
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 student to install operating system and software but student should prepare for software media and license.

All computers which will be used to access internal IT resources are required to be registered by IT department for security and management purpose. Every MBA student can register two MAC addresses for the devices which will be used to access internal IT resources. Unregistered computer will not only be denied to access most of internal IT resources, such as printing, Student Sharing Space 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, public printing service, network sharing folder, MBA Portal, the BlackBoard system and 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 2019 shall be "jxiaokan.m19".

MBA students can successfully access to the IT resources and services after they logon with their CEIBS account. Please make sure to keep your password safe. For security purpose, the password should be changed every 3 months and it can be changed through WEBMail interface. If your password is already expired and you still remember your password, please reset it through WEBMail interface, otherwise you have to contact IT to reset it through your class coordinator. The password should be comply with strong password policy, please find detail in below,

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- The password is not allowed the same as the previous one.
 - The password does not contain the account name of the user.
 - The password does not contain more than 2 consecutive characters of the username.
 - The password is at least eight characters long.
 - The password must contain the following three categories:
 - Latin uppercase letters (A through Z)
 - Latin lowercase letters (a through z)
 - Base 10 digits (0 through 9)

PS. non-alphanumeric characters such as: exclamation mark(!), dollar sign(\$), number sign(#), or percent(%) is optional to add.

For detail information about how to change password, please refer to IT Service Help in BlackBoard system.

Termination of CEIBS Account:

- CEIBS Account for MBA student will be terminated after graduation. Except internet accessing service, all related IT resources and services will also be stopped.

IT Environment Security

To provide dependable IT environment for meeting the needs of faculty, student and staff in teaching, research and administration, CEIBS is committed to provide a secure yet open network that assures the 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 precaution against various possible forms of cyber attack.

User's security awareness and participation play an important 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 McAfee VirusScan software or any other effective anti-virus software and perform update of virus definition timely.
- Turn on your Windows Firewall to protect your computer. If you have installed 3rd party firewall, please disable it and turn to use Windows Firewall.
- Don't download and install unknown and unnecessary software. Don't click "Yes"/"Ok" to permit any software installing or approve of any background operations when access some websites. It's

always a trick behind it. Maybe it will install malicious software such as Trojan, Worm or virus on your computer.

- If you receive message to remind your password expired, it is almost phishing email. Don't click the URL in message, just delete it immediately.

Phishing is the attempt to acquire sensitive information such as usernames, passwords and credit card details (and sometimes, indirectly, money), often for malicious reasons, by masquerading as trustworthy entity in an email message. Ransomware is a type of malware that can be covertly installed on a computer without knowledge or intention of the user that restricts access to the infected computer system in some way, and demands that the user pay a ransom to the malware operators to remove the restriction. These two malware are mostly happened to end-user's computer in recent years and email message is mostly used to transmit the malware. Please pay more attention to messages sent from unknown originator or forged IT administrator. Once you received this kind of message, just delete it or send it to IT Staff for a check. It is sure that a stable and secure IT Environment can be achieved with the efforts from every one of us.

Network Service and Internet Accessing

CEIBS campus network (both wired network and wireless network) covers all campus buildings. There are two wireless networks, "CEIBS-A" which is connected by whom has CEIBS Account and "CEIBS" which is connected by visitor. You're suggested to connect to CEIBS-A with your CEIBS Account. Wireless network infrastructure supports two wireless access speeds: 802.11a/g/n.

350Mbit bandwidth internet connection is provided by CEIBS and is shared with all CEIBS users. Every computer can be connected to Internet directly through the CEIBS campus network. MBA students are also free to enjoy this service at CEIBS. Any abuse of internet is disallowed, especially for using some of Peer-to Peer software, such as BT, e-Mule to download. Those who abuse internet will be subject to penalty defined in Acceptable Usage Policy.

To get fully access to IT resources, MBA students are required to have their computers registered by IT Department. Unregistered computer is denied to access to printing service, student sharing space and course module in BlackBoard, and is also allocated less internet bandwidth.

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

For security purpose, students can't access internal resources off campus, except for the resources published to Internet. All on-wall outlets marked with XXDXX or DXX are network outlets.

Individual Email Account

CEIBS email system is based on Microsoft Exchange 2010 server. Every MBA student will be assigned mailbox during study at CEIBS. For detailed information about mailbox, please see the table as following.

Mailbox quota for MBA student	1 GB
If quota reached the threshold	<ul style="list-style-type: none"> ■ 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 exceeded 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	<ul style="list-style-type: none"> ■ 25 MB 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 IMAP/SMTP isn't supported due to security purpose.
Termination	CEIBS mailbox will be terminated after graduation. Your life-long alumni mailbox will be activated simultaneously and email address isn't changed.

Email address format: CEIBS Account + "@ceibs.edu". For example, the email address for Wang Yuan of MBA 2019 shall be "wyuan.m19@ceibs.edu". Instead of CEIBS account, email address can be used to logon to most of 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 Outlook Anywhere service or Exchange Activesync service (for mobile device). For security purpose, POP3/SMTP and IMAP/SMTP isn't supported. Webmail can be accessed in case of emergency and the URL of Webmail can be found in CEIBS homepage. For detail information of email client configuration, please refer to the guide in IT Service Help of BlackBoard system.

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

As you know, email is a set of dynamic database. Backup is only for the purpose of system disaster recovering. In case you lose email message by mistake, IT won't provide email restore service. In order 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 a spam. IRONPORT Anti-spam appliance is used as our anti-spam mail gateway. It provides a very useful function to avoid the mistake. 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 a spam by mistaken. For detailed information, please refer to the relevant document.

In recent days, the situation of phishing email is very seriously. 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 leak several times a year. Once you receive this kind of message, please pay more attention on 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 student 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.

Student Sharing Space

MBA student will be granted permission to access to Student Sharing Space with the size limit of 40GB for data sharing purpose.

The path of Student Sharing Space is \\mbafs.ceibs.edu\Box, which can be accessed with the CEIBS Account. For detailed information, please refer to the following table:

Folder Name	Description	Access Permission	Quota
MBA2019	Files stored by MBA2019	Modify permission for all MBA Students and Exchange students	40GB
MBA2019	Files stored by MBA2019	Modify permission for all MBA students and Exchange students	40GB
Software	Teaching software, Public printers driver	Read permission for all MBA students and Exchange students	N/A
Public	Public files stored by both MBA student and Exchange Student	Modify permission for MBA students and Exchange Students	10GB

Please be noted that Student Sharing Space can't replace your local PC hard disk or even your external storage devices if you are looking for a large storage space or a fast access speed. However, it is most useful in situation like:

- Using as a temporary storage of working files.
- Sharing or exchanging data between your classmates.

The files in folder of MBAXXXX (such as MBA2019) on the Sharing Space will be removed after their graduation.

Public Printing Service

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

- **Secured print/copy/scan to email.** Before using these printers, you must register your Student ID Card in printing system by yourself. Registration can be completed on any one of printer, 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 pages A4 (black & white) and 50 pages A3 (black & white) for free of charge. **Please note: here one page means one side, eg, two sided print on one paper means two pages. And color printing is always for charge.** Every Exchange student is entitled to print/copy 500 pages A4 (black & white). Over above printing quota, it will be charged by different price on different type.

Unit:page	A3		A4	
	One sided	Duplex	One sided	Duplex
Color	RMB 3Yuan	RMB 2.5Yuan	RMB 2Yuan	RMB 1.5Yuan
B&W	RMB 0.2Yuan	RMB 0.15Yuan	RMB 0.2Yuan	RMB 0.15Yuan

- **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 machine. Pages you copied will be counted into billing system.
- **Scan to email.** These all-in-one printers also support 600 dpi scan. It supports format of PDF/JPG/TIF to save scan result. The result will be sent to your mailbox.

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

Here is a location list of 6 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 Dormitory III .
- Lobby of Dormitory V.

You may inquire how many pages you have printed by visiting printer quota inquiring website. And IT will send monthly printing usage report to you individually.

MBA SSO Portal

CEIBS also offers a portal service called MBA SSO Portal as a convenient collection of most of systems and IT online service, such as BlackBoard system, Bidding system, CDC system and so forth. After login the single-sign-on (SSO) portal, students can visit most of the systems listed directly, without authentication again. The link of MBA SSO Portal can be found in MBA section of CEIBS homepage, named "BB (Student Only)".

BlackBoard System

CEIBS BlackBoard is the educational platform. It enables instructors to enhance their classes with online components that foster student-driven learning. BlackBoard also powers fully online courses that extend an institution's reach; the system is also the 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, in co-curricular activities outside of class and IT service information. Please visit it in MBA SSO Portal.

Public IT Facilities

Some public computers are set up in public areas for students to access Internet. Unauthorized

Installation of any software on these computers, and visiting to websites containing pornographic, politic sensitive and any other inappropriate contents are prohibited.

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

Monday – Sunday	24Hrs
Public Holiday, specific school holiday, course reservation, and computer maintaining period	Closed

IT Support Service

The CEIBS IT Support team provides students with PC support services, such as those for Internet accessing, email system, printing, generic office software, and etc. Operating System installation service is only provided to those who obtained the license of OS. Other software used to install should be prepared by student him/herself, and student must ensure it carries valid and appropriate license. The IT Support team also provides PC hardware diagnosing, but the maintenance and repair of PC hardware is beyond the service scope. To encourage student self-service, lots of system guides and FAQs are provided in IT Help Section of BlackBoard system.

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

Please find some useful information about us as following.

Table 1 Location and Contact Information

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

Table 2 Applications and service provider

Service	Contact of Dept.	Tech. Contact
Email Service	IT Support Team	IT Help Desk Tel: 2890-5254 itsupport@ceibs.edu
Public Printing Service		
Student Sharing Space		
Network Service		
MBA Portal		

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

Services for student affairs

Every year, there are three big events organized by MBA students, BGRC, InnovateChina, and TEDxCEIBS. IT provides support service for these activities. In principle, IT will fully support all student activities within the scope of resource. All service requirements should be raised as early as possible, and get approval of MBA office, then pass to IT.

Quick Reference

In this section, we have some summarized information of 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
	A1.217	VC room	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 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-A". Unregistered computer will be obtained special IP address to be restricted their access to IT system and internet.

■ Email system information

CEIBS email system support MAPI (Outlook) and Outlook Web App (Webmail).

Here lists some useful information about email system.

Exchange server: **chogori.ceibs.edu**

Mailbox quota: **1GB**

Message Size limit: **25MB per message**

Recipients per message: **less than 20 recipients**

■ **MBA SSO Portal**

CEIBS also offers a portal service called MBA SSO Portal as a convenient collection of most of systems and IT online service, such as Webmail, BlackBoard system, Bidding system, CDC system and so forth. After login the single-sign-on (SSO) portal, students can visit most of the systems listed directly, without authentication again. The link of MBA SSO Portal can be found in Programmes, MBA section of CEIBS homepage, named “Student Portal(Our Students)”.

■ **BlackBoard System**

BlackBoard system is the educational platform and you can get access to it through the URL in MBA SSO Portal.

■ **Public Printers information**

Go to the printer setup guide in IT Service Help section of BB system and click the link of Printer Setup to set up the public printers.

Printing Quota: **2000 A4 pages and 50 A3 pages for MBA Student, 500 A4 pages for Exchange student, please note: here one page means one side, eg, two sided print on one paper means two pages. And color printing is always for charge.** Once you exceed the quota, the charge rate is

Unit:page	A3		A4	
	One sided	Duplex	One sided	Duplex
Color	RMB 3Yuan	2.5Yuan	RMB 2Yuan	RMB 1.5Yuan
B&W	RMB 0.2Yuan	RMB 0.15Yuan	RMB 0.2Yuan	RMB 0.15Yuan

Go to the MBA Portal and click the link of Printer Quota to check how many pages you have printed. For detail location of these printers, please refer to section of IT Facilities.

■ **Student Sharing Space Information**

Access to Student Sharing Space through the path of \\mbafs.ceibs.edu\Box in windows system and through the path of smb://mbafs.ceibs.edu/box in MacOS.