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1. Quick guide ICT facilities

Below an overview is given of the ICT facilities and their accompanying web pages¹. In this chapter a few of these facilities are described in more detail.

General	
ICT account	http://www.utwente.nl/icts/en/studenten/security/ict_account/
Web mail/email	https://xs.utwente.nl/
Online telephone directory	http://www.utwente.nl/telefoongids/en/
Connections	
WLAN	http://www.utwente.nl/icts/en/studenten/werkplek/notebook/wlan/inleiding/
VPN	http://www.utwente.nl/icts/en/studenten/werkplek/notebook/vpn/inleiding.doc/
TRA	http://webapps.utwente.nl/tra/nl/traservlet
ICTS Servicedesk / SNT Helpdesk	
ICTS Servicedesk	http://www.utwente.nl/icts/en/servicedesk
SNT Helpdesk	http://www.snt.utwente.nl/helpdesk/
Safe PC/network utilisation	
Virus scanner	http://www.utwente.nl/icts/en/studenten/security/spamvirus/
Quarantine network	http://quarantaine.utwente.nl/

¹ When visiting these pages you will sometimes come across safety certificates showing up in the form of a "Security Alert". For information on any problems you may experience with regard hereto, you can visit: <http://www.utwente.nl/icts/en/studenten/security/certificates/>

General

ICT account

Your ICT account consists of your username ("s" followed by your student number) and your password. You will have received these by letter upon enrolling at the UT. Your ICT account is important, it is used for such things as:

- working in PC rooms at the UT;
- logging in to the MyCampus Portal;
- email/web mail;
- Logging on to WLAN
- UT web applications;
- dial-in facilities;

Your ICT account will be valid for about two months after your enrolment with the UT has been cancelled. Visit the link above for further clarification, questions and/or problems.

Connections

WLAN

The UT offers free wireless internet access to all students at the campus. The only requirements for this are a notebook and a WLAN card. You can purchase the WLAN card from the ITshop, among other places. Via the link on the former page you will gain access to the manual for setting up the WLAN connection on your notebook.

VPN (Virtual Private Networking)

At the UT a VPN connection can be used to set up a connection with the UT from your house. In this way, you will have access to certain services which, generally speaking, are only available from the UT, one such example is the online magazine collection of the University Library. The link above takes you to the manual for setting up this connection.

TRA (Temporary Registration Accounts)

The TRA will give you temporary access to the UTnet. Via the provided link above you can register for the WLAN connection or a wired connection to the UTnet.

ICTS Servicedesk / SNT helpdesk

ICTS

The ICTS Servicedesk can be consulted with regard to all problems concerning web applications, your ICT account, etc. Via the ICTS website, in the menu on the left under the link Students you will find a large number of manuals and information on the use of ICT facilities at the UT. Via the link Servicedesk you will find information on the Servicedesk and how you can contact the Servicedesk when you have questions or experience problems. The Servicedesk contact information can also be found at the end of this manual.

SNT

The SNT helpdesk is the primary point of contact for users with complaints or questions on private network connections of the UTnet. They provide internet connections for students living on and off the campus. The link can be used to consult manuals online for such things as setting up an email account. The site also provides the latest news in the area of network, home networks and technical background information. The contact information on the SNT helpdesk can be found at the end of this manual.

Safe PC/network utilisation

Virus scanner

The UT offers you a free virus scanner which can be downloaded via the link offered in the overview at the beginning of this chapter. You need your ICT account and password for downloading this virus scanner.

Quarantine net

The quarantine net is used by network administrators to protect a network against improper use and abuse. Such may be the case if your PC has a virus or worm or it poses safety problems for other network users. In such cases you will be put "in quarantine" and will receive a message containing information on how to resolve this problem.

2. Manual student Webmail

Every student of the University of Twente receives an email address which ends with “@student.utwente.nl”. Amongst other things, this address is being used by your department to send study related email. Besides, other students can use this account to contact you. Therefore it is important to check this email address regularly.

The simplest way to do this is by making use of webmail (web-based email). This is an application which makes it possible to check email from anywhere in the world, using any computer with an internet connection. The student Webmail is accessible via various kinds of browsers. Because certain functionalities are only available in combination with Internet Explorer version 6.0 or higher is this recommended.

How does it work?

Go to <https://xs.utwente.nl/>

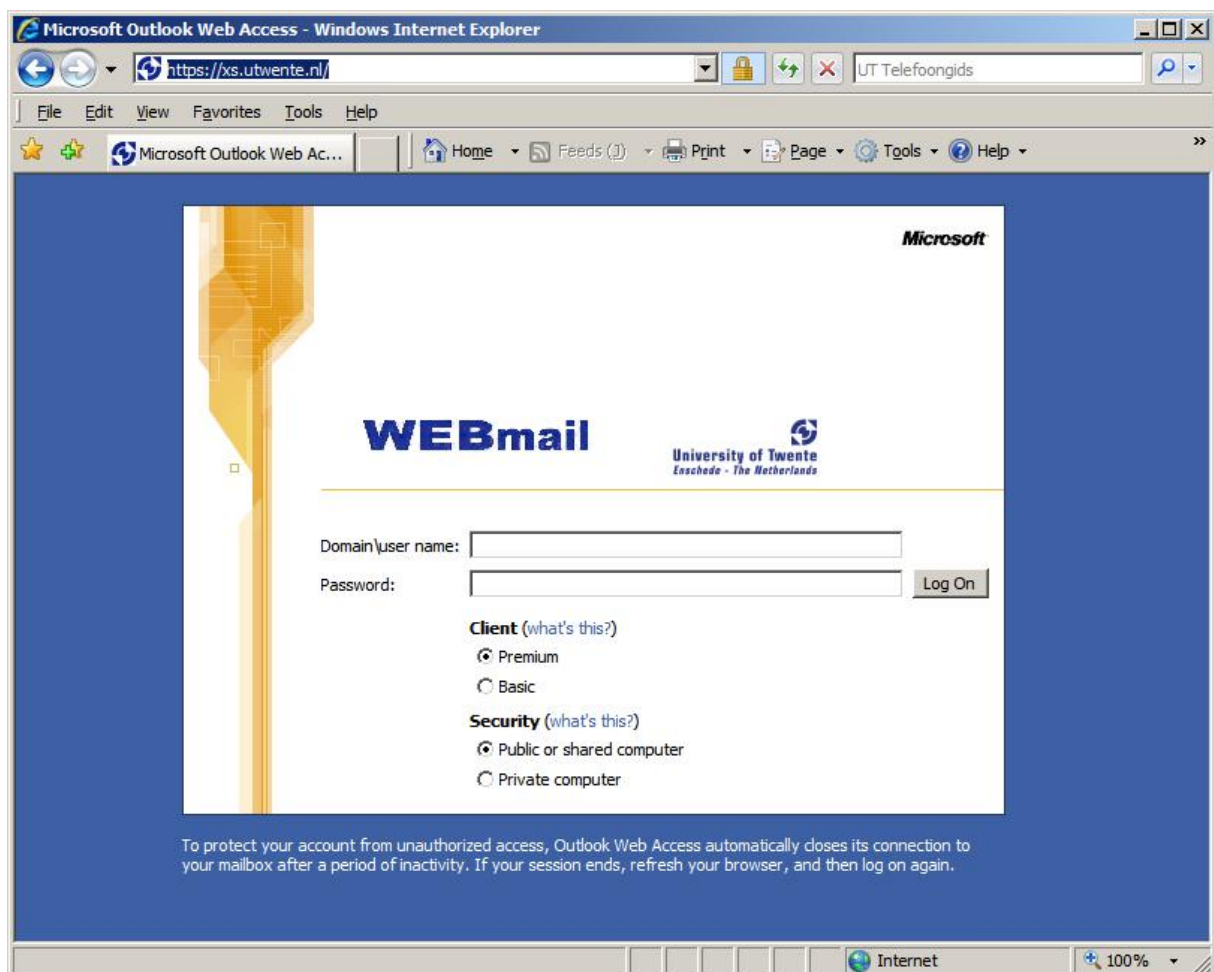


Figure 1

Type next to Domain\User name (see figure 1) “student” directly followed by a “\” and your student number preceded by a small character “s” (not a capital character). For example: “student\s1234567” (The logon screen might look slightly various then the one shown in this manual)

NOTICE: When you commit in the domain name “student\” you will be able to log in but strange errors may occur, e.g. not being able to open attachments and you will receive requests to fill in your username and password again.

Now you can access your mailbox via the web (see figure 2). Your mailbox is directly ready for use. The help function of Webmail ("help" at the right side of the blue menu bar) contains detailed information concerning the possibilities of Webmail.

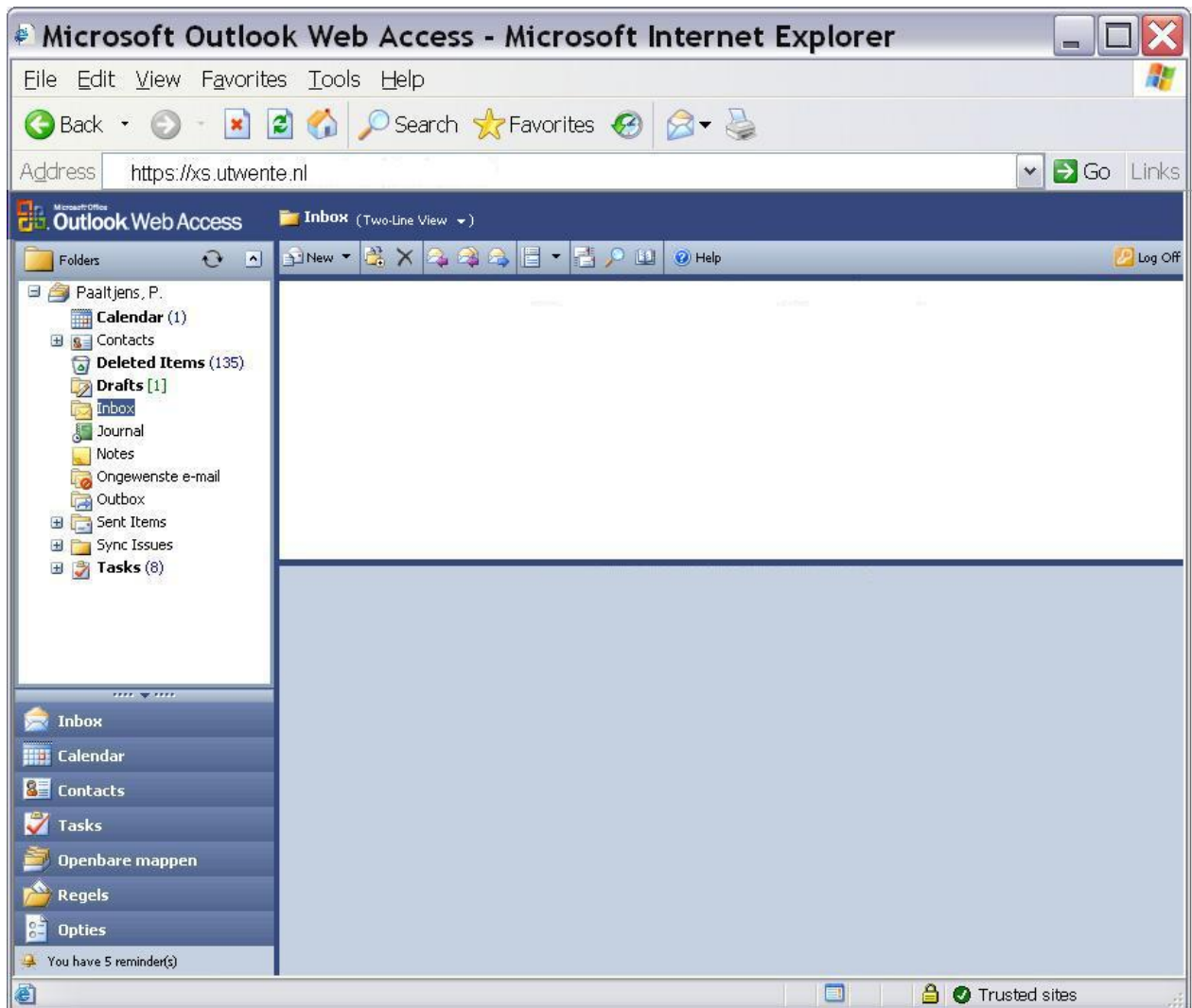



Figure 2

If you want to sign out, click on  button and Webmail will close. Now you are the safely logged out from Webmail so that other users of the same PC can not sign in on your account.

3. MyCampus

The MyCampus portal is the starting point of your day! All of the relevant information in relation to your study and student life can be obtained from this page. Besides you can customize your own page, for example by adding your own favorites. Log on only once and all your personal information is available on one page!

- adjusting the display News and your Favorites (3.1);
- uploading files via WebFTP (3.2);
- customizing the student portal (3.3).

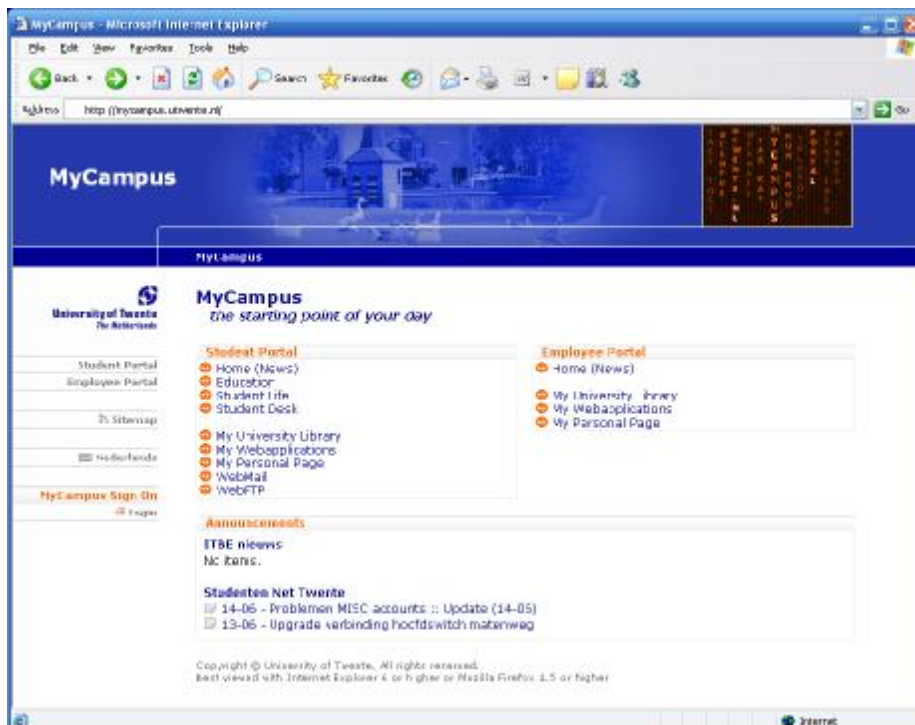
Tip: After opening the MyCampus Internet site Security alert is shown; there is a problem with the security certificate of the Internet site. To prevent this from happening go to the following link: <http://www.utwente.nl/icts/en/studenten/security/certificates/>

Customizing MyCampus

With MyCampus you can customize your own page and gain quicker and easier access to various applications. You must first log on before you can make these adjustments.

1. Go to <http://mycampus.utwente.nl/>
2. Click **Login** at the bottom of the menu on the left and log in with your ICT account.
3. Click **My Page** on **Student Portal**.

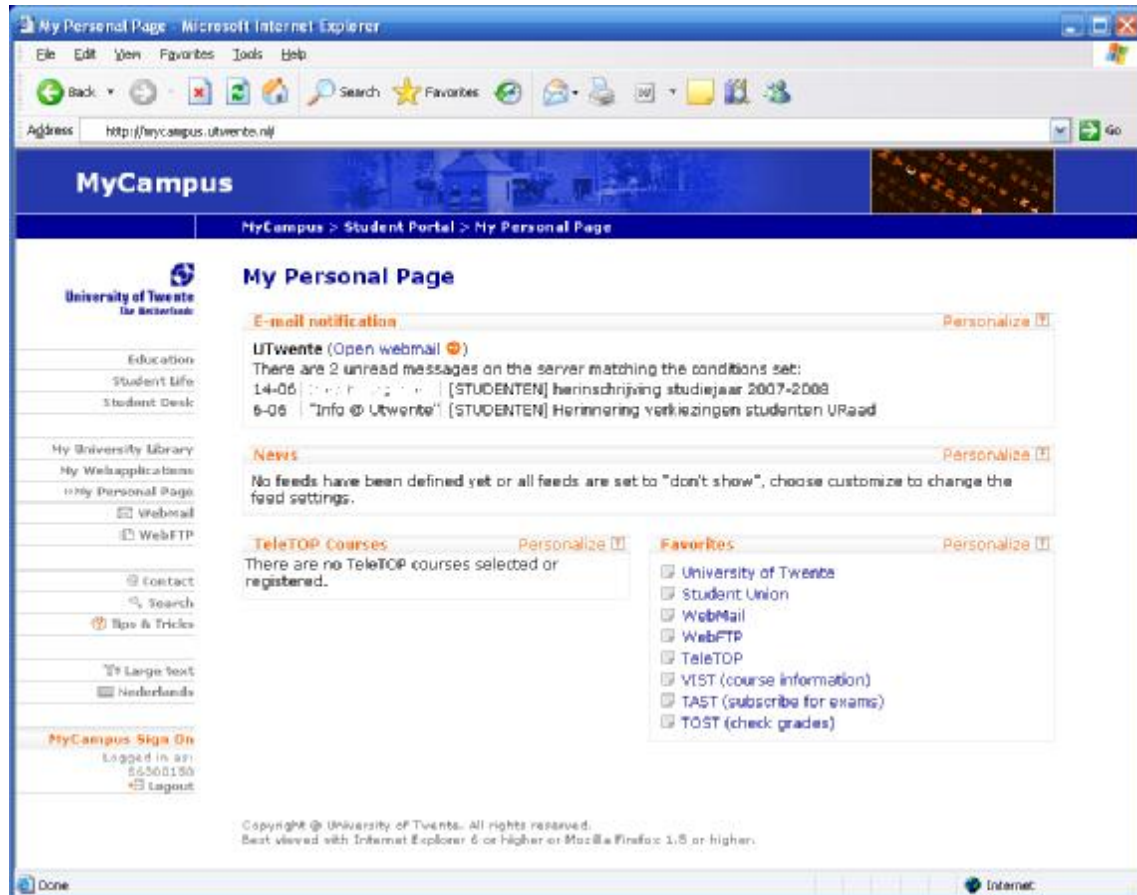
Tip: You have received a letter from the UT with your ICT account username and password. If you have forgotten your password, you can request a new one from the ICTS Servicedesk (see the last page of this folder). Don't forget to bring your student card..



You will now see **My Page** where you can adjust the settings for news and Favorites.

Customizing News and Favorites

1. To customize the way in which news is displayed go to **Tips & Tricks** in the menu on the left. You will find more information there on how to add RSS feeds.



2. To customize Favorites click **Personalize** to add and remove pages.

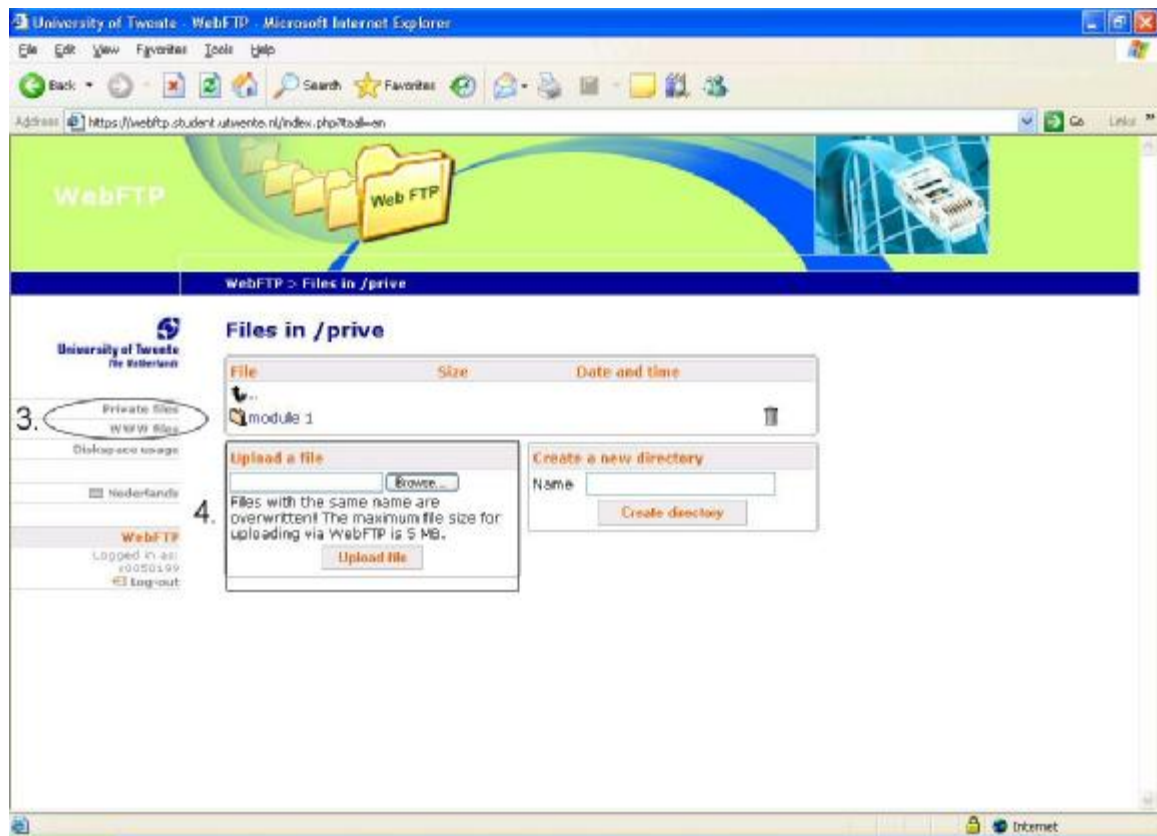
Other links and applications

In addition to your own web page, you also have access to a few other links and applications from my campus. Two of these are mentioned here along with a brief clarification.

Using WebFTP

WebFTP can be used for having access to your private files at all times or for publishing your own website.

1. Go to <http://mycampus.utwente.nl/>
2. Click **WebFTP** in the student portal and log in, if you haven't already done so (see chapter 1).
3. For saving files select private files or www files in the menu on the left.
4. Select **Browse** for saving a file, then select **Upload file**.

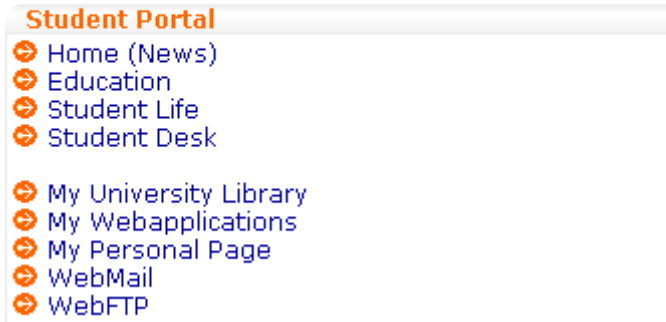


Note: you only have 100 MB available for saving files. Via **Diskspace usage** in the menu on the left, you can see how much MB you still have available.

3.3 Saving time with the Student Portal

The Student Portal gives you quick and easy access to various links. An additional advantage is that you can customize the display on various pages, so that you will only see information relevant to your study programme.

MyCampus *the starting point of your day*



Click **Home** to read news from the UT and other services. By customizing the news display, you gain quick access to news that interests you.

Click **Education** for links that relate to your study programme. By customizing the **Education Page** you will only see the announcements regarding your education programme or year of study.

Click **Student Life** for a current overview of events, student unions, sports, the student union kamersite (room site), etc. You can also customize this page.

Click **Student Desk** for information on the Student Union, the ICT Desk, the Services Desk and the Counselling Desk.

Click **Webapplications** for more information on TAST, TOST, VIST and clarifications to WLAN and Network registration. Here, too, applies that you can switch quickly between the various web applications, since you need to log in only once.


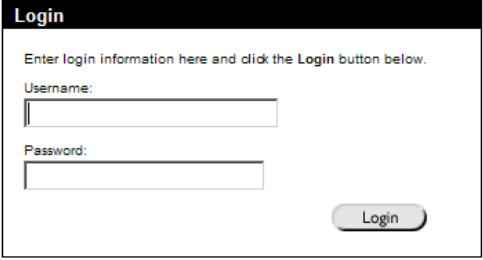

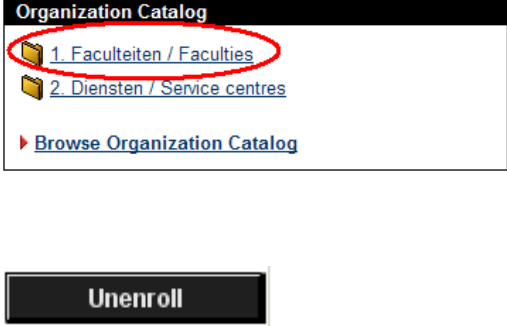
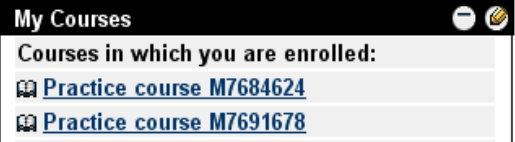
Tip: Using **My Page** you can add a number of your favorite links from the student portal to Favorites.

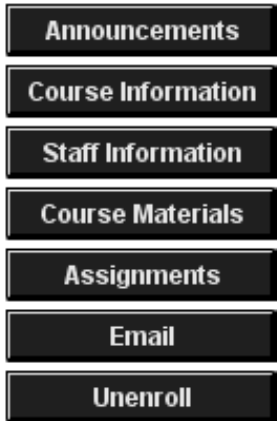
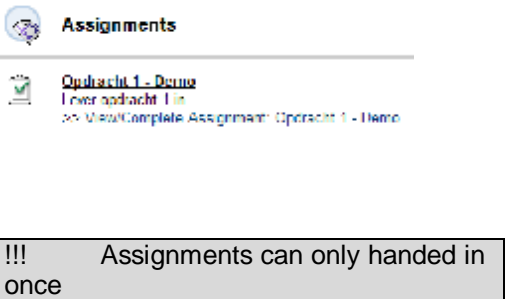

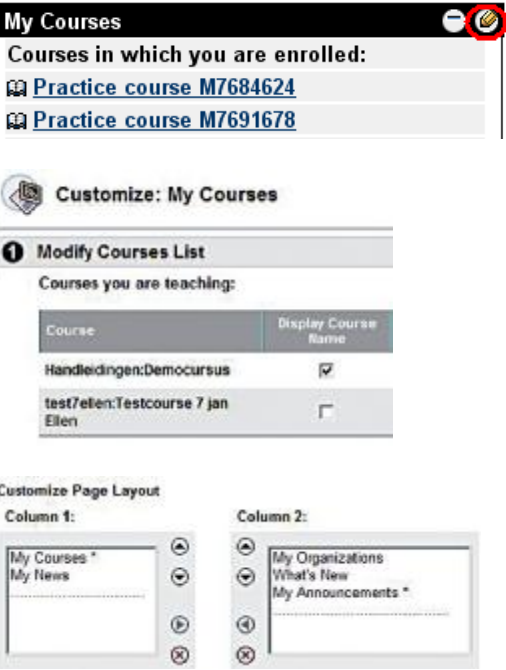

4. Blackboard

Blackboard is the UT's digital learning environment. All information with regard to the subjects you are following and topical information about the organization of a subject can be found here. As soon as you participate in a subject, it is therefore wise to regularly check the Blackboard site of that subject.

Important functions of Blackboard are:

- Registering and de-registering for the Blackboard sites of subjects
- Searching for information (announcements / staff information / course information)
- Submitting assignments.

<p>Login</p> <p>Step 1: Browse to http://blackboard.utwente.nl</p> <p>Step 2: Fill in your studentnumber</p> <p>Step 3: Fill in your password</p> <p>Step 4: Click </p>	
<p>Enroll into a course</p> <p>Step 1: Click on tab 'Courses'</p> <p>Step 2: Click in 'Course Catalog' op Faculteiten/ Faculties</p> <p>Step 3: Click your education</p> <p>Step 4: Click on  on the right of the course you need to enroll</p> <p>!!! Use the Unenroll button tot clear your enrolment</p>	
<p>Open a course</p> <p>Step 1: Click tab My Blackboard</p> <p>Step 2: Click in 'My Courses' on the course you like to enter</p> <p>!!! Click tab 'Courses' for an extended course overview</p>	
<p>Looking for information</p> <p>You can find information bij using the menu on the left.</p> <p>Under Announcements you can find announcements, notifications or changes related to</p>	

<p>the course</p> <p>Course information gives you information about course content, objectives, organization etc.</p> <p>In Course materials you can find articles, presentations and documents etc.</p>	
<p>Hand in an assignment</p> <p>Step 1: Click menubutton Assignments</p> <p>Step 2: Click op View/Complete Assignment</p> <p>Step 3: Click on Browse...</p> <p>Step 4: Add your attachment</p> <p>Step 5: Click Submit</p>	
<p>Modify My Blackboard</p> <p>Step 1: Click tab My Blackboard</p> <p>Step 2: Click on  in the upperright corner My courses</p> <p>Step 3: Check in Display Course Name the courses you like to see</p> <p>Step 4: Click Submit</p> <p>Step 5: Click Ok</p> <div data-bbox="188 1659 799 1787" style="border: 1px solid black; padding: 5px;"> <p>!!! Met 'Modify Layout' , rechtsbovenin op het tabblad, kun je de modules verplaatsen of anders ordenen. Gebruik de pijltjes om de modules te verplaatsen</p> </div>	
<p>Support</p> <p>Click tab Support for supplementary information</p>	

5. TAST

With TAST you can easily retrieve examination timetables and register or cancel a registration for examination. This is usually obliged.

This study year 2009-2010, TAST, TOST and VIST for example will be replaced by OSIRIS. The manual for this new application can be found here:

<http://www.utwente.nl/icts/en/studenten/diensten/onderwijs/ictvoorstudentenned.pdf>

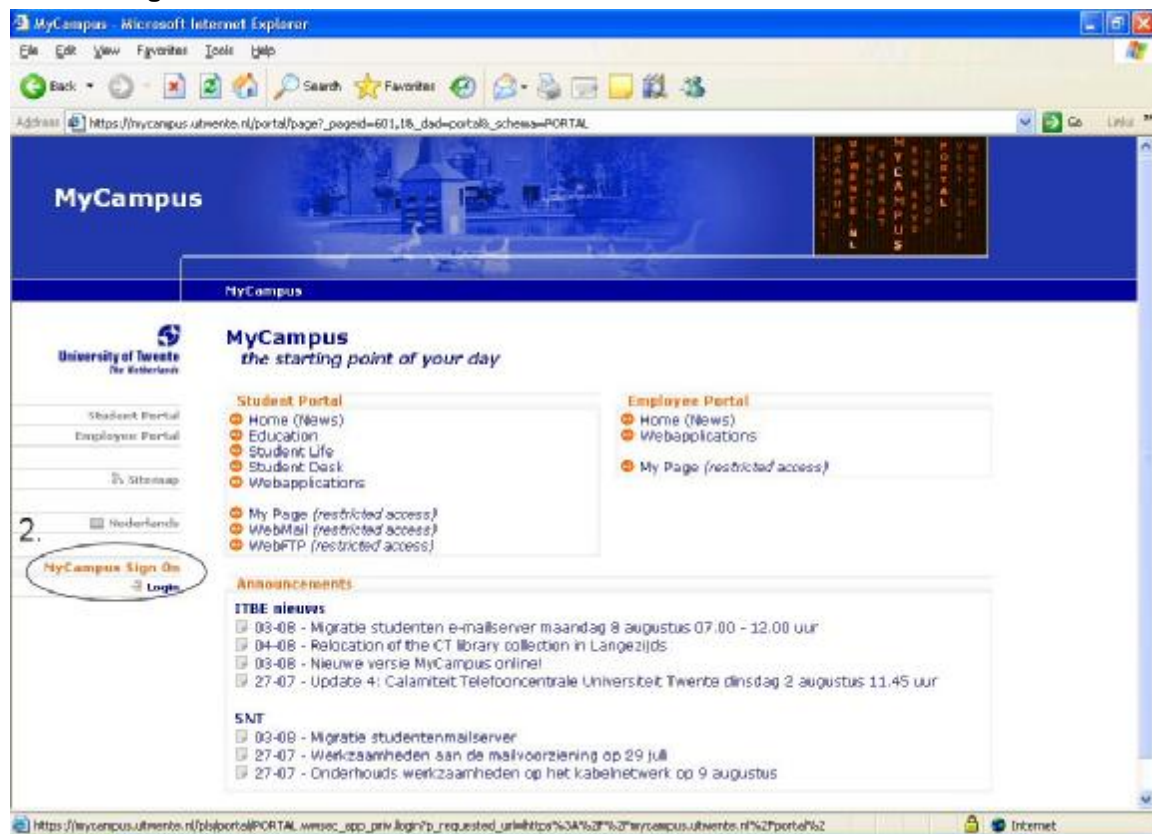
The features of TAST consist of:

- Retrieving examination timetables (5.1);
- Registering or cancelling a registration for examinations (5.2 & 5.3);

5.1 Retrieving examination timetables

TAST can be used to retrieve examination timetables via the internet.

1. Go to <http://mycampus.utwente.nl/>
2. Click **Login** at the bottom of the menu on the left.



Log in with ICT account

Username *I.e. m1234567 or s1234567*

Password *Problems with logging on... 🚫*

[Change password](#)

3. Enter your username and password
4. Click **Webapplications** and then click **TAST-Examination timetables**.
5. Fill out one or more selection boxes.
6. Select an examination period or fill this out yourself.
7. Click **Continue >>**.

Tip: You can also search by (parts of) course code or course name.

University of Twente - TAST - Microsoft Internet Explorer

Address: https://webapps.ov.uwente.nl/kast/en/kastserverlet

TAST - Pre-exam Registration System Twente

TAST

University of Twente
For Netherlands

Timetables
Registration
Help
Nederlands
Exit

5. **Timetables**

- All pre-exams
- Providing faculty:
- Participating educational programme:
- Subject code:
- Subject name:

6. Pre-exam periods:

For pre-exams beyond the above mentioned periods:
Starting date: and/or ending date: (dd-mm-yyyy)

7.

Top Copyright © University of Twente. All rights reserved.
Data may be due to changes; check the educational announcements and/or B&OZ for course information.

Done Internet

You will see the examination timetable that meets the selection criteria you have entered.

5.2 Registering for pre-exams

All students are required to register for examinations; each study program and/or subject may have a various ending date for registration. Usually this is two weeks prior to the examination.

1. Go to <http://mycampus.utwente.nl/>
2. Click **Webapplications** and then click **TAST-Examination registration**.
3. Click **Add pre-exam**.

Registration overview

Name:	DEMOSTUDENT 003, V.
Registration number:	6300003
Educational programme:	

Registration open. Restricted registration. Registration closed.

<input type="checkbox"/> Date and time	Subject code	Subject name	Provider	Participant	Room	Registration period
0 Row(s) selected			3.	<input checked="" type="checkbox"/> Add pre-exam...		<input type="checkbox"/> Remove pre-exam

Rooms will be made known generally one week in advance.

4. Fill out one or more selection boxes.
5. Select an examination period or fill this out yourself.
6. Click **Continue >>**.

University of Twente - TAST - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://webapps.civ.utwente.nl/tast/ing/tastsecureervlet

Getting Started Latest Headlines

TAST - Pre-exam Registration System Twente

TAST

University of Twente
Netherlands

Registration

Registration data:

Name: DEMOSTUDENT 003, V.
Registration number: 6300003
Educational programme:

4. Pre-exam:

All pre-exams
 Providing faculty: []
 Participating educational programme: []
 Subject code: []
 Subject name: []
 Personal chosen subjects

5. Pre-exam periods: 18-08-2005 / 31-08-2005

For pre-exams beyond the above mentioned periods:
Start date: [] and/or ending date: [] (dd-mm-yyyy)

6. Continue >>

Top Copyright © University of Twente. All rights reserved.
Data may be due to changes; check the educational announcements and/or BOZ for current information.

https://webapps.civ.utwente.nl/tast/ing/tastsecureervlet?mode=TastToonInscrijvingen webapps.civ.utwente.nl

You will see the examinations that are available within the terms of your search criteria.

- Select one or more examinations in which you wish to participate.
- Click **Add**.

Register for pre-exams

Name: DEMOSTUDENT 003, V.
 Registration number: 6300003
 Educational programme:

Registration open. Restricted registration. Registration closed.

<input type="checkbox"/>	Date and time	Subject code	Subject name	Pro-vider	Parti-cipator	Room	Registration period
<input checked="" type="checkbox"/>	19-08-2005 13:30-16:30	195820	Design Methodology	GW	EDM		<input type="checkbox"/> 13-06-2005 09-08-2005
<input checked="" type="checkbox"/>	23-08-2005 09:30-11:30	195816	Design studio 4: Assessment	GW	EDM		<input type="checkbox"/> 13-06-2005 09-08-2005

2 Row(s) selected

You will see an overview of the examinations for which you are registered. A confirmation email will also be sent to your student email account.

5.3 Cancelling registrations for pre-exams

Students that do not wish to or cannot participate in an examination must cancel their registration for examinations.

- Go to <http://mycampus.utwente.nl/>
- Click **Webapplications** and then click **TAST-examination registration**
- Select the examinations you wish to remove and click **Remove pre-exam**.

Registration overview

Name: DEMOSTUDENT 003, V.
 Registration number: 6300003
 Educational programme:

Registration open. Restricted registration. Registration closed.

<input checked="" type="checkbox"/>	Date and time	Subject code	Subject name	Pro-vider	Parti-cipator	Room	Registration period
<input type="checkbox"/>	19-08-2005 13:30-16:30	195820	Design Methodology	GW	BA EDM ES PA PSY TCW		<input type="checkbox"/> 13-06-2005 09-08-2005
<input type="checkbox"/>	23-08-2005 09:30-11:30	195816	Design studio 4: Assessment	GW	EDM		<input type="checkbox"/> 13-06-2005 09-08-2005

2 Row(s) selected

You will see an overview of the pre-exam registrations you have cancelled. A confirmation email will also be sent to your student email account.

6. TOST

With TOST you can see all your examinations results, where you have the possibility to select the results for example on the academic year, subject code or a specified term.

This study year 2009-2010, TAST, TOST and VIST for example will be replaced by OSIRIS. The manual for this new application can be found here:

<http://www.utwente.nl/icts/en/studenten/diensten/onderwijs/ictvoorstudentenned.pdf>

6.1 Retrieving examination marks

1. Go to <http://mycampus.utwente.nl/> and log in.
2. Click **Webapplications** and then click **TOST-Examination marks**.
3. Fill out one of the selection criteria.
4. Click **Continue >>**.

You will see the grade results of subjects that meet the selection criteria you have specified.

Problem: although the professor knows my grade, it has not yet been incorporated in TOST.

Reason: it may take some time before the grades have been incorporated in TOST.

Solution: visit this page at a later time to see whether your grade has been incorporated. If this is not the case, get in touch with the "Bureau Onderwijszaken" (BOZ) of your study

7. VIST

With VIST you can retrieve course information, not only regarding your own programme, but also from other programmes available at the UT. This can be useful when you want to sign up for a course from another programme. For example, you can search within VIST for a special course to find out which faculty offers the course, to obtain specific information about the course or to find out which teacher(s) will offer the course. This is very useful when you want to learn more about various courses being offered at the UT.

This study year 2009-2010, TAST, TOST and VIST for example will be replaced by OSIRIS. The manual for this new application can be found here:

<http://www.utwente.nl/icts/en/studenten/diensten/onderwijs/ictvoorstudentened.pdf>

The features of VIST consist of:

- Retrieving course information (7.1);
- Retrieving study programmes (7.2);
- Retrieving timetables (7.3);
- Retrieving announcements regarding education (7.4).

7.1 Retrieving course information

1. Go to <http://mycampus.utwente.nl/>
2. Click **Login** at the bottom of the menu on the left and log in with your ICT account
3. Click **Webapplications** and then click **VIST-Course Information**.
4. Fill out one or more search criteria.
5. Click **Continue >>**.

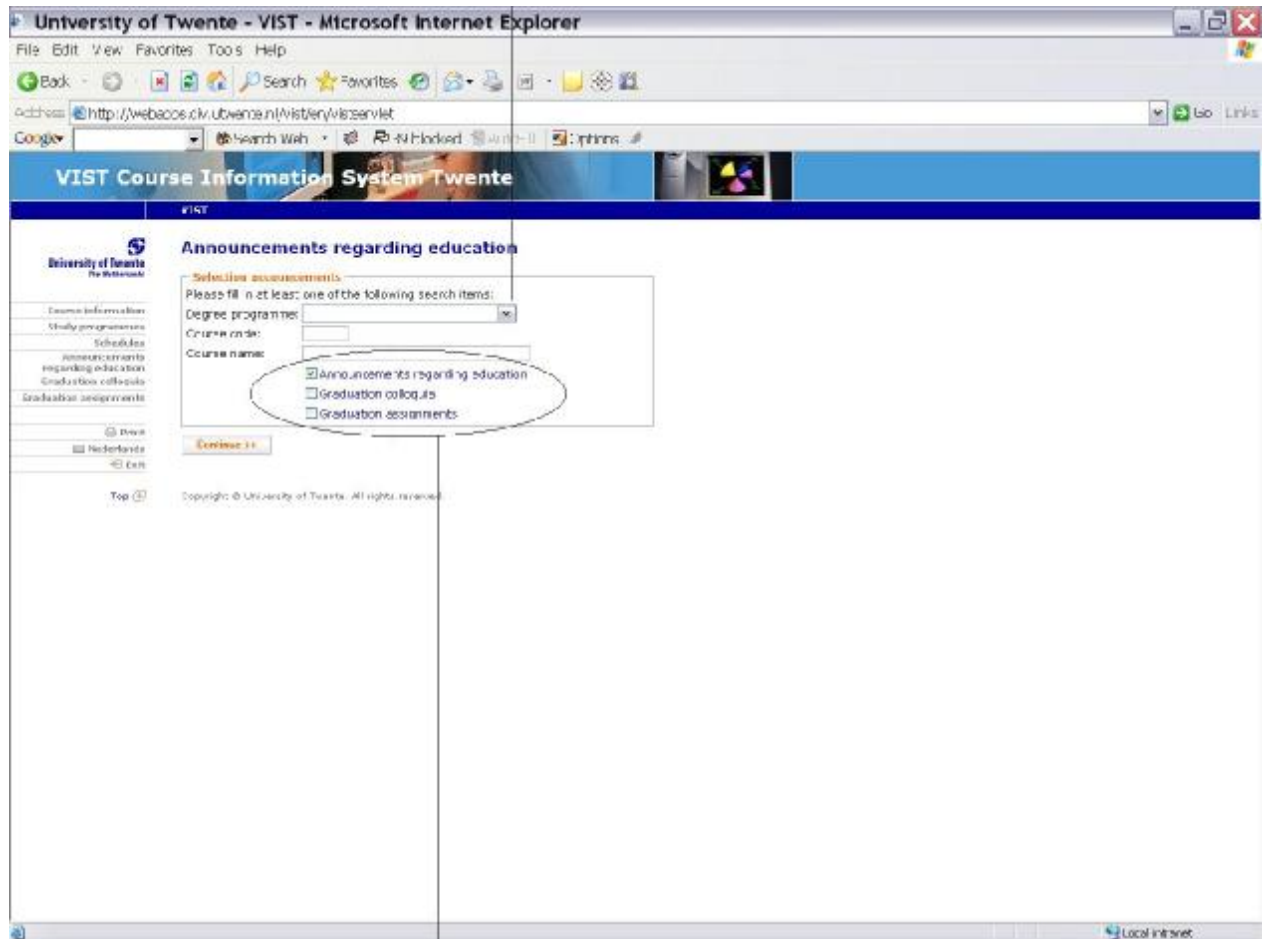
Tip: You can also search by (parts of) course code or course name.

You will now see a list with one or more subjects that meet your search criteria. Click a subject to see the course information regarding the relevant course.

7.4 Retrieving announcements regarding education.

The announcements regarding education often contain changes relating to lectures and lecture halls or course materials to be purchased. It is therefore important to consult this on a regular basis and especially prior to the start of the lecture.

1. Go to **Announcements regarding education** in the menu on the left.
2. Fill out one or more search criteria.



The screenshot shows a Microsoft Internet Explorer browser window displaying the VIST Course Information System Twente website. The page title is "VIST Course Information System Twente". The main content area is titled "Announcements regarding education". Below this title, there is a section for "Selection announcements" with the instruction "Please fill in at least one of the following search items:". There are three input fields: "Degree programmes", "Course code", and "Course names". Below these fields, there are three checkboxes: "Announcements regarding education" (which is checked), "Graduation colloquia", and "Graduation assignments". A "Continue >>" button is located below the checkboxes. The left sidebar contains a navigation menu with items like "Course information", "Study programmes", "Schedules", "Announcements regarding education", "Graduation colloquia", and "Graduation assignments". The footer of the page includes "Copyright © University of Twente. All rights reserved."

3. Be sure to put an x in the box next to the announcements regarding education.
4. Click **Continue >>**.
5. Click the announcement you wish to consult.

8 Setting up WLAN

With a notebook and a wireless network adapter you can quickly start working at the UT. In this chapter you will find 2 manuals (Windows Vista and Windows XP) for setting up WLAN at the UT Campus.

WLAN using the SecureW2 Client in Windows XP

- First of all, you need local administrator rights.
If you do not have them, please contact your system administrator.
- Download "SecureW2 EapSuite 2.0.2 for Windows" from:
http://www.utwente.nl/icts/en/studenten/eerstejaars/start/notebook/wlan/securew2/nieuw/SecureW2_EAP_Suite_204_GA.zip and select "save" to save the file.
- Then extract the relevant file (double-click on the file and select "Extract all files", "next", "next", "finish")
- Double-click on: "SecureW2_EAP_Suite_202.exe", select NEXT, I AGREE, Install (only check TTLS) and select reboot now.

Setting up for using SecureW2:

- If you are using Intel ProSet Wireless, you should first switch to the option: "Use Windows to manage Wi-Fi"

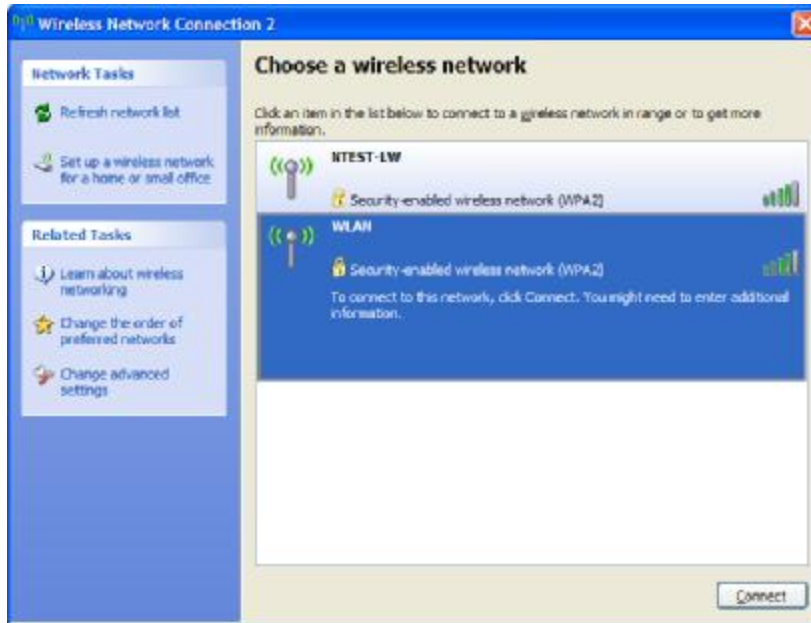


Click on "Yes" to accept the switch-over.

- With the right-hand mouse button, click on the wireless icon and select "View Available Wireless Networks".



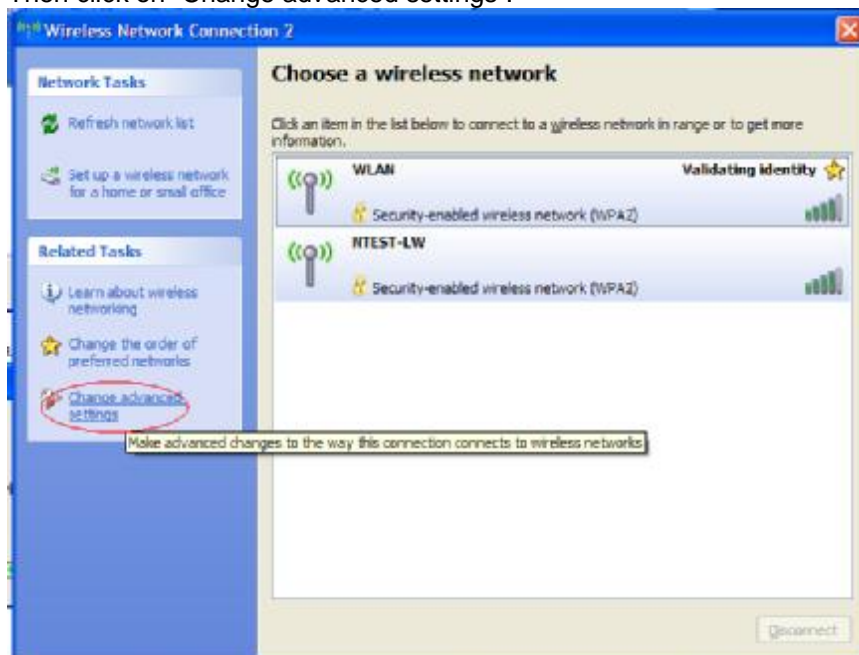
- Double-click on the SSID called WLAN:



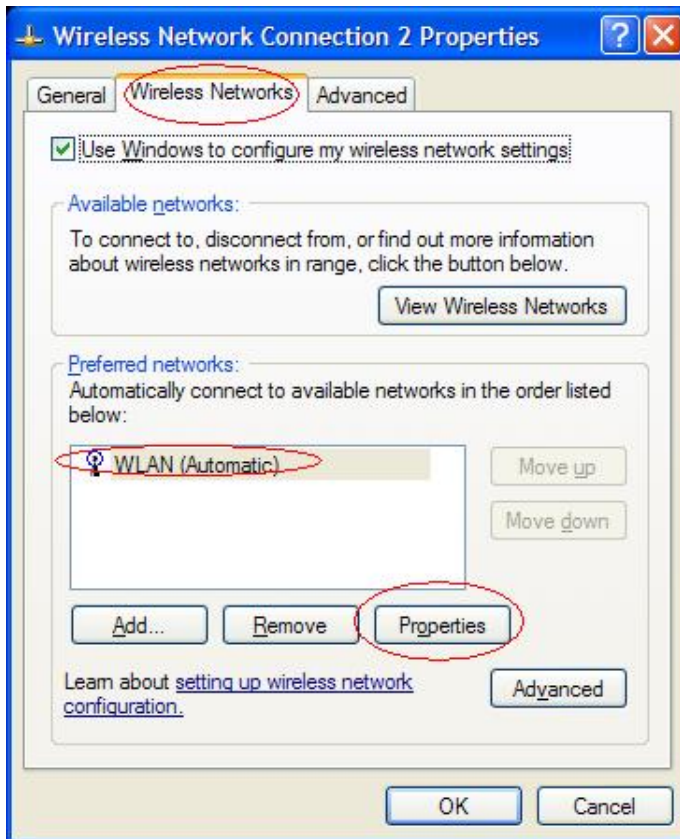
You will get the following screen, which disappears after a few seconds:



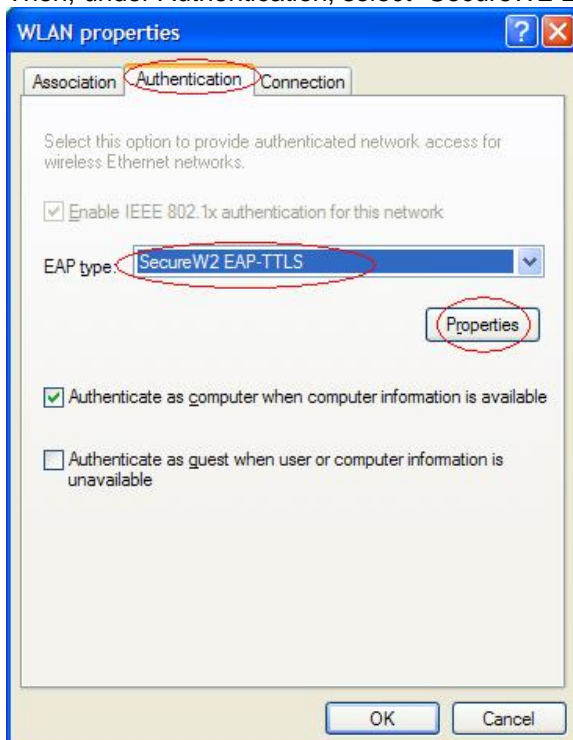
- Then click on “Change advanced settings”.



- Then click on the tab page “Wireless Networks”, select “WLAN (Automatic)” and click on “Properties”.



- Then, under Authentication, select "SecureW2 EAP-TTLS" and click on "Properties".



- In SecureW2, click on "configure".
- On the tab page "Certificates" switch on the following:
"Verify server certificate"
and "Verify server name" with ".utwente.nl"

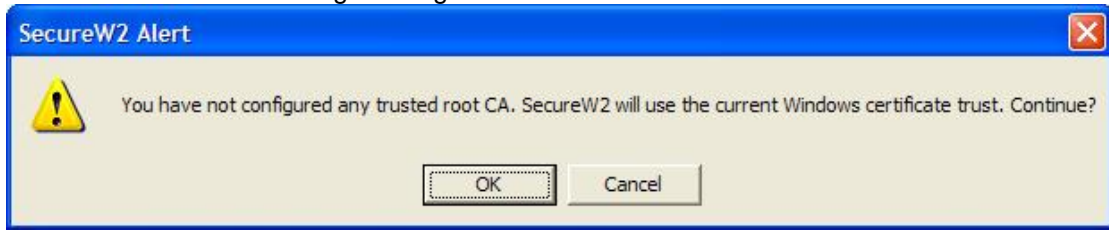


- Then click on the right-hand tab page "User account".
Fill in your ICT data here, e.g.,. s1234567 or m1234567



And then click on "OK".

You will receive the following message:



- Click again on "OK" here and then close all windows by again clicking on "OK".

Your WLAN connection will work after a few seconds.

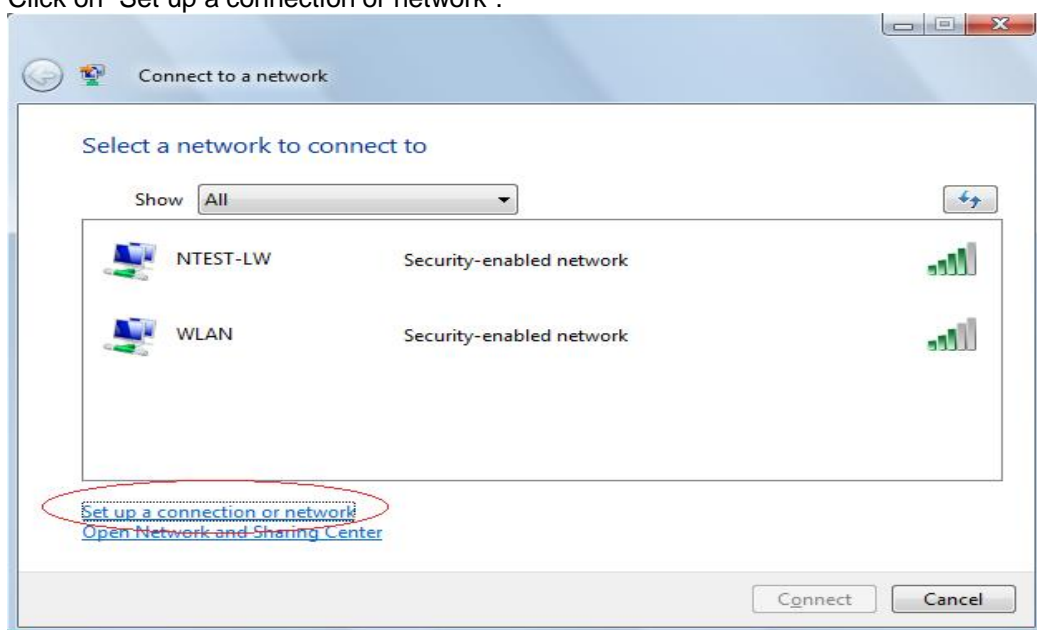
Remark: there is currently a problem with the pre-logon function of SecureW2 in combination with Active Directory. A solution will be found for this.

WLAN met de SecureW2 Client in Windows VISTA

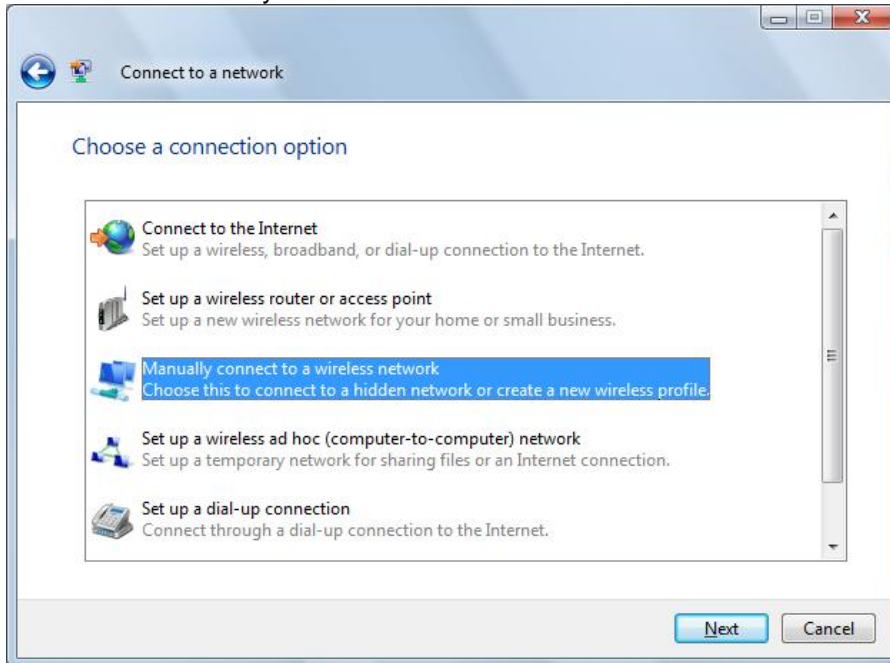
- First of all, you need local administrator rights.
If you do not have them, please contact your system administrator.
- Download "SecureW2 EapSuite 2.0.2 for Windows" from:
http://www.utwente.nl/icts/en/studenten/eerstejaars/start/notebook/wlan/securew2/nieuw/SecureW2_EAP_Suite_204_GA.zip and select "save" to save the file.
- Then extract the relevant file (double-click on the file and select "Extract all files", "next", "next", "finish")
- Double-click on: "SecureW2_EAP_Suite_202.exe", select NEXT, I AGREE, Install (only check TTLS) and select reboot now.

Setting up for using SecureW2:

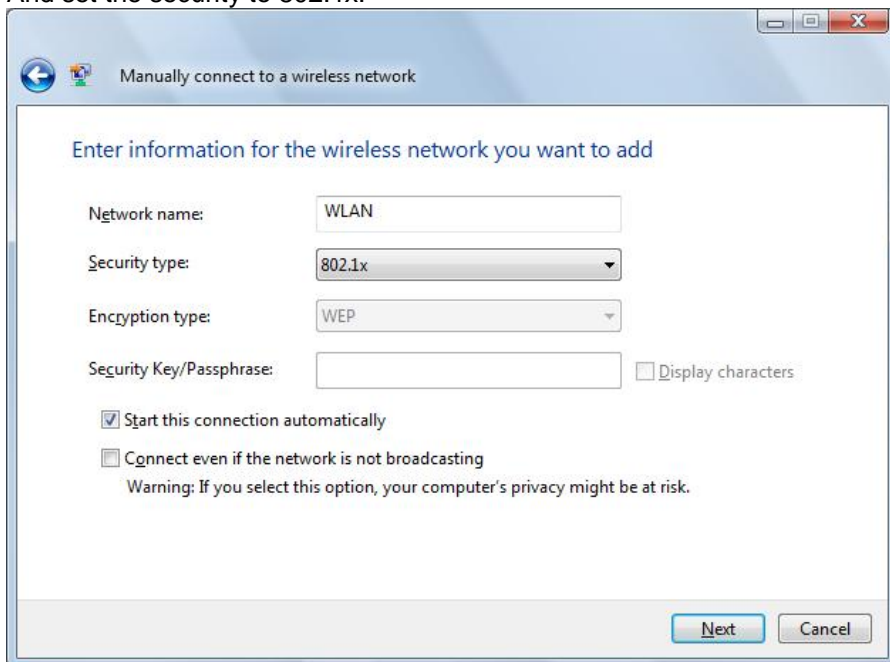
- Click on Start with the mouse button and select "Connect to".
- Click on "Set up a connection or network".



- Then select: "Manually connect to a wireless network"

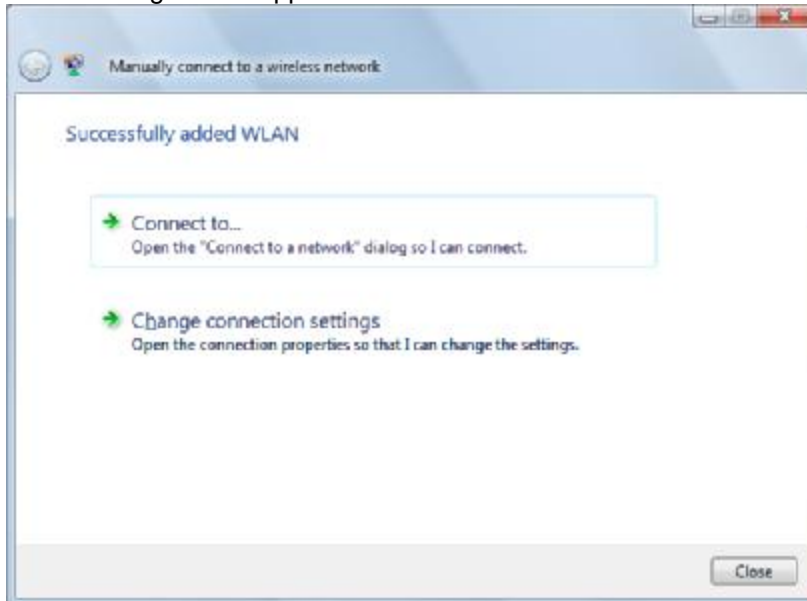


- For the SSID give the following: WLAN (in capital letters)
And set the security to 802.1x.



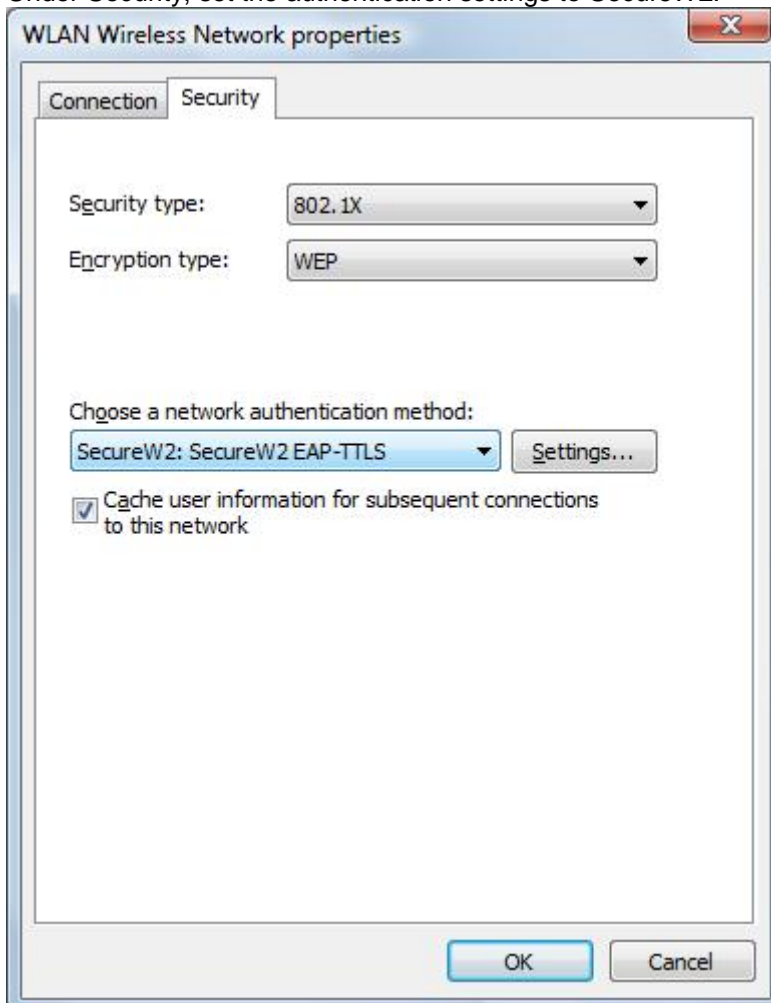
Then click on "Next".

- The following screen appears:



Select here "Change connection settings".

Under Security, set the authentication settings to SecureW2.



Click on "Settings', `Continue` to open the next screen as an Administrator.



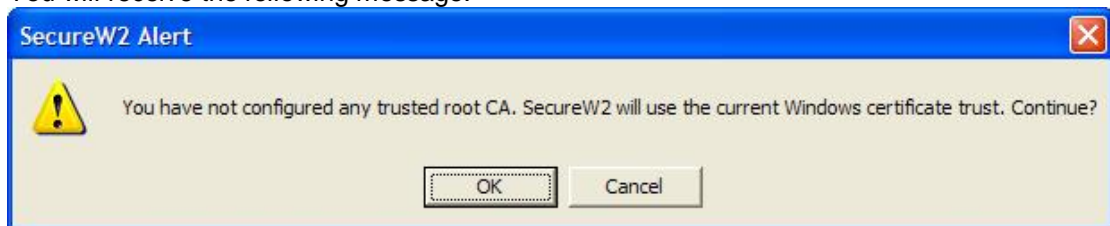
- In SecureW2, click on “configure”.
- On the tab page “Certificates” switch on the following:
“Verify server certificate”
and “Verify server name” with “.utwente.nl”



- Then click on the right-hand tab page “User account”.
Fill in your ICT data, e.g. s1234567 or m1234567



And then click on "OK".
You will receive the following message:



- Click on "OK" here again and then close all screens by again clicking "OK".

Your WLAN connection will work after a few seconds.

Remark: there is currently a problem with the pre-logon function of SecureW2 in combination with Active Directory. A solution will be found for this.

9. Searching for Information

Many of the books and journals you are looking for can be found in the University Library (Dutch: Universiteitsbibliotheek or UB), by using the UB catalogue on the website of the library www.utwente.nl/ub.

The catalogue can be found in the upper left corner of the Home Page. You can search here for:

- Title or author(s) of the book
- Search for books within a specific subject using the “key-word” function (only in Dutch!)
- Search on journal title / database title

If you are not satisfied with the results of your queries you can consult other catalogues and literature databases. The website of the university library contains links to various kind of databases in the Netherlands and abroad in the section “Searching Information”. By this you have access to a huge amount of information.

9.1 Searching Information

Frequently used databases


This link offers you access to a number of databases. We discuss the three most important ones (PiCarta, Web of Science and Scopus) below.

PiCarta


PiCarta provides:

- simultaneously search various databases and catalogues in the Netherlands;
- a service to be kept informed on new publications through email (SDI).

Web of Science

Web of Science among others covers the Science Citation Index (SCI), the Social Sciences Citation Index (SSCI) and the Arts & Humanities Index (AHI). Next to the search results the  button appears, which provides a link to the full text. That is, if the UB has an electrical subscription to the corresponding journal.

Scopus

Scopus is the world’s largest abstract and indexing database covering over 14,000 peer-reviewed journal titles. Scopus also offers the option of “cited reference search”. Again, use the  button to link to the full text.

Find databases for searching

Here you can find all databases which are provided by the UB.

Find e-journal

Here you can locate and search in all full text electronic journals available at the University Library (approx. 15.000).

Quick search/ Combisearch

With quick search you can search simultaneously in a number of recommended databases in a predefined group of disciplines (e.g. social or technical sciences). Combisearch enables you to select and search a number of databases simultaneously.

Dictionaries

Van Dale dictionaries and Oxford Advanced Learner’s Compass are available on the website. There is a network version and an installed version, http://www.utwente.nl/ub/search_info/newspapers/

9.2 Internet

Yet another way of looking up information is by making use of search engines on the Internet. Of course it is possible to use general search engines like for example Google. However, there are also search engines which have been developed focusing on finding only *scientific* and *scholarly* information: We mention here Google Scholar <http://www.scholar.google.com/> and Scirus <http://www.scirus.com/>.

With the help of both search engines you will easily locate high-quality scientific information from the Web, by illuminating only those sites and journal databases with scientific content.

9.3 More sophisticated search methods

When searching, the possibility exists to manipulate search terms by means of truncation and by combining search terms using Boolean operators.

Truncation is used in those cases when it's not exactly known how endings of words are spelled, or when larger set results are preferred (e.g. Chin? results in a set containing China as well as Chinese). A question mark [?] is often put at the end of the used term, but an asterisk [*], a dot [.] or a plus sign [+] are also often used.

Using Boolean operators is another way of getting better search results. The most common operators -- AND and OR -- combine search terms to narrow or broaden your search. The NOT operator can be used to exclude records containing certain words or phrases from your search.

For all questions on scientific information services you can contact the information desk of the University Library:

InfoUB

Email: InfoUB@utwente.nl

Tel: (053 489)2777

Or fill in the form on the website <http://www.utwente.nl/ub/help/librarian/>

10. Notebook Service Centre

Since a few years the Notebook Service Centre (NSC, part of the ICT Service Centre) presents students and staff with a special notebook offer at the beginning of each academic year.

The run-up to this offer has always been a careful and extensive trajectory. First the 'recognized brands' are approached and asked to make an offer and, after an initial selection round, to provide samples of their notebooks for testing. The NSC then tests the notebooks on various aspects (performance, battery life, specifications, durability etc.) and reports the results to representatives of student unions and faculties, after which they make a combined choice as to which company will be allowed to present their offer at the UT.

The notebook offer

For the academic year 2008-2009 HP's notebook offers are by far the most competitive ones. Students and staff will have a choice of 2 models, a 'Budget Model' and a 'High-end Model'. The High-end model has been specially tailored to the needs of a student with a technical programme.

Every student or staff member of the University of Twente can order one of these notebooks. Details can be found on the website of the NSC: <http://www.utwente.nl/icts/en/nsc>. Via this website you can also order the notebook.

Support services

Besides these competitive prices, rest assured that with ICTS/NSC you will receive the best possible technical support. If you have hardware problems, NSC will immediately provide you with an identical laptop while yours is being repaired. Your own hard disk will temporarily be placed in the loan model. In virtually all cases your notebook will be fixed within a week and ready to be picked up at the NSC desk.

The NSC desk is also the place to go when you have software problems, optimally assuring you of a notebook that works properly and of fast help if any problems arise.

Contact information

Postal address:

P.O. Box 217, 7500 AE Enschede

Secretariat:

(053 489) 2332, (053 489) 2383 (fax)

Email: secretariaat@icts.utwente.nl

Location: Spiegel

ICTS Servicedesk:

(053 489) 5577

Opening times

Mon to Fri, inclusive: 08:30 am – 5 pm

Email: icts.servicedesk@utwente.nl

Location: Horst W122

SNT Helpdesk:

(053 489) 3266

Opening times

Mon to Fri, inclusive: 10 am - 5 pm

Email: helpdesk@snt.utwente.nl

Location: Horst W130 (next to the ICTS Servicedesk)

Notebook Service Centre

(053 489) 5533

Openingstijden:

Ma t/m vrij: 8 am – 5 pm

E-mail: icts.nsc@utwente.nl

Locatie: Horst W130 (next to the ICTS Servicedesk)

Central Library (also for use of the PC room):

(053 489) 2777

Opening times

Mon to Fri, inclusive: 8 am - 10 pm

Saturday: 11:30 am - 4:30 pm (only for studying purposes)

Sunday: 11:30 am - 4:30 pm (only for studying purposes during examination periods)

Email: InfoUB@itbe.utwente.nl

Location: Vrijhof

This manual describes the use of the applications in general terms. It is possible that various procedures apply for certain applications. The information in this manual is applicable to the versions of the applications available in August 2009. If you should have any suggestions for improvements to this manual, please contact us.