TECHNICAL SUPPORT PROCESS FOR STUDENTS OF UNIVERSIDAD POLITÉCNICA SALESIANA

Code:	
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Modification History

Date	Version	Created by	Modification discription
01/01/2022	0.1	Engineer Diego Quinde	First version

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Date:	01/10/2018		

1. Users, Objectives and Scope

The purpose of this process is to clearly define the options, steps, supports, etc. that the students of Universidad Politécnica Salesiana have to receive support in different areas related to Information Technology within the campus.

UPS students can receive technical support concerning the following:

1. Connection to the university wireless network
2. Downloading and installation of educational software
3. Reset passwords
4. Virtual environments
5. Use of computer labs

The users of this document are all the students of the Universidad Politécnica Salesiana

2. Reference documents for the effective application of the process

- Lab use standards

3. Process Details

The following section details each of the possible technical supports that UPS students can receive

3.1. Connection to the university wireless network

At the beginning of each semester, a manual is sent via email with the technical steps necessary to enter the UPS Wi-Fi network. However, due to the lack of user expertise, or special conditions concerning the terminal equipment (laptops, cell phones, tablets, etc.), students may not obtain a satisfactory connection. In this case, students may approach the Information Technology Department and request help from the Network and Communications Assistants.

3.2. Downloading and installation of educational software

In general, UPS students have the right to download and use software packages developed by the following brands: Microsoft, Autodesk, MathWorks and National Instruments. For the first three, in the private area of the institutional Web Portal, at the bottom there is a tab for "Microsoft, Autodesk and MathWorks Products" that contains links provided by the manufacturers offering the necessary support for downloading and installation.

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In the case of National Instruments, the electronics program directors will oversee the distribution of the document sent by the manufacturer with the necessary steps to download their packages.

There is other software for more specific use to which students are also entitled. In these cases, the professors of the courses will be responsible for giving the necessary usage instructions to students.

3.3. Password Reset

The reset of passwords for both the private area of the portal, institutional email and QALY is done from the UPS web portal in the options: "Start Session" → "Remember Password". However, if the student is unable to successfully complete the process, they can approach the Information Technology Department and request help from the Development Assistants.

3.4. Virtual Environments

Technical support related to the Virtual Cooperative Learning Environment (AVAC) can be obtained in three ways. First, by emailing unadedvi@ups.edu.ec; second, by calling (07)4135250 Ext. 1700, and finally, by sending a message through WhatsApp at 0963043040 and 0987387203.

3.5. Use of Computer labs

The support related to the use of computer laboratories is detailed in the document **Rules for the use of laboratories**, which can be found on the institutional web portal under the options: Institution→ Regulations→ Internal Regulations→ Regulations.

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