

More questions?



Find us on your campus!

Belval

Student Lounge (MAE)

11:00 – 15:00

Tuesday, Thursday

Kirchberg

CEST Lounge

11:00 – 15:00

Tuesday, Thursday

Or contact us by email:

ITHDS@uni.lu

IT HELPDESK FOR STUDENTS

Frequently Asked Questions

The Basics



Using your student E-mail

- Go to owa.uni.lu
- Use "YourStudentID@uni.lu" as login, and your password to connect
- Your email address is:
FirstName.LastName.00X@student.uni.lu

Using Moodle

- Go to moodle.uni.lu
- Use your student ID as login, and your password to connect

Using Eduroam Wi-Fi

- Go to cat.eduroam.org to install the certificate
- Use "YourStudentID@uni.lu" as login, and your password to connect

Using Guichet Etudiant

- Go to inscription.uni.lu/inscriptions/student/GuichetEtudiant
- Use your student ID as login, and your password to connect

Important Issues



Forgot your password?

Go to passwordreset.uni.lu

Accessing Uni.lu computers

Use your student ID as login, and your password to connect

Storing your files on Uni.lu computers

Put your files in a folder titled `"/Poseidon/[LastName][StudentID]"` on any computer on campus

Accessing digital libraries

Go to [a-z.lu](https://a-z.uni.lu)

Use your library card number as login, and your library password to connect

Printing



- Send a document to print from any computer on campus
- Go to any printer on campus and use your Student ID and password to log in
- Print your documents securely

OR:

- Use your University E-mail account
- Send a document you want to print to mobile.printing@uni.lu
- Go to any printer on campus and use your Student ID and password to log in
- Print your documents securely

Getting Microsoft Office 365



- Go to portal.office.com
- Use YourStudentID@uni.lu as login, and your password
- Follow the installation prompts

Hybrid Learning

"Study Remotely" page

remote.uni.lu/study-remotely

- Useful guidelines, links and FAQ's
- ITHDS online self-service
- Webex for Students

"uMatter" page

umatter.uni.lu

- counselling
- wellbeing
- financial support
- student jobs