log in to universities that don't provide student  
accounts



eduID



Antagning.se  
Universityadmissions.se

You can:

- Register for classes
- Check your grades
- Register for exams
- Apply for your degree

# Kronox

- At <https://schema.mau.se> you can find your class-schedule!



The screenshot shows the Kronox web application interface. At the top left is the Malmö University logo (MALMÖ HÖGSKOLA). To the right is a Swedish flag and a 'Login' button. Below the logo is a navigation bar with three tabs: 'Schedule' (selected), 'Advanced search', and 'Schedule guide A-Ö'. The main content area is titled 'Show resources for: Webbrowser för inloggning'. It contains instructions: 'You can search a schedule by entering specific search criterias, for example course, programme, location or signature. You can enter multiple criterias separated by Space.' Below this are search filters: 'Start date' (set to 'today' with a calendar icon), 'End date' (set to 'yy-mm-dd' with a calendar icon), and radio buttons for '1 Days', '6 Weeks', and '6 Months' (the last is selected). A text box indicates the search is valid between '2016-08-09 - 2017-02-09 (VT16 LPLP1 - VT17 LPLP1)' with a help icon. A search bar with the placeholder 'Type search...' and a 'Search schedule' button is present. Below the search bar is a link 'Install search provider' with a help icon. A notice at the bottom states: 'NOTICE! Only the first 300 bookings are returned.' On the right side, there is a 'Schedule guide A-Ö' section with a list of links: 'Programmes', 'Self-contained courses', 'All courses', 'Rooms', 'Signatures', and 'Resources', each preceded by a magnifying glass icon.

MALMÖ HÖGSKOLA

Sweden Login

Schedule Advanced search Schedule guide A-Ö

Show resources for: **Webbrowser för inloggning**

You can search a schedule by entering specific search criterias, for example course, programme, location or signature.  
You can enter multiple criterias separated by Space.

Start date: today

End date: yy-mm-dd 1 Days 6 Weeks 6 Months

Search valid between: 2016-08-09 - 2017-02-09 (VT16 LPLP1 - VT17 LPLP1)

Type search... Search schedule

[Install search provider](#)

NOTICE! Only the first 300 bookings are returned.

**Schedule guide A-Ö:**

- [Programmes](#)
- [Self-contained courses](#)
- [All courses](#)
- [Rooms](#)
- [Signatures](#)
- [Resources](#)



# Wireless Network



- Eduroam is the university's wireless network for staff and students.
- Used by most universities around the world
- Administrate Eduroam at [ids.mau.se](https://ids.mau.se)

# Eduroam on your device



## Eduroam/WiFi accounts

Manage your accounts for the eduroam wireless network. For security reasons, it is recommended that you have one account per device to connect to, then you can easily block an account if you lose / get rid of the device. However, you can have a **maximum of 5** active accounts.

Visit [this page](#) if you need help connecting. Remember! Accounts are personal and login information must never be disclosed!

## Current accounts

PC	[redacted]@mau.se	.....	👁	DELETE
PC	[redacted]@mau.se	.....	👁	DELETE
ATABLET	[redacted]@mau.se	.....	👁	DELETE
PC	[redacted]@mau.se	.....	👁	DELETE
ANDROID	[redacted]@mau.se	.....	👁	DELETE



# Thank you for your attention!

<https://student.mau.se/en/student-services/it-support/helpdesk/>