



Ciências ULisboa

Faculdade
de Ciências
da Universidade
de Lisboa

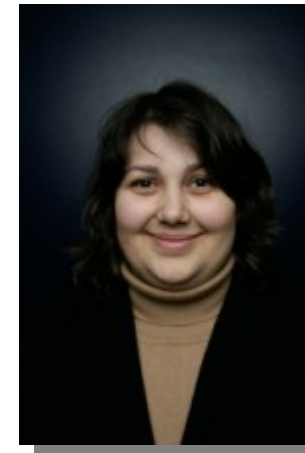
IT Support

DSI: Direção de Serviços Informáticos

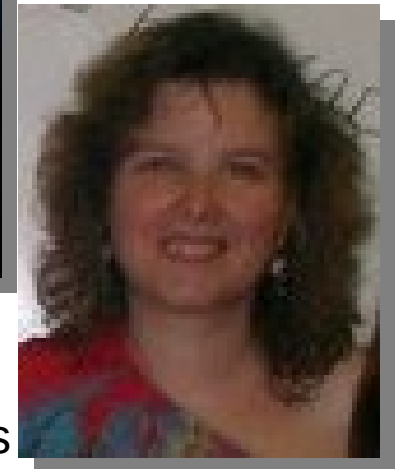
Contacts:

- E-mail (preferred): suporte@ciencias.ulisboa.pt
- Face-to-face support: Room 1.2.10
- Internal phone: 521248
- Landline: +351 217500067
- Website: <https://ciencias.ulisboa.pt/pt/dsi>

Service Director:
Susana Pereira



User Support Director:
Cláudia Aldeias



Login and e-mail

One login

hamiranda@fc.ul.pt

fc<number>@alunos.fc.ul.pt
(for students)

Several e-mail addresses

hamiranda@ciencias.ulisboa.pt

hamiranda@fc.ul.pt

(incl. alias)

whatever@ciencias.ulisboa.pt

<https://webmail.ciencias.ulisboa.pt>

Thunderbird
Outlook
...

Ciências e-mail address for
Ciências related issues
(and vice-versa)

whatever@gmail.com
(beware of GDPR)

One mailbox

Primary

Archive

Login



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Sistema de Autenticação

Utilize o Cartão de Cidadão ou Chave Móvel Digital.



Introduza as suas credenciais

Email:

Palavra-chave:



ENTRAR

[Recuperar palavra-chave](#) | [Criar conta](#)

Por questões de segurança, por favor [termine a sessão](#) e feche o seu browser quando terminar de aceder a páginas que necessitam de autenticação!

Password recovery +
Account creation

- Autenticação.gov (*chave móvel digital*) preferred over login/password
- **Make sure to activate it** (at support desk)
- Also available for non-Portuguese citizens

Your Personal Webpage

<https://ciencias.ulisboa.pt/perfil/yourlogin>

e.g: <https://ciencias.ulisboa.pt/perfil/hamiranda>

Content defined in:

- **Census:** Contact information, photo, scientific profile
- **Biblios:** Publication record

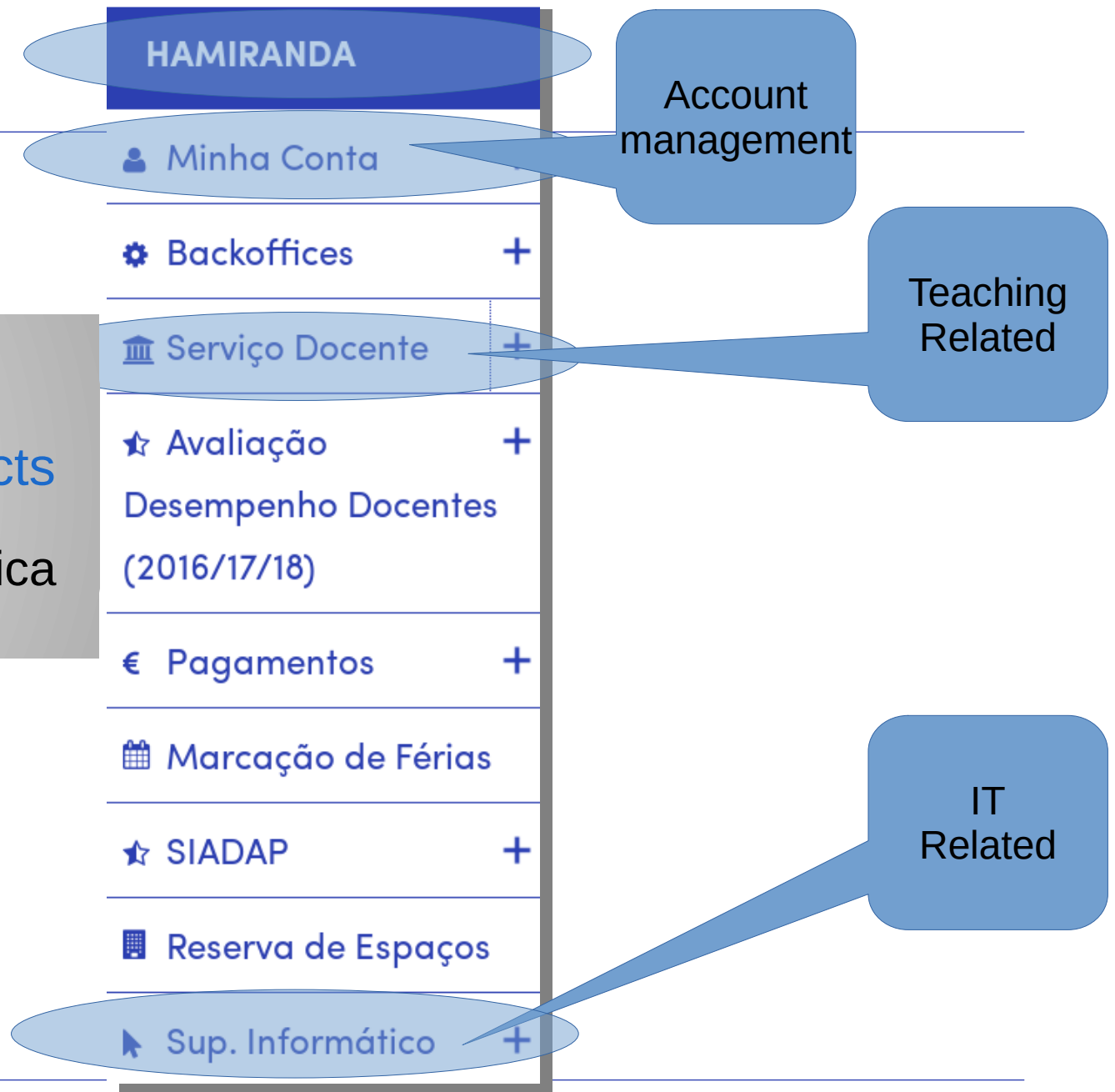
The Portal

<https://ciencias.ulisboa.pt>

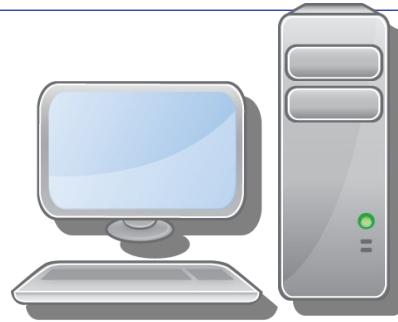
IT

General Information, How-Tos, Contacts

Viver Ciências → Recursos → Informática



Your Desktop Computer (1/2)



Freedom

OR
(your choice)

Simplicity

You're the manager

- Any Operating System
- Independent login
- Limited DSI support

DSI manages

- Windows only
- FCUL login
- DSI Support
- DSI Policies

Work Environment (2/2)



- Wall sockets disabled by default
- When active, can be used only by specific computers



- SSID: **eduroam**
- Available on every European university (and more)
- FCUL login



- Access to sensitive services
- Remote access to desktops
- Wake-on-LAN
 - Turn on your desktop from Ciências portal

Services (1/4)

Software

- Microsoft
 - Free software and licenses (e.g. Windows)
 - Some conditions apply
- Some software for teaching
 - Check licensing conditions

Storage Space

- Windows Remote Folders
 - Personal
 - Shared (Groups)
 - Accessible using VPN
- [Cirrus](#)
 - Web access
 - Shareable by link
 - Hosted in Ciências
- [Office.com](#)
 - Web access (with Ciências login)
 - Shareable by link
 - Includes MS web applications

Personal computers are not backed up.

Printing / Scanning

A single printer shows up on computer

- 1) Go to any printer in campus
- 2) Present your FCUL card
- 3) Choose documents to print / scan documents

Massive printing (Paper exams)

- Talk with your Núcleo

Cooperation

- **Webmail/outlook**
 - E-mail
 - Calendars (possibly shared)
 - Contact list (for all ULisboa, including students => don't insert your mobile phone)
- **Cirrus**
- **Shared Windows folders**
- **Documenta**
 - Document management
 - Requires VPN

Services (3/4)

Phones (VoIP)

- Room wired phones
- **52ABCC (e.g. 525407)**
 - 52: Ciências Prefix
 - ABCC: Room (A.B.CC)

- Personal numbers

Requested on Portal de Ciências

Can be forwarded to

- Room wired phones
- Mobile phones ([linphone free app](#))
- **72NNNN (e.g. 721000)**
 - 72: Ciências Personal Prefix
 - NNNN: User personal number

Unique phone network for all schools of ULisboa. Some schools have 5 digit numbers.

Services (4/4)

Human Resources

- <https://portalsap.ulisboa.pt>
- FCUL staff only
 - Payroll
 - Holidays
 - Personal data

Video-conference

- <https://videoconf-colibri.zoom.us>
- Uses FCUL login
- Unlimited conference time
- Up to 300 participants

Teaching

Fénix



Academic Services

- Summaries
- Student list
 - Mailing list
- Course web page
- Course syllabus
- Grades
- Lab Software requests
- Configuration of network lab
- Your CV for accreditation

Learning Management System

- Discussion and Announcement Forums
- Content repository
- Assignments
 - Delivery
 - Grading
 - Plagiarism detection
- Quiz
- Surveys

Use Fénix support tool for Fénix related problems

Academic Services

All Academic (official) activities are performed on **Fénix**

The screenshot displays the Fénix system interface for a Teacher (Docente). The top navigation bar includes the following tabs: Teacher (selected), Academic Administration, Treasury, Student, System Administration, qublT.solutions, Candidate, myFenix, and FC.applications. Below the navigation bar, there are links for Suporte and Garantia da Qualidade. The main content area shows the user's role as 'Teacher (Docente)' and the current page as 'Courses Taught'. A 'Select Period' dropdown menu is set to '1 Semestre 2023/2024'. Below this, a table lists the courses taught, with one entry visible: '525126 - Future Internet' with 'Students: 0' and a 'Manage' link. The interface also features a left sidebar with various navigation options and a top right language selector (PT / EN).

Teacher (Docente)

Courses Taught

Select Period: 1 Semestre 2023/2024

Semester/Year	Your courses list	Students	Manage this course
1 Semestre 2023/2024	525126 - Future Internet	0	Manage

Academic Services

All Academic (official) activities are performed on Fénix

- Summaries
 - Must be published after each class
 - No summary => no class
- Course web page
 - Syllabus, calendar, summaries (public)
 - Course content (public or private)
- Course syllabus (FUC)
 - Includes grading rules
 - Edited at the beginning of each semester for a brief period of time

Future Internet

Management

Initial Screen

Students

Evaluations /
Marksheets

Questions Pool

Contents

Communication

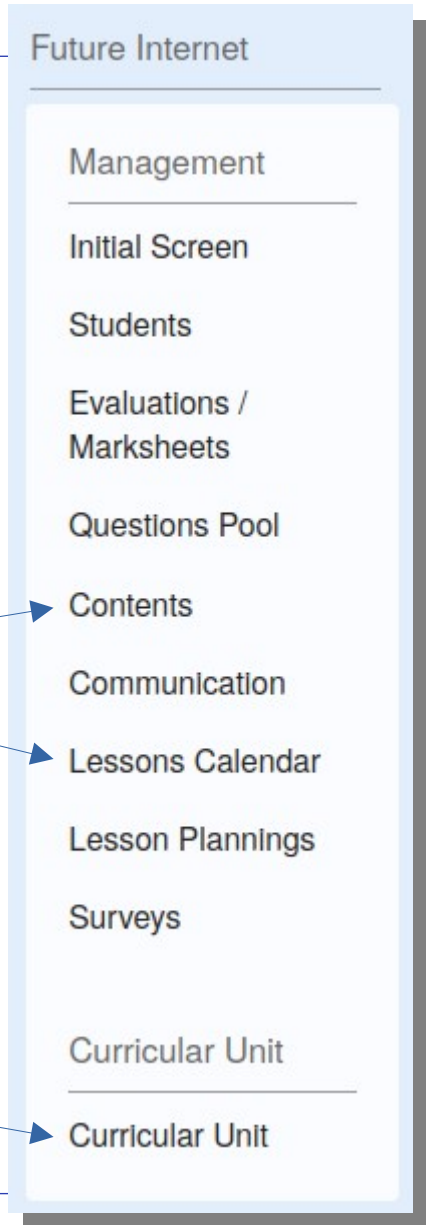
Lessons Calendar

Lesson Plannings

Surveys

Curricular Unit

Curricular Unit



Academic Services

All Academic (official) activities are performed on Fénix

- Your CV
 - Exclusively for certification of programmes
- Lab Software requests
 - Software needed for teaching activities
 - To be requested **before** the semester starts
- Configuration of network lab
 - Limitations imposed to computer labs for particular lessons / exams

Courses Dashboard

Teacher Record

Processes

Applications

Academic Works

Other Services

Grades publishing

Software Installation requests

Computer labs configuration

GDPR: General Data Protection Regulation vs Grades

Student grades (even midterm results) ARE personal data

Students are allowed to see

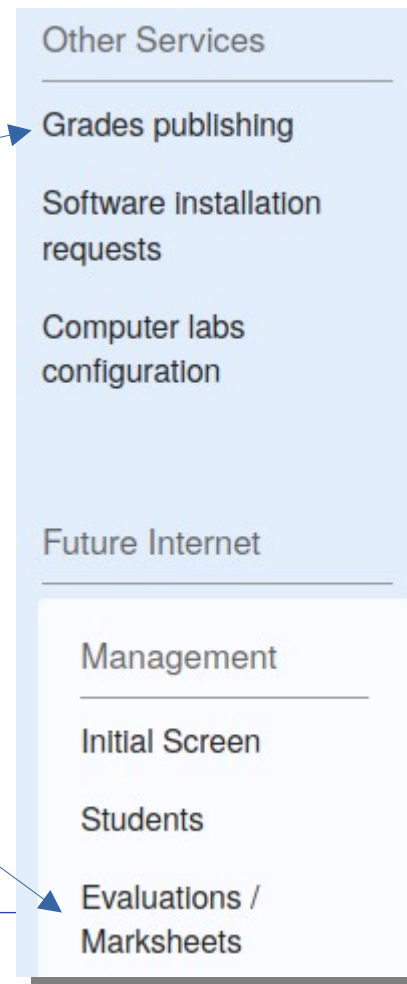
- Their grades
- Statistical indicators (average, rank,...)
- The grades of colleagues **if and only if:**
 - Colleagues give consent
 - Students explicitly request to see them providing a reasonable reason
- Others are never allowed to see the grades of some student
 - Except for obvious reasons (teacher, academic staff)

GDPR: General Data Protection Regulation

Student grades (even midterm results) ARE personal data

How To Publish Grades

- **Do**
 - Fenix “Divulgação de resultados”
 - Fenix “Lançamento de Pautas”
 - Moodle gradebook
- **Don't**
 - pdf, excel, ...
 - Password protected sites
 - Password protected pdfs or excel



A few more words about final grades

- Officially published under the name of “*Pautas*”
- Must be published ASAP after the exam
 - Students need to know if they failed or not so they can study and enroll for next attempt
- A pdf official document is produced with student names and grades. You cannot publish it anywhere
- By default, a “Pauta” cannot be changed once it is closed
- Only after the “Pauta” is closed the final grade becomes visible for students in Fénix
- Pautas cannot be used to publish midterm results. Use Divulgação de resultados or Moodle instead

Pedagogical Resources for Teaching

Fénix (vs?) Moodle

- Administrative actions **MUST BE** performed on **Fénix**
 - Summaries
 - Pautas
 - Course syllabus, etc.
- Course content and interaction **ARE EASIER/BETTER** on **Moodle**
 - Forum
 - Slides
 - Quizzes
 - Assignments
 - Exams

Plagiarism detection

Urkund

- Now called [ouriginal](#)
- Compares student submissions against a large database
- Teacher decides if similarities are (or not) a result of plagiarism

Submission to Urkund

- Moodle deliveries (optional)
- Using an email address for the teacher created at urkund
- Talk with soporte to create urkund account

Exams online

Why exams online?

Online (ok) ≠ Remote (forbidden)

- Environment friendly
- Secure
 - Students may be prevented from accessing the Internet
- Faster to grade
 - Can be graded in parallel by multiple teachers
 - Automatic grading
- Works better with small courses (≤ 24 students)
- Make sure that academic services (GOP) are aware so that a computer lab is reserved

- [How-Tos](#)
- [Tools to prevent fraud \(VPN required\)](#)

Teaching Resources



**Ciências
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de Lisboa

- Published every semester
- Track changes for fast reading

Ferramentas Informáticas de Apoio à Docência

Direção de Serviços Informáticos

Ano Letivo 2023/24

v. 202324s1.0

Este documento reúne informação sobre as ferramentas e procedimentos disponíveis para as atividades correntes de docência.

Resumo das alterações

Informação completa sobre as funcionalidades e utilização das existentes pode ser encontrada no [Manual de Utilizador do Portal do Docente](#)

Esta versão não sofreu qualquer alteração em relação à anterior.

IT Support to Research

- Conference management system
 - <https://descartes.rd.ciencias.ulisboa.pt>
 - Participants
 - Speakers
 - Billing
 - Programme
 - Badges
 - ...

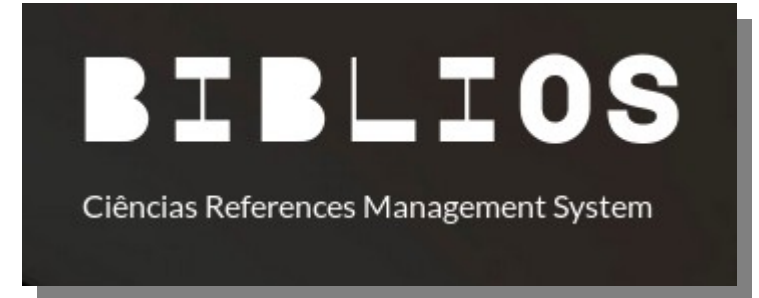


- Online library of knowledge
 - <https://b-on.pt>
 - Transparently available on campus for everyone
 - May require VPN elsewhere



Biblios

- Ciências References Management System
 - <https://biblios.ciencias.ulisboa.pt>
- Publicly available
 - Even for feeding R&D Units websites
- Associates each publication to
 - The Ciências member(s)
 - The Ciências research units
 - The Ciências departments
- Includes
 - Journal and conference papers
 - Master and PhD reports and thesis
 - Technical reports
 - ...

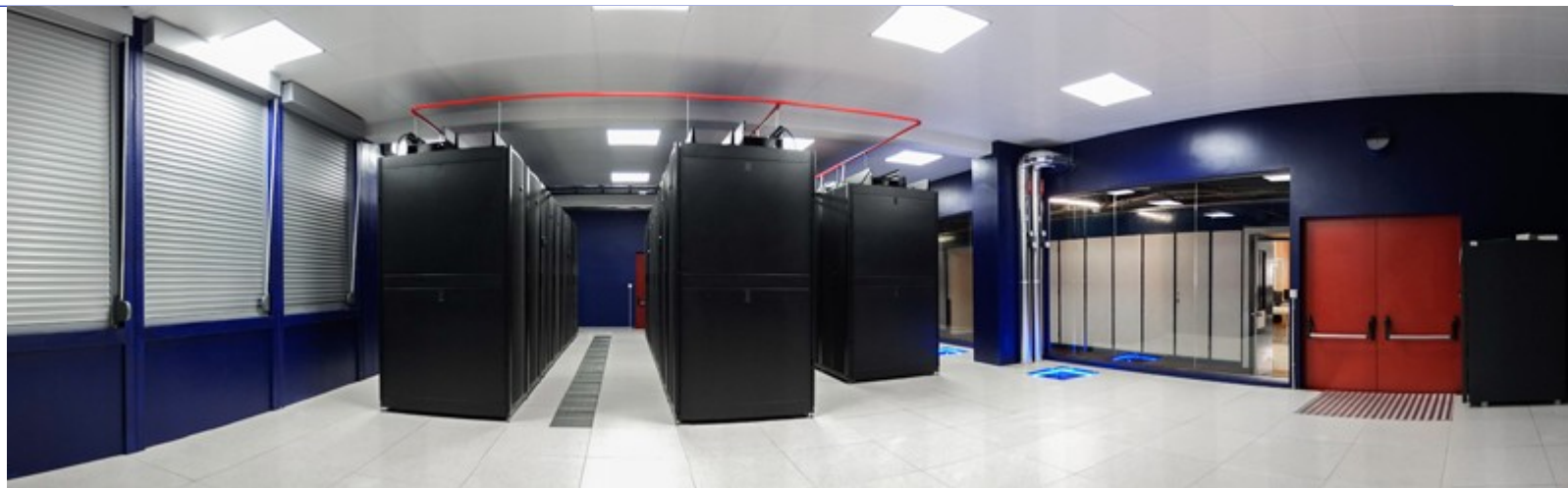


- Updated by researchers
- Designed to require minimal effort for adding papers
 - 1) Login
 - 2) Add new publication
 - 3) Enter DOI → Title, Authors, Journal, Pages, etc... automatically filled
 - 4) Go to the authors list and signal your name
 - 5) Select the department and research unit for this paper
 - 6) (Optional) In the authors list repeat 4 and 5 for your colleagues affiliated with Ciências
 - 7) On the Rankings click on “Import from ISSN/ESSN”
 - 8) Select the most suitable ranking source(s) and scientific subarea(s)
 - 9) Save

Research Support

Consulting/Support

- DNS
- Website hosting
- Advice on hardware acquisition



Housing

- 10Gbit/s link to the Internet
- Hardware **MUST BE** rack mountable

(No space available, for the moment)

Hardware Housing

Freedom

You're the manager

- Any OS
- "Untrusted"
- Independent login
- Limited DSI support
- Monitoring of basic indicators
 - Availability
 - CPU utilization
 - Memory

OR
(your choice)

Simplicity

DSI manages

- Linux or Windows
- "Trusted"
- FCUL login
- DSI Monitoring
- DSI Policies
- Software management

Physical access to the datacenter must be requested in advance

The End

Day to Day Requests/Support

suporte@ciencias.ulisboa.pt

Questions / Suggestions

Vice Dean for IT: Hugo Miranda
Head of DSI: Susana Pereira

hamiranda@ciencias.ulisboa.pt
sbpereira@ciencias.ulisboa.pt

**Thank You...
and Welcome**