General Introduction of IT Resources and Services for MBA Students

Please read the Acceptable Usage Policy carefully before proceeding to use CEIBS IT Resources and Services.

In this section, you will get general information about IT Resources & Services and relevant policies.

Prerequisites for access to CEIBS IT System

In principle, students are required to use licensed software. IT support service is only provided for computers which have been installed with genuine software. IT staff can help students to install operating systems and software, but students should prepare for software media and license.

All computers which will be used to access internal IT resources are required to be registered by the IT department for security and management purposes. Every MBA student can register two MAC addresses for the devices which will be used to access internal IT resources. Unregistered computers will not only be denied access to most internal IT resources, such as printing and internet services (except HTTP, HTTPS, MAPI, Gmail with Secure POP3, and Gmail with Secure SMTP), but will also be allocated less internet bandwidth.

CEIBS Account

CEIBS Information Centre provides every MBA student with IT resources and services during their study at CEIBS, such as email account, *Office 365 A3 for Student, public printing service, Canvas system, CEIBS iCampus, etc. Every MBA student will be assigned a CEIBS Account upon their registration for accessing these IT resources and services which need authentication.

CEIBS Account's format:

- For local students: Initial letter of the surname (Pinyin) + first name (Pinyin) + ".m" + Grade code.
- For international students: Initial letter of the last name + first name + ".m" + Grade code. For example: the CEIBS Account for Xiaokan JIN of MBA 2027 shall be "jxiaokan.m27".

MBA students can successfully access the IT resources and services after they log on with their CEIBS account. Please make sure to keep your password safe. For security purposes, the password should be changed every 6 months, and it can be changed through CEIBS iCampus. Whatever your password has already expired, or you forget your password, you can both reset it through CEIBS iCampus. The

password should be complied with strong password policy, please find detail in below,

- The password is not allowed the same as the previous five.
- The password does not contain the username.
- The password does not contain more than 2 consecutive characters of the user's account and display name.
- The password is at least twelve characters long.
- The password must contain the following four categories:
  Latin uppercase letters (A through Z)
  Latin lowercase letters (a through z)
  Based 10 digits (0 through 9)
  Non-alphanumeric characters such as: exclamation mark(!), dollar sign ($), number sign (#), or percent (%)

Complexity requirements are enforced when passwords are changed or created. For detailed information about how to change the password, please refer to IT Service Help in Canvas system.

Account Termination and Graduates Alumni Account

- After graduation, your CEIBS Account will be terminated and except for internet accessing service, all related IT resources and services will also be stopped. An email migration notification will be sent to every graduate later and you will be granted a life-long alumni mailbox which keeps the same email address as your CEIBS Account before.

IT Environment Security

CEIBS is committed to providing a dependable IT environment that meets the needs of faculty, students, and staff in teaching, research, and administration. To achieve this, CEIBS offers a secure yet open network that ensures availability, integrity, and appropriate confidentiality of information while maintaining its accessibility.

Each member of CEIBS community is responsible for the security and protection of electronic information resources over which he or she has control. All users are expected to observe acceptable standards of behavior in using CEIBS IT Resources and Services. It is advisable that every one of us should take appropriate precautions against various forms of cyber-attack.

Users' security awareness and participation play a vital role in securing our IT Environment. The following items list some security practices that are highly suggested for MBA Students:

- Update security patches and fixes timely and regularly for both the operating systems and applications.

- Install appropriate antivirus software and ensure that virus definitions are updated regularly.
- Turn on your Windows Firewall to protect your computer. If you have installed a 3rd party firewall, please disable it, and turn to using Windows Firewall.
- Do not download and install unknown and unnecessary software. Do not click "Yes"/" Ok" to permit any software installation or approve of any background operations when accessing some websites. It is always a trick behind it. It will install malicious software such as Trojan, Worm or viruses on your computer.
- If you receive a message to remind your password expired, it is almost phishing email. Do not click the URL in the message, just delete it immediately.

Phishing is a type of cyber-attack aimed at acquiring sensitive information, such as usernames, passwords, and credit card details, often for malicious purposes. Attackers masquerade as trustworthy entities in emails or other forms of communication to deceive victims. Ransomware and other malware are malicious software programs that can be installed on a computer without the user's knowledge or consent. These programs restrict access to the infected system and demand payment from the user to remove the restriction. In recent years, such attacks have increasingly targeted end-users through email. Here are some tips on how to recognize and protect against phishing emails:

- **Check the Sender's Email Address:** Look closely at the sender's email address to see if it's from a legitimate source. Phishing emails often have slight misspellings or use a different domain than the official one.
- **Be Wary of Urgent Language:** Phishing emails often use a sense of urgency to pressure you into acting quickly. Phrases like "Your account will be suspended if you don't act now" are common.
- **Hover Over Links:** Before clicking, hover your mouse over the links to see the actual URL. If it doesn't match the company's official website, it's likely a phishing attempt.
- **Don't Download Unknown Attachments:** Phishing emails may contain attachments that contain malware. Avoid downloading files from unknown or suspicious sources.
- **Verify Information:** If you're unsure about an email, contact our IT team directly using a verified contact method to verify the legitimacy of the email.
- **Keep Your Software Updated:** Regularly update your operating system and antivirus software to protect against the latest threats.
- **Report Phishing Emails:** If you identify a phishing attempt, report it to our IT team.

We strongly recommend that you follow the strong password policy mentioned above. And we will continue to analyze the IP sources and characteristics of attacks to enable proactive defense and plan to introduce an intelligent log analysis system to further improve defense measures. By working together and staying vigilant, we can create a stable and secure IT environment for everyone.

Network Service and Internet Accessing

CEIBS campus network covers all campus buildings, the wireless network（SSID:CEIBS-WiFi6, CEIBS-A and

CEIBS）based on Wi-Fi 6 technology covers the entire campuses as well. "CEIBS" is only for visitors and is restricted to access to internal resources. "CEIBS-WiFi6" and "CEIBS-A" networks are reserved for internal users with CEIBS accounts, requiring IEEE 802.1x authentication. Kindly note that "CEIBS-WiFi6" supports most Wi-Fi 6 advanced features but does not support connections from 2.4GHz devices. If you are unable to connect to CEIBS-WiFi6, please proceed with connecting to CEIBS-A. You are suggested to connect to CEIBS-WiFi6 with your CEIBS Account. Wireless network infrastructure supports various wireless access speeds: 802.11a/g/n/r/ac/ax.

2 Gbit bandwidth internet connection is provided by CEIBS and is shared with all CEIBS users. Every computer can be connected to the Internet directly through the CEIBS campus network. MBA students are also free to enjoy this service at CEIBS. Any abuse of the internet is disallowed, especially for using some Peer-to-Peer software, such as BT, e-Mule to download. Those who abuse the internet will be subject to penalty defined in Acceptable Usage Policy.

To get full access to IT resources, MBA students are required to have their computers registered by IT Department. Unregistered computers are denied access to printing service and is also allocated less internet bandwidth.

By default, cable network and WIFI in classroom are closed during the class. When the WIFI in classroom is closed, the wireless signal which surrounds the classroom will also be affected.

For security purposes, students cannot access internal resources off campus, except for the resources published on the Internet. All on-wall outlets marked with XXDXX or DXX are network outlets.

Individual Email Account

CEIBS will assign a 2GB mailbox to every MBA student for the duration of their studies. Our email system is based on Exchange 2019 which supports several ways to access the mailbox. If you usually use Outlook as a client to access your mailbox, please install Outlook 2019 or the above version to work with Exchange 2019. For detailed information about mailbox, please see the table as follows.

Mailbox quota for MBA student	2 GB
If quota reached the mailbox quota	■ When the mailbox exceeded the 80% of the quota limit, the user will receive a warning message alert to delete messages from the mailbox. ■ When the mailbox exceeds 95% of the quota limit, the user will receive a warning message alert to delete messages from the mailbox. In addition, the user is unable to send out any messages until the mailbox size is reduced below the quota limit. ■ When the mailbox exceeded 100% of the quota limit,

	the user will receive a warning message alert to delete messages from the mailbox. In addition, the user is unable to send/receive any messages until the mailbox size is reduced below the quota limit.
Maximum size of message	■ 36MB per message;
Maximum number of recipients per outgoing message	20 email addresses, it only impacts on the message sending to internet.
Client Supported	Client that supports Outlook Anywhere service or mobile device that supports Exchange ActiveSync. POP3/SMTP and IMAP4/SMTP are not supported due to security purposes.
Termination	CEIBS mailbox will be terminated after graduation. Your life-long alumni mailbox will be activated simultaneously, and email address is not changed.

Email address format: CEIBS Account + "@ceibs.edu". For example, the email address for Wang Yuan of MBA 2027 shall be "wyuan.m27@ceibs.edu". Instead of a CEIBS account, email address can be used to log on to most IT resources and applications. This email address will be your lifelong alumni mailbox address.

CEIBS email system can be accessed by any clients that support MAPI over HTTP, Outlook Anywhere service or Exchange ActiveSync service (for mobile device). For security purposes, POP3/SMTP and IMAP4/SMTP are not supported. Outlook on the web (Webmail) can be accessed in case of emergency and the URL can be found in CEIBS homepage. For detailed information of email client configuration, please refer to the guide in IT Service Help of Canvas system.

Out-of-Office Assistant is a useful function to automatically reply to incoming messages not only from internal users but also from internet contact while out of office. Students can set up this function through Webmail interface. Please use this function with caution, because you take risk of being collected into an advertising mail list. Then you may receive many junk mails.

As you know, email is a set of dynamic databases. Backup is only for the purpose of system disaster recovering. In case you lose an email message by mistake, IT won't provide email restore service. To avoid loss of email message, please keep your email data file safe and archive messages to your dedicated computer.

Anti-spam service is enabled for every MBA student. Based on our experience, the spam detection engine can help sort out most of the spam mails. However, since it is just based on heuristic rules to classify spam mails, there are always chances that legitimate messages may be mistaken as spam (so called the false positives). This false positive problem can sometimes be critical if an important or

time-sensitive message is not read because it was classified as spam. IRONPORT Anti-spam appliance is used as our anti-spam mail gateway. It provides a very useful function to avoid mistakes. That is a message named "IRONPORT Spam Quarantine Notification" which lists the emails blocked as junk mail. Every student will receive it and recall the message which is classified as spam by mistake. For detailed information, please refer to the relevant document.

In recent days, the situation of phishing email has been very serious. Phishing mail was always sent by some identity thieves, and they always pretended to be system administrator to remind you password expiration, then lead you to a fake website which looks identical to the genuine one and cheat your account information. Our system was attacked due to password leaks several times a year. Once you receive this kind of message, please pay more attention to the sender's address. If you suspect that you have received a phishing email, do not respond to it or click the links in message. What you want to do is just delete it.

Termination of CEIBS mailbox:

■ CEIBS mailbox for MBA students will be terminated after graduation. But every MBA student will be given a life-long alumni mailbox which keeps the same email address after termination of CEIBS mailbox. Before your mailbox is migrated to alumni, you will be informed via email to both your CEIBS mailbox and your personal mailbox which you left in CEIBS Student Information System.

Office 365 Service

CEIBS will provide every MBA student with an Office 365 A3 for Student license during their studies. Microsoft Office 365 is a cloud-based productivity suite that includes tools such as OneDrive for Business for document storage, and the latest versions of Office applications like Word, Excel, PowerPoint, and Outlook for PC, Mac, and mobile devices (iPhone, iPad, Android phones/tablets, and Windows tablets). Before your school starts, you will be granted an Office 365 A1 license, which allows you to use the online version of Office applications for free, including Microsoft Teams. After the official opening day of classes, you will be upgraded to an Office 365 A3 license, which enables you to activate the desktop version of the Office 365 software and edit local files.

You can access these features by logging onto http://portal.office.com with your CEIBS account.
Features of Office 365
■ **Microsoft Teams**
Microsoft Teams is a unified application platform that provides a one-stop shop for various collaboration functions, such as creating your own team, sharing files within a team, and integrating video conferencing, instant messaging, document collaboration, etc.
■ **OneDrive for Business**
With 2 TB of personal document storage, you can store all your personal files in OneDrive and access

them anytime from anywhere by any of your devices.

■ **Office Online**

Capability to create and edit Word, Excel, and PowerPoint files via a web browser.

■ **Office Apps**

You can download and install Office (e.g. Word, PowerPoint, Excel, Outlook,etc.) on up to 5 PCs or Macs, 5 tablets, and 5 smartphones.

After graduation, Office 365 A3 for Student license will be expired, and its service will also be terminated.

Public Printing Service

CEIBS provides public printing service to MBA Student through 7 all-in-one printers. These printers support,

■ **Secured print/copy/email**. You can login to the printer by scanning QR Code from your E-Card in iCampusPlus App or register your Student ID Card in printing system by yourself. Registration can be completed on any one of the printers, just swipe your Student ID Card and enter your email address and password to pass the authentication. Registration guide is posted on the wall near every printer.

■ **Single or duplex side and color or black & white print**. You may choose print type on your requirement. Every MBA student is entitled to print/copy **2000 sides A4 (black & white) and 50 sides A3 (black & white)** free of charge. **Please note two-sided print on one paper charges Duplex cost per side as the following table. And color printing is always for charge.** Every Exchange student is entitled to print/copy 500 sides A4 (black & white). Over the above printing quota, it will be charged by different prices on different type.

Note:

	A3		A4	
	One sided	Duplex	One sided	Duplex
Color	RMB 3Yuan/Side	RMB 2.5Yuan/Side	RMB 2Yuan/Side	RMB 1.5Yuan/Side
B&W	RMB 0.2Yuan/Side	RMB 0.15Yuan/Side	RMB 0.2Yuan/Side	RMB 0.15Yuan/Side

■ **Follow Me Print**. It allows users to print to the share printer and release their print job from any of 7 all-in-one printers with Student ID card which was registered in printing system.

■ **Copy**. These all-in-one printers also work as normal copy machines. Pages you copied will be counted into the billing system.

■ **Email.** These all-in-one printers also support 600 dpi scan. It supports the format of PDF/JPG/TIF to save scan results. The result will be sent to your mailbox.

■ **Web Printing.** Current Print System also supports Web printing. Access https://webprint.ceibs.edu, upload your document, set proper print option and send it to printer system after logon with your CEIBS account. The service is only available in the campus network environment. For detailed information, please refer to guides in IT Service Help of Canvas system.

■ **Billing system**. Not only it supports a summary inquiry but also provides downloading detail report of print/copy.

Here is a location list of 7 printers,

- Business corner on the 1st floor of Academic Centre I
- Computer Lab on the 2nd floor of Academic Centre II
- Library's Copy Room on the 1st floor of the library
- Public Area in Library on the 2nd floor
- Next to A3.112 on the 1st floor of Academic Centre III
- Lobby of DormitoryⅢ .
- Lobby of Dormitory V.

You may inquire how many pages you have printed by visiting printer quota inquiring website which you can login through CEIBS iCampus.

CEIBS iCampus

CEIBS iCampus is a unified platform for multiple systems and entrances. It integrated business service, data service and common applications in one place. To access CEIBS applications for which you have authorization, please log in to the iCampus system using your CEIBS account. You can find the iCampus login portal on the CEIBS homepage (http://www.ceibs.edu). When you click on CEIBS iCampus, you will be directed to the single sign on page, where you will be prompted to enter your CEIBS username and password. And Students can even change the password under Self Service after logging into CEIBS iCampus or reset the password by themselves on the login page.

Canvas System

Canvas is a learning management system. It provides a centralized platform for course management, including features such as course content delivery, assignment submission, grading and information sharing. It enables instructors to enhance their classes with online components that foster student-driven learning. Canvas is also an online community platform, it can be leveraged to support both formal and informal communities online in an easy way and engages students in their academic life, in both their courses, extracurricular activities and IT service information. Please visit it on CEIBS iCampus.

ZOOM Meeting

CEIBS provides ZOOM as a complementary tool for classes and activities. Every MBA student can log in to the ZOOM Cloud Meeting client using their CEIBS account and password to join the online meetings or

online course. Students can also schedule a ZOOM meeting, but this is limited to 40 minutes due to the restriction of the free account. For detailed information and instructions, please refer to guides with IT Service Help of Canvas system.

Public IT Facilities

Some public computers are set up in public areas for students to access the Internet. Unauthorized Installation of any software on these computers, and visiting to websites containing pornographic, politic sensitive and any other inappropriate contents are prohibited. Monday – Sunday	**24Hrs**
Public Holiday, specific school holiday, course reservation, and computer maintaining period	**Closed**

A computer lab equipped with 32 networked computers is set up for students to access the Internet and the school network resources. The computer lab is in Room A2.207. Please obey the "Computer Lab Regulation" and find the opening hours as follows.

IT Support Service

The CEIBS IT Support team provides students with PC support services, including Internet access, email system, printing, generic office software. Operating System installation services are only provided to students who have obtained the license of OS, and any other software used for installation must be prepared by the student and carry a valid and appropriate license. The IT Support team also provides PC hardware diagnosing, but the maintenance and repair of PC hardware is not within the scope of the services. To encourage student self-service, the IT Help section of the Canvas offers a variety of system guides and FAQs.

There are lots of IT applications developed by the Information System Team (IS team) and released by relevant business departments. IS team plays the role of technical partner and relevant business department plays a role of functional owner.

Please find some useful information about us as follows.

Table 1 Location and Contact Information

	Location	Contact Info.
IT Help Desk	Outside of Room A2.205, Academic Centre II	Tel: +86 (21) 2890-5254 itsupport@ceibs.edu
IT Office	Room A2.205,	

Table 2 Applications and service provider

Service	Contact of Dept.	Tech. Contact
Email Service		
Public Printing Service		IT Help Desk
Office 365 Service	IT Support Team	Tel: +86 (21) 2890-5254
Network Service		itsupport@ceibs.edu
CEIBS iCampus		

Regarding all other application services please contact relevant business departments who announce these services.

Quick Reference

In this section, we have some summarized information on IT resources and services for your quick reference.

IT Facilities

CEIBS provides various IT facilities over the campus. The following table lists where you can find these facilities.

Location		IT Facilities	Open Time
Library	Copy room, 101	Public printer, scanners	Library's opening hours
	Public Area, 2F	Public printer	Library's opening hours
Academic Centre I	Business Conner, 1F	Public printer	24 Hrs.
Academic Centre II	A2.207	Computer Lab	24 Hrs.
	A2.207	Public Printer	24 Hrs.
	A2.205	IT Help Desk (Ext. 5254)	7 days a week except holiday
	A2.205	IT Dept. Office	Working Day
	A2.202	IT Director Office	Working Day
Academic Centre III	Near A3.112	Public Printer	24 Hrs.
Dormitory III	D3.1F	Public Printer	24 Hrs.
Dormitory V	D5.1F	Public Printer	24 Hrs.

IT Service

- Network settings of CEIBS

  The Internet Protocol of the client computer should be set to DHCP mode to get access to the CEIBS Campus Network. Get connection to wireless through the SSID of "CEIBS-WiFi6" or "CEIBS-A". Unregistered computers will be obtained special IP address to be restricted their access to IT system and internet.

- Email system information

  CEIBS email system supports MAPI (Outlook) and Outlook on the web (Webmail).
  Here is some useful information about email systems.
  Exchange server: **webmail.ceibs.edu**
  Mailbox quota: **2GB**
  Message Size limit: **36MB per message**
  Recipients per message: **less than 20 recipients**

■ CEIBS iCampus

CEIBS iCampus is a unified platform for multiple systems and entrances. It integrated business service, data service and common applications in one place. To access CEIBS applications for which you have authorization, please log in to the iCampus system using your CEIBS account. You can find the iCampus login portal on the CEIBS homepage (http://www.ceibs.edu). When you click on CEIBS iCampus, you will be directed to the single sign on page, where you will be prompted to enter your CEIBS username and password. And Students can even change the password under Self Service after logging into CEIBS iCampus or reset the password by themselves on the login page.

■ Canvas System

Canvas system is an educational platform, and you can get access to it through CEIBS iCampus.

■ Office 365 Service

CEIBS will provide every MBA student with an Office 365 A3 for Student license during their studies. Microsoft Office 365 is a cloud-based productivity toolset that includes an array of useful tools like OneDrive for Business for document storage, as well as the latest versions of Office tools like Word, Excel, PowerPoint, and Outlook for PC, Mac, and mobile devices (such as iPhone, iPad, Android phones/tablets, and Windows tablets). You can access these features by logging onto http://portal.office.com with your CEIBS account.

■ Public Printers information

Go to the printer setup guide in IT Service Help section of Canvas system and click the link of Printer Setup to set up the public printers.
Web Print URL: https://webprint.ceibs.edu. It's only available in the campus network environment.
Printing Quota: **2000 A4 sides and 50 A3 sides black & white for MBA Student, 500 A4 sides black & white for Exchange student, please note: two-sided print on one paper charges Duplex cost for per side as the following table. And color printing is always for charge.** Once you exceed the quota, the charge rate is

	A3		A4	
	One sided	Duplex	One sided	Duplex
Color	RMB 3Yuan/Side	RMB 2.5Yuan/Side	RMB 2Yuan/Side	RMB 1.5Yuan/Side
B&W	RMB 0.2Yuan/Side	RMB 0.15Yuan/Side	RMB 0.2Yuan/Side	RMB 0.15Yuan/Side

Note:

Go to CEIBS iCampus and click the link of Print Quota Inquiry to check how many sides you have printed. For the detailed location of these printers, please refer to the section of IT Facilities.