

Handbook of the University's IT Services

1. Activation of login credentials and the institutional email account

Students are issued with personal credentials to enable access to the University's IT Services. These credentials are sent to the personal email address provided when applying for admission. The institutional account is Microsoft and enables access to Office 365 services, the institutional email address (@alcampus.it) and all University services. The initial password, which is sent by email, is valid for 3 days and must be changed within that period. Your credentials are personalised, must be kept secure and never shared with third parties under any circumstances.

2. Changing or renewing your Alcampus password

The password for the institutional account expires every 6 months. When your email account is activated, it is important to set up your password recovery options straight away by providing a contact telephone number or an alternative email address via the setup wizard. The procedure for setting recovery criteria is described in the attachment included in the email notifying you of your login credentials, as referred to in the previous point. It is essential that password recovery options are set up, as they allow you to carry out this process independently via the [Office.com](#) portal. As an alternative, if the procedure has not yet been completed, you can update your expired password by going to the multimedia lab in the PRABB building and logging in at one of the computer workstations. The system will automatically prompt you to update your expired credentials.

3. Access to the institutional email system

You can access your personal University email account via the portal [www.office.com](#) by entering your email address with the @alcampus.it domain as your username and your personal password. The email account has a capacity of 50 GB and is available for the duration of your studies. Access to Office 365 allows you to read and send emails from your institutional account; access your personal OneDrive; download and install the Office suite (Word, Excel, PowerPoint, etc.) on up to five devices; update your password; and manage your account's security settings.

4. Access to the Wi-Fi network

The University provides all students with access to the wireless network called HotSpot UCBM. To connect, select the network from the available options, open a browser (preferably Chrome), then log in using your username in the format AL-CAMPUS\username and your personal password, and click 'Log in'. The username is the part of the email address that precedes the @ symbol (e.g. for [mario.rossi@alcampus.it](#), the username is mario.rossi).

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5. Multifunction printers

Multifunction printers are available throughout the University's buildings, allowing you to print, copy and scan. You will be able to access them by registering your badge the first time you use one. When registering, hold your personal badge up to the printer's reader and log in using your institutional email address and personal password. The badge can be topped up at the Library.

6. ESSE3

Esse3 is the system used to manage students' academic and teaching careers. As you have access to Esse3 even before you have an institutional account – in order to finalise your enrolment – it uses different login credentials to those of all other University services.

If you need to reset your Esse3 login password, simply enter your tax code on the page:

<https://didattica.unicampus.it/didattica/Anagrafica/PasswordDimenticata.do>

You will then automatically receive an email containing a link to reset your login credentials.

Link to the Esse3 portal:

<https://didattica.unicampus.it/didattica/>

7. eLearning Platform

eLearning is the University's Moodle platform specifically designed to support teaching. It allows you to access the teaching materials made available by lecturers for the modules included in the study programme, as set out in Esse3.

You can access the platform using the institutional credentials received after enrolment and used to access the @alcampus email address.

The platform can be accessed at elearning.unicampus.it.

8. MyUCBM App

The MyUCBM app is the tool made available to students to access information and the main services offered by the university. With the app, for example, you can check and top up your canteen wallet balance, view the daily menu, check lesson timetables, book exams and view your student record or the status of your tuition fee payments. The MyUCBM app is also the tool you can use to record your attendance at lectures. The app is available to download from the Android and iOS app stores. Access to the app is provided through your university login credentials (email address and password).

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9. Reasy

Platform for creating mind maps, summaries, text-to-speech and tools for editing text.

Reference: <https://www.reasyedu.com/it>.

10. Vickey Club

This is an Italian digital platform that links local businesses with the Campus Bio-Medico University. It offers special discounts and allows users to manage their membership schemes via a mobile app.

List of commercial agreements is available at:

<https://www.unicampus.it/servizi/convenzioni-commerciali/>

11. Library Services

To access the Library's services (online support, loans, bibliographic and scientific documentation requests), students can log in using their University credentials via the CATALOGUE (OPAC) page:

<https://opac.unicampus.it/SebinaOpac/.do>.

12. Subscription Resources

Educational resources and journal subscriptions can be accessed via the University's multimedia workstations or using your own personal device by connecting to the University's wireless network. It is also possible to access these same resources remotely via the OpenAthens authentication system.

The full list of catalogues and subscriptions available with institutional login credentials can be found on the Digital Library page:

<http://www.unicampus.it/servizi/biblioteca/biblioteca-digitale/>.

13. Ask the Librarian

Library Service that allows you to request assistance in locating scientific articles which are not available in the University's collections.

To submit a request, you will need to log in using your university credentials.

Service available via the OPAC: <https://opac.unicampus.it/SebinaOpac/.do>.

14. Altea

Library Service for the archiving and consultation of thesis abstracts.

Service available at: <http://altea.unicampus.it/altea/>.

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15. Software

The University's multimedia workstations are equipped with Office 365, MATLAB, Comsol and Aspen. Office 365 can also be installed on personal computers, on up to five devices, by accessing the portal using your institutional login credentials www.office.com. Matlab can be installed on your personal computer after registering with your institutional email address (@alcampus) on the portal www.mathworks.it.

Comsol software may be installed on personal computers only for the period strictly necessary for the delivery of the courses in which it is used. In such cases, the lecturer will provide the licence key required to install the software.

16. Multimedia Workshop

The computer workstations in the multimedia laboratory provide access to the University's software for delivering lectures, for exercises supervised by a lecturer or tutor, or for sitting computer-based examinations. Some multimedia workstations are freely available to students after logging in using their institutional credentials.

17. IT Support

Requests for IT services can be made in person during Help Desk opening hours at the Information Systems Department (ground floor of PRABB, next to the multimedia laboratory) or, alternatively, by submitting a support ticket via the portal supportoit.unicampus.it.

18. EasyAcademy

On the EasyAcademy platform, you can view the [University's Online Calendar](#), which, among other things, contains information on lecture timetables and lecture theatre bookings.

Students can also log in to EasyBadge, the [attendance tracking system](#) portal, to view and check their attendance records for classes and the relevant statistics.

References:

- EasyAcademy | Authentication Portal | <https://easyacademy.unicampus.it>
- Online Calendar | <https://easyacademy.unicampus.it/AgendaStudenti>
- EasyRoom | <https://easyacademy.unicampus.it/spazi/>