**IT services for students 2021-2022**

**UPC user account**

- Students will be automatically signed up in UPC’s systems once enrollment is formalized.

- USERNAME: `name.surname` or `name.surname1.surname2`

- ACCESS CREDENTIALS:
  - New students: will receive the access codes at the e-mail address they provided in the enrollment form.
  - Rest of students: will have the same UPC account they formerly had.

- To get your username or change your password:
  - [https://identitatdigital.upc.edu/gcredencials](https://identitatdigital.upc.edu/gcredencials)

- Problems with your UPC account, contact ATIC by:
  - Phone: 93 401 62 13
  - e-mail: `atic@upcnet.es`
  - URL: [https://eatic.upc.edu/](https://eatic.upc.edu/)

**News and measures for the 2021-2022 academic year**

- Personal disk space (P:) quota increase to 25 GB.

- Mesures in force in the computer rooms:
  - The use of face masks is mandatory.
  - Each PC can only be used by one student at a time.
  - You must register your location in the computer rooms of the School using the Apparca system.
  - All rooms will be provided with sanitizing liquid sprays and paper towel dispensers so that students may clean and disinfect their workstation, keyboard and mouse.
  - All computer rooms will have a waste bin to dispose of the paper towels used to clean the stations.
  - You may use the teaching software in your own devices or at home by means of:
    - CaminsBROKER
    - CaminsDESKTOP

**Resources in the computer rooms**

- Teaching software: software needed for teaching activities and available at:
  - CaminsBROKER: remote access to computer rooms’ PCs (available in the evenings and on weekends). [https://portal.camins.upc.edu/caminsbroker](https://portal.camins.upc.edu/caminsbroker)
  - CaminsDESKTOP: remote access to a virtual desktop (available 24 hours a day). [https://caminstech.upc.edu/serveis/aulesinformatiques](https://caminstech.upc.edu/serveis/aulesinformatiques)

- Disk space (Unit P):
  - 25 GB for personal use at the school’s servers.
  - Attention! All files not saved in unit P: will be deleted automatically when the PC or remote desktop is restarted.

**CaminsAULES**

- Remote access to personal space (P:) via a web page. [https://caminsaules.upc.edu](https://caminsaules.upc.edu)

**IT services**

- **IT support**
  - Should you have any question or need support please contact CaminsTECH (IT services of the Camins UTO) through our attention channels:
    - Incident request (Suport UTGAC Intranet): [https://suport.utgac.upc.edu](https://suport.utgac.upc.edu)
    - E-mail: `serveistica.camins@upc.edu`
  - Phone: + 34 93 401 70 65
  - In person: Customer Service Center, B2 - 102, Campus Nord UPC

**More information**

- [https://caminstech.upc.edu/es/docencia/serveis](https://caminstech.upc.edu/es/docencia/serveis)
- [https://camins.upc.edu/es/servicios](https://camins.upc.edu/es/servicios)
- [https://camins.upc.edu/es/trabaja-en-remoto/estudiante](https://camins.upc.edu/es/trabaja-en-remoto/estudiante)

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**UPC EMAIL ADDRESS**

- [https://correu.upc.edu](https://correu.upc.edu)
  - Gmail address @estudiantat.upc.edu. Google Workspace for Education Plus tools.

**VIRTUAL CAMPUS**

- [https://atenea.upc.edu](https://atenea.upc.edu)
  - UPC virtual learning environment. Virtual classrooms of the subjects.

**E-SECRETARIA**

- [https://esecretaria.upc.edu](https://esecretaria.upc.edu)
  - Portal of services for UPC students. Check academic records, online request forms, etc.

**PORTAL CAMINS**

- [https://portal.camins.upc.edu](https://portal.camins.upc.edu)
  - Camins teaching and management intranet. Records, language certificates, internships, bachelor’s thesis, mobility, etc.

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**Access to IT services**

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