

USER INSTRUCTIONS – MEMO

on the Intranet and Internet connection for those residing in NRU "BSU" dormitories

General provisions

The university Intranet is based on the Internet technologies and protected from any unauthorized access. The Intranet provides information interaction between all departments as well as the university staff, lecturers and students, including the ones residing in the university dormitories.

The Intranet is designed to solve the problems of informational support of educational, scientific, organizational and managerial activities, to provide access to the university information resources and the international Internet.

The university staff, lecturers and students can have access to the Intranet in all academic buildings and dormitories №1,2,3,4,5 free of charge with access speed - up to 100 Mbit / s.

Internet access is via the university Intranet and available:

- free of charge with access speed:
 - in the academic buildings: for the staff and lecturers - up to **3 Mbit/s**; for the students - up to **1 Mbit/s**;
 - in the dormitories №1,2,3,4,5: for the university staff, lecturers and students - up to **256 Kb/s**;
- for a fee with access speed - up to **30 Mbit/s** for those living in the dormitories №1,2,3,4,5 and having signed the services agreement with the university about fee-based provision of the access to the Internet.

The order of registration of free of charge access to the Intranet and the Internet

Registration of access to the Intranet and the Internet, creation of user accounts (user name and password), technical and advisory support, as well as administration of the Intranet are performed by Information Technology Department (tel. (4722) 30-13-01, site of user support <http://user.bsu.edu.ru>, access through the official university portal <http://www.bsu.edu.ru> the section "**Resources/For Intranet users**"). Technical support service is open from 9.00 to 17.30 on weekdays at the following addresses:

- 85 Pobeda Str., building №12, office 9-7;
- 14 Studencheskaya Str., building №1 office 233.

Creation of an Intranet user account and registration of to the Intranet access are carried out:

- for the university staff and lecturers - on grounds of the application submitted to the head of information technology department, which is initially coordinated by supervisor and the head of the organization department. (The application form online <http://user.bsu.edu.ru> in the "**Documents: Applications (forms) of information technology department**");
- for the students - on grounds of the document confirming the status of a NRU "BelSU" student by personal application to any of the university computer labs, located at the addresses:
 - o 14 Studencheskaya Str., building №1, classroom № 3-1;
 - o 85 Pobeda Str., building №15, classroom № 232.

Free of charge Internet access is provided automatically to the university staff, lecturers and students, who have the Intranet user accounts.

The order of registration of the fee-based Internet access for those living in the university dormitories

Creation of a user account and registration of the fee-based Internet access for those living in the university dormitories are provided on the basis of the services agreement with the university about fee-based provision of the access to the Internet. At the same time creation of the Intranet user account and registration of the access to the Intranet are not required. The subscription fee is 350 rubles per calendar month. The services are provided on the terms of the advance payment. Payment is made in cash on weekdays from 9.00 to 17.30 at the following addresses:

- 85 Pobeda Str., building №12, office 9-7;
- 14 Studencheskaya Str., building №1, office 233.

Payment is made in cash by the advance payment of paid before the 1st day of paid month. In the case of non-payment services provision is to be suspended until the payment is made. The Internet access speed up to 30 Mbit/s without any restrictions on traffic is guaranteed while connecting the subscriber's computer via Ethernet cable directly into a wall RJ45 jack. Simultaneous work under one paid account by several people is not allowed. Each room in the dormitories №1,2,3,4,5 has facilities to connect to the Intranet and the Internet via cable.

Wireless NRU "BelSU» (WiFi)

University buildings are equipped with wireless radio access points (200 points) with the provision of the area of coverage up to 50-70% in different buildings. Wireless network is designed to connect mobile devices of the

university departments, as well as devices of the university staff, lecturers and students to the information resources of the university Intranet and the Internet. Multiplexing and expanding of WiFi network coverage area in academic buildings are carried out upon the requests submitted by the departments and based on the needs of the educational process and other important tasks.

The speed of the Intranet access via wireless network depends on the type of access point and the distance between the user's and the point and it can be up to **50 Mbit/s**. On the territory of the academic buildings the Internet access via WiFi is possible at speed up to **2 Mbit/s**.

There are the following names of the university wireless network for public use:

- **UniNet** – closed network with connection via the Intranet user account and access to all Intranet and Internet resources.
- **UniNet-Guest** – open network with free guest access to the Intranet resources that does not require any authentication and without any access to the Internet. To connect to it no Intranet user account is needed.

Instructions how to use the wireless network are on the site <http://user.bsu.edu.ru> in section "**Settings**". Independent creation and operation of WiFi networks without consent of the information technology department are forbidden on the territory of the academic buildings.

The widespread use of the university WiFi network in the dormitories is not possible due to the permit given to the dorm-dwellers to use their own routers and wireless access points in their rooms. First of all the university WiFi access points are fixed in the entrance rooms, student lounges, canteens and public areas of the dormitories. Connection via Ethernet directly into a wall RJ45 jack is reliable, basic and guaranteed way to connect the dorm-dwellers' devices to the Intranet and the Internet.

Reasons for low-speed Internet connection in the university dormitories

- Simultaneous use of the paid account by several people. No more than 25% of all students living in the dormitories sign the services agreement with the university about fee-based provision of the access to the Internet is not more than 25% of the number of students living in dormitories. For this reason, during busy hours (from 22.00 to 24.00) reduction in the Internet access speed up to 3 Mbit/s can occur, but, despite this, the navigation is quite comfortable, including watching online video.
- A computer is connected to WiFi via a personal router and a wireless access point, instead of the recommended method of connection via the cable Ethernet. The reason may be a weak signal, for instance, due to interferences

from neighboring routers, or its incorrect operation, the router's software failure or incorrect setting.

- On the user's computer a lot of programs are running and they simultaneously download and transmit information, taking dedicated bandwidth of access (e.g. files are downloaded simultaneously through a browser, antivirus is updated, online game is played, automatic update of the operating system, the is in process, torrent client, works, music from site is played, there is connection via Skype, etc.).
- Computer processor is loaded 100% or close to it.
- Not all necessary system software or old versions of it have been installed.
- Computer is overheated due to high room temperature or contamination inside the computer cabinet.
- Computer is infected with a virus, Trojan, or spam bot, which sends spam, downloads junk files to your computer in the mode that is invisible for the user.
- The server, from which the data is being downloaded, is overloaded or it has download speed limits.

Precedence rules in case of loss of the Internet connection or low-speed access to the Internet

- Disable all programs that can download and upload something from the Internet. Make sure that it does not update Windows automatically (usually, when you update it, there is an additional icon in the bottom-right corner of the screen with the message about updating) and anti-virus does not update the downloads or perform a full scan of your computer either.
- Check the percentage of CPU utilisation. If there is high CPU utilisation, find and eliminate the cause by using the Task Manager.
- Check that you have the latest versions of device drivers, codecs, as well as operating system updates.
- Conduct a full compulsory scan of your computer with Antivirus.
- If your computer is connected over a wireless network, disable the wireless adapter in your computer and try to connect it via the cable Ethernet.
- If your computer is connected with a personal router via the cable Ethernet, try to connect via the Ethernet cable directly into a wall RJ45 jack and check the speed by means of special sites, for example, <http://speedtest.net>. It is better to make measurements several times with a certain time interval, while all other programs are to be closed!

- If you are not able to handle a problem yourself, contact Information Technology Department using the site <http://user.bsu.edu.ru>, section "Ask a question" or the above contact information.
- If the problem is not fixed with the help of the above solutions, contact the head of Information Technology Department over the phone (4722) 30-13-01 or in person at the following address: 85 Pobeda Str., building №12, office 9-7.

Requirements for subscribers

A subscriber shall:

- keep the subscriber line and the user equipment in good conditions located at the subscriber's premises as well as to comply with the operating rules of the equipment;
- take measures to secure your computer (access device) from malicious software;
- prevent the spread of spam and malicious software from your computer (access device);
- take measures to secure your computer (access device) from unauthorized access of third parties;
- not provide the credentials (user name and password) to other subscribers or third parties or to use someone else's credentials;
- provide Information Technology Department with the information about the change of personal data (name, position, place of work / study).

A subscriber shall be prohibited:

- to use the Intranet for distribution of materials that offend human dignity, for propaganda of violence, incitement to racial or national hatred, for bully, fraud or other criminal purposes as well as to distribute any information violating RF laws through the Intranet;
- to publish, transmit, request and use any information or software that is known to contain viruses or other harmful software components, including programs, allowing to obtain the other people's passwords or cause any harm to other network users;
- to use the provided access to the Intranet and Internet to create spam - anonymous mass mailings of useless information that is not requested by the Intranet and Internet users;
- to carry out unauthorized access to the Intranet and Internet resources, to conduct or participate in conducting network attacks and network hacking;

- to use of unlicensed software and violate copyright.

Subscriber shall be responsible for:

- distribution of any kind of information or dissemination of information by a person under the subscriber's account (user name and password), including: for the content of information distributed, its credibility, the legitimacy of distribution, freedom from third-party claims;
- any harm caused by the use of access to the Intranet and Internet, or harm caused by a person under the subscriber's account (user name and password) which is done to a person or property of citizens, corporate bodies, state or moral and ethical principles of the society;
- actions that lead to the disruption of the functioning of the university means of communications.

Head of Information Technology Department I.A. Rashev