

IT Welcome Guide

Version : 1.3

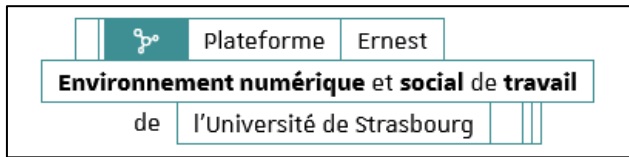
Auteur(s) : Zino PAVA, Pierre NOTTER, Arnaud FREY

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1. Digital and Social Work Environment – Ernest



Both an intranet, a portal for digital services, and an internal social network, Ernest is the digital and social work environment for faculty, researchers, administrative, and technical staff of the university.

Login credentials and the activation procedure are sent to the personal email address provided to Human Resources.

The term *Ernest Credentials* used in this guide will refer to these identifiers.
 Documentation available [here](#).

2. Connectivity and Network

2.1 Wifi Networks

Wireless network access is available across all university campuses.

It is accessible to students, staff, and guests.

The networks to use are:

- Eduroam (preferred)
- Osiris-Lab

Login : Ernest credentials

Documentation available on <https://wifi.unistra.fr>

2.2 VPN

2.2.1 Definition

A VPN connection allows a remote computer (e.g., from home or a laptop while traveling to another university) to function as if it were connected to the university's internal network.

This enables access to internal services and resources as if you were at your workstation on campus.

A VPN connection requires dedicated software installed on your computer and an internet connection.

2.2.2 Software



The software used is **FortiClient VPN**, pre-installed on workstations.

Login : Ernest credentials

Documentation available [here](#).

3. File Storage and Sharing

3.1 Network Drives

Two network drives are available to users:

- **Drive “U”**: Personal storage space with 15 GB capacity.
- **Drive “K”**: A shared space with school staff (for example, a shared folder exists for each administrative department).

Both drives are backed up at regular intervals. A file can be recovered up to 1 month after deletion by contacting the IT department.

Important : Workstations themselves are not backed up.

Documents requiring backup must be saved on one of the two network drives or on Seafile (see below)

3.2 Seafile

The University of Strasbourg provides an online storage space of 500 GB to all staff (100 GB for students).



This “cloud” service, called **Seafile**, allows permanent access to files from both computer and mobile devices.

Synchronization allows working directly on documents stored online.

If a file is accidentally deleted, it can be recovered from the recycle bin for up to one month.

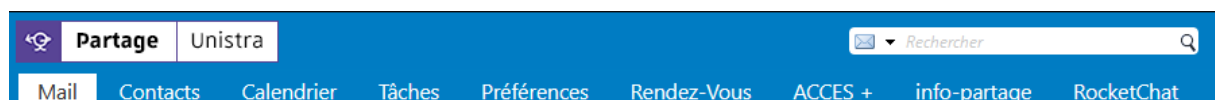
Access : <https://seafile.unistra.fr>.

Login : Ernest credentials

👉 Documentation available [here](#).

4. Communication and Collaboration

4.1 Email & Calendar



The tool used for email and calendar is **Partage**, accessible via : <https://partage.unistra.fr>.

Login : Ernest credentials

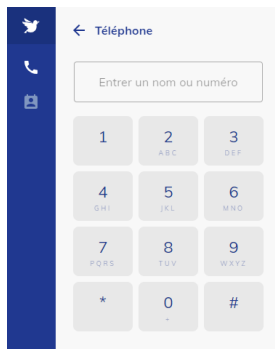
👉 Documentation available [here](#).

Specific features:

Mailbox storage quota increases automatically depending on usage, up to 10 GB. Beyond this limit, contact IT department.

Calendar is accessible via the Calendar tab. To organize a meeting, use the calendar: invite participants, and the tool shows availability without extra configuration.

4.2 Telephony



The university has chosen to implement **softphone telephony** (without handset).

This allows staff to use their professional phone line on their computer, facilitating remote work.

The software used is **Wazo**, pre-installed on workstations.

It can also be installed on smartphones to access the professional line (with no additional communication costs).

👉 Documentation available [here](#).

4.3 Teams

Microsoft Teams is the tool chosen by EM Strasbourg for videoconferencing.

All staff members have an account to create online meetings, but not students.

However, staff can invite students to a videoconference by sharing a link.

Other solutions exist [here](#) for student-to-student communication, provided by the University of Strasbourg.

Login : email address like `firstname.lastname@em-strasbourg.com`.

Credentials are provided by the IT & Digitalization department.

👉 Documentation available [here](#).

5. Tools and Software

5.1 Basic Software

5.1.1 Office Suite

Microsoft Office tools (Word, Excel, PowerPoint) are installed by IT dep. on professional computers.

5.1.2 Web browser

Default browser : Firefox

Other installed browsers:

- On Windows: Google Chrome, Microsoft Edge
- On Mac: Google Chrome, Safari

5.2 Compte Office 365

Office 365 accounts are created for administrative and teaching staff to access Teams.

These accounts are unrelated to Unistra accounts and follow the format: `firstname.lastname@em-strasbourg.com`

They also provide access to additional tools not supported by IT.

Accounts are created upon arrival and deleted one month after departure.

5.3 Educational Platforms

5.3.1 Moodle

Moodle is an online learning environment for uploading/consulting courses, sharing resources (text, audio, video), creating student communities, and facilitating teacher-student communication.

Access : <https://moodle.unistra.fr>.

Login : Ernest credentials

👉 Documentation available [here](#).

5.3.2 Video streaming

The University of Strasbourg provides **Pod**, a platform for streaming educational videos.

Access : <https://pod.unistra.fr>.

Login : Ernest credentials

👉 FAQ available [here](#).

5.4 Other Tools

5.4.1 Polling Tool

The tool used is **Evento**, for event scheduling and planning.

Access : <https://evento.renater.fr>.

Login : Ernest credentials (required for creating polls)

👉 Documentation available [here](#).

5.4.2 Survey Creation

The tool used is **Qualtrics**, an online platform for creating and managing surveys, and collecting/analyzing data.

Access : <https://emstrasbourg.eu.qualtrics.com>.

There is a Tutorial available to create your account on page [IT Tutoriels](#) on the intranet.

👉 Documentation and help available [here](#).

5.4.3 University Directory

The University of Strasbourg provides an online directory : <https://annuaire.unistra.fr>.

6. Other Equipment

6.1 Printers

Offices are not systematically equipped with printers. For ecological and economic reasons, large multifunction copiers are preferred.

6.2 Copiers

Several copiers are available on EM Strasbourg premises for printing, copying, and scanning. The **Reprography department** manages copiers and creates access codes.

7. Intranet

EM Strasbourg provides its users with an Intranet that contains information and applications useful for carrying out their tasks.

7.1 Connexion

Access : <https://intranet.em-strasbourg.eu>.

Login : Ernest credentials

7.2 News / Informations

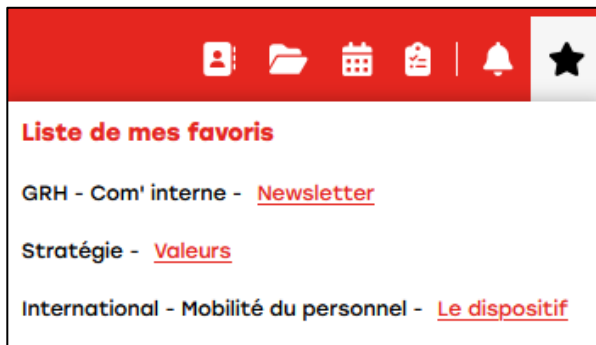
EssEMtiel - Staff information

The intranet homepage provides news, announcements, and important updates, helping staff stay informed on organizational matters and ongoing projects.

7.3 Favorites



Pages can be added to favorites by clicking the star icon at the top right of each page. Favorited pages are directly accessible from the menu with a Star icon.



7.4 Support

A section dedicated to request management is available in the intranet menu under **Portail DID**.

It allows users to submit IT and support requests (technical issues, hardware problems, or information queries) and track their progress.

To follow up on your requests: go to your profile (top right photo) → “My Support Requests”.

