
General Introduction of IT Resources and Services for Global MiM 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, Global MiM students are required to use licensed software. IT support services are only provided for computers which have been installed with genuine software. IT staff can help them to install operating systems and software, but they should prepare for software media and license.

All computers that will be used to access internal IT resources are required to be registered by the IT department for security and management purposes. Every Global MiM student can register two MAC addresses for the devices that 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 Global MiM 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. They 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) + “.gm” + Grade code.
- For international students: Initial letter of the last name + first name + “.gm” + Grade code. For example: the CEIBS Account for Xiaokan JIN of Global MiM 2026 will be “jxiaokan.gm26”.

The students can successfully access the IT resources and services after they log in 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 one.
- The password does not contain the username.

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- The password does not contain more than 2 consecutive characters of the user's account and display name.
 - The password is at least 12 characters long.
 - The password must contain at least 3 of the following 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 deactivated. Except for internet access services, all related IT resources and services will be discontinued. You will later receive the notification of mailbox migration, and a life-long alumni mailbox will be provided, retaining the same email address as your CEIBS account.

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 Global MiM 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.
- **Pay attention to Email Warning Label:** As part of our anti-spam strategy, our email security gateway applies different labels in Subject or Message body to confirmed or suspected spam emails to alert users to potential risks and encourage cautious handling.
- **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. Please 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. Global MiM students are also free to enjoy this service at CEIBS. Any abuse of the internet is not permitted, 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, 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.

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 Global MiM 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/Outlook(Classic) to work with Exchange 2019. For detailed information about mailboxes, please see the table as follows.

Mailbox quota for Global MiM 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 Global MiM 2026 will be “wyuan.gm26@ceibs.edu”. Instead of a CEIBS account, email address can be used to log in 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 services are enabled for all CEIBS email users. Based on our experience, the spam detection engine is effective in filtering out most spam emails. However, as spam classification relies on heuristic rules, there is always a possibility that legitimate messages may be misclassified as spam (so-called *false positives*). This can be critical when important or time-sensitive emails are not noticed due to misclassification.

Cisco Email Security Appliance (ESA) is used as the anti-spam email gateway to identify incoming emails and apply different warning labels to potentially malicious emails and confirmed threat emails. These emails are then delivered to Exchange 2019, where confirmed spam and high-risk emails are automatically routed to users' **Junk Email** folder based on the applied labels.

Users can manage their own email safelist and blocklist directly within their mailbox. As emails in the Junk Email folder are retained for only **30 days**, users are strongly advised to review this folder regularly to avoid missing legitimate emails that may have been misclassified. For detailed instructions, please refer to the relevant guides in **IT Service Help** on the Canvas system.

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.

Office 365 Service

CEIBS provides Microsoft Office 365 services to all Global MiM students throughout their studies. Microsoft Office 365 is a cloud-based productivity platform that includes M365 Copilot, OneDrive for Business for document storage, as well as the latest Office applications such as Word, Excel, PowerPoint, and Outlook for PC, Mac, and supported mobile devices.

Upon issuance of a CEIBS account and prior to the completion of official enrollment, Global MiM students are provisioned with an **Office 365 A1 license**, which grants access to web-based Office applications, including Microsoft Teams. Following the completion of the official enrollment process, the license is upgraded to an **Office 365 A3 license**, enabling installation and activation of desktop Office applications and full local file editing capabilities.

You can access these features by logging onto <https://m365.cloud.microsoft> 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.

■ M365 Copilot

Microsoft 365 Copilot is an AI-powered assistant that helps users create, summarize, analyze, and collaborate more efficiently across Microsoft 365 apps.

Public Printing Service

CEIBS provides public printing service to Global MiM Student through 7 all-in-one printers in Shanghai Campus. 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 Global MiM 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.
- 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.cn> , upload your document, set proper print option and send it to printer system after login 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 Dormitory III .
- 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.cn>). 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 Global MiM student can log in to the ZOOM Cloud Meeting client using their CEIBS account and password to join the online meetings or online course. They 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.

After Graduation

After graduation, some IT services will be changed, as follows:

1. The access rights to the BB/Canvas system will be closed.
2. Email
 - The CEIBS mailbox of Global MiM students will be migrated to alumni life-long mailbox with the same email addresses. IT will send out notifications via email to both your CEIBS mailbox and your personal mailbox which you left in CEIBS Student Information System before the migration.
3. The M365 services will be terminated (including the activation of local Office software, Teams, OneDrive, Forms, etc.).
4. The connection rights to WiFi (CEIBS - WiFi6, CEIBS - A) will be closed.
5. The login rights to Zoom will be closed.
6. The printing service will be terminated.

Public IT Facilities

Some public computers are set up in public areas of library for students to access the Internet. Unauthorized Installation of any software on these computers, and visiting to websites containing pornographic, politic	24Hrs
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sensitive and any other inappropriate contents are prohibited. Monday – Sunday	
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 Global MiM students with PC support services, including Internet access, email system, printing, generic office software. Operating System installation services are only provided to them 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 them 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	IT Support Team	IT Help Desk Tel: +86 (21) 2890-5254 itsupport@ceibs.edu
Public Printing Service		
Office 365 Service		
Network Service		
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	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.cn>). 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 Global MiM 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 <https://m365.cloud.microsoft> 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 Global MiM 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.

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.