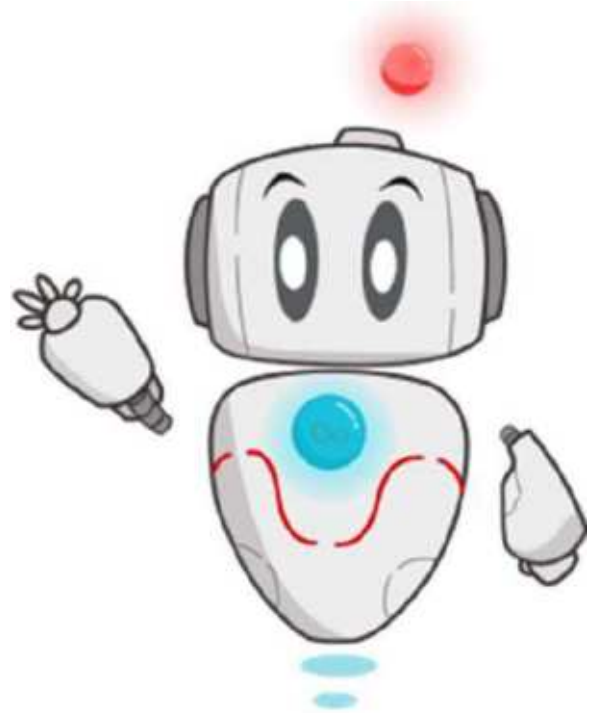
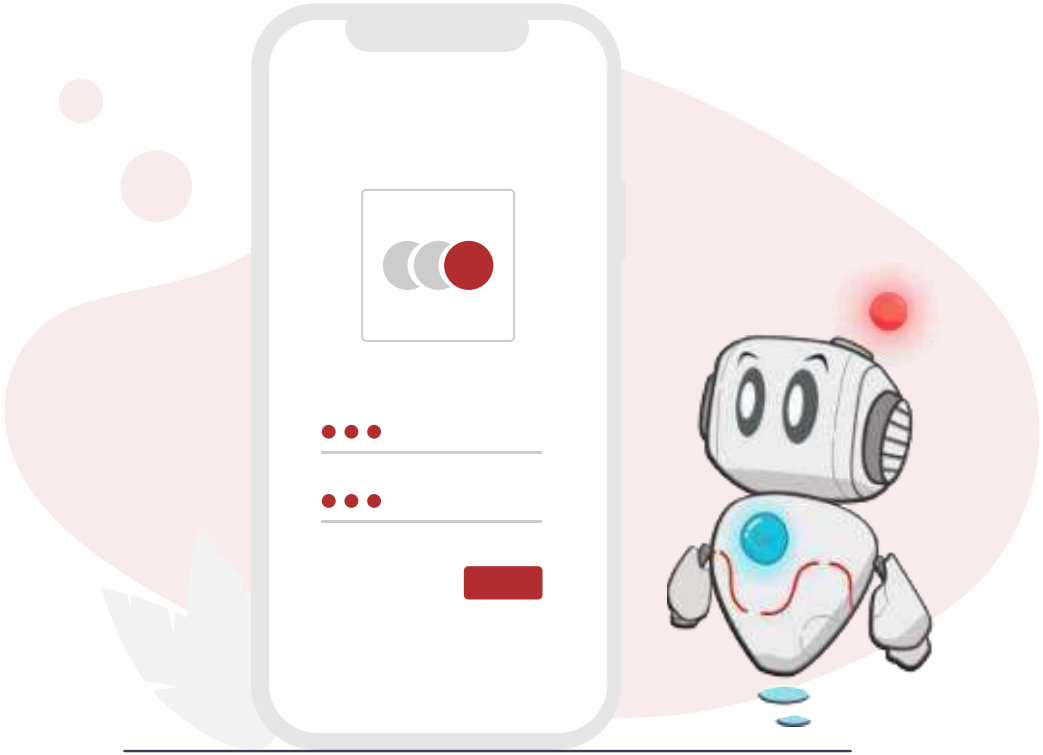
Telkom University

Direktorat Pusat Teknologi Informasi

IT Services and IT Service Desk Ticketing
Telkom University - September 2023
Directorate of Information Technology Center (PuTI)





SSO (Single Sign On)

An authentication system that allows users to access multiple applications using the same username and password

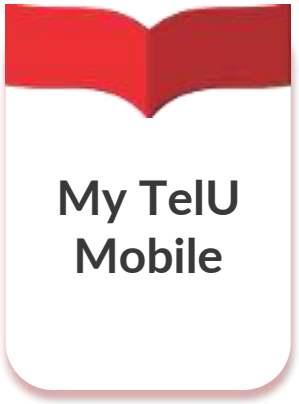
SSO

iGracias

Internet
Service

Microsoft
Service

Student
Blog


My TelU
Mobile

Tel-U Satu

iGracias

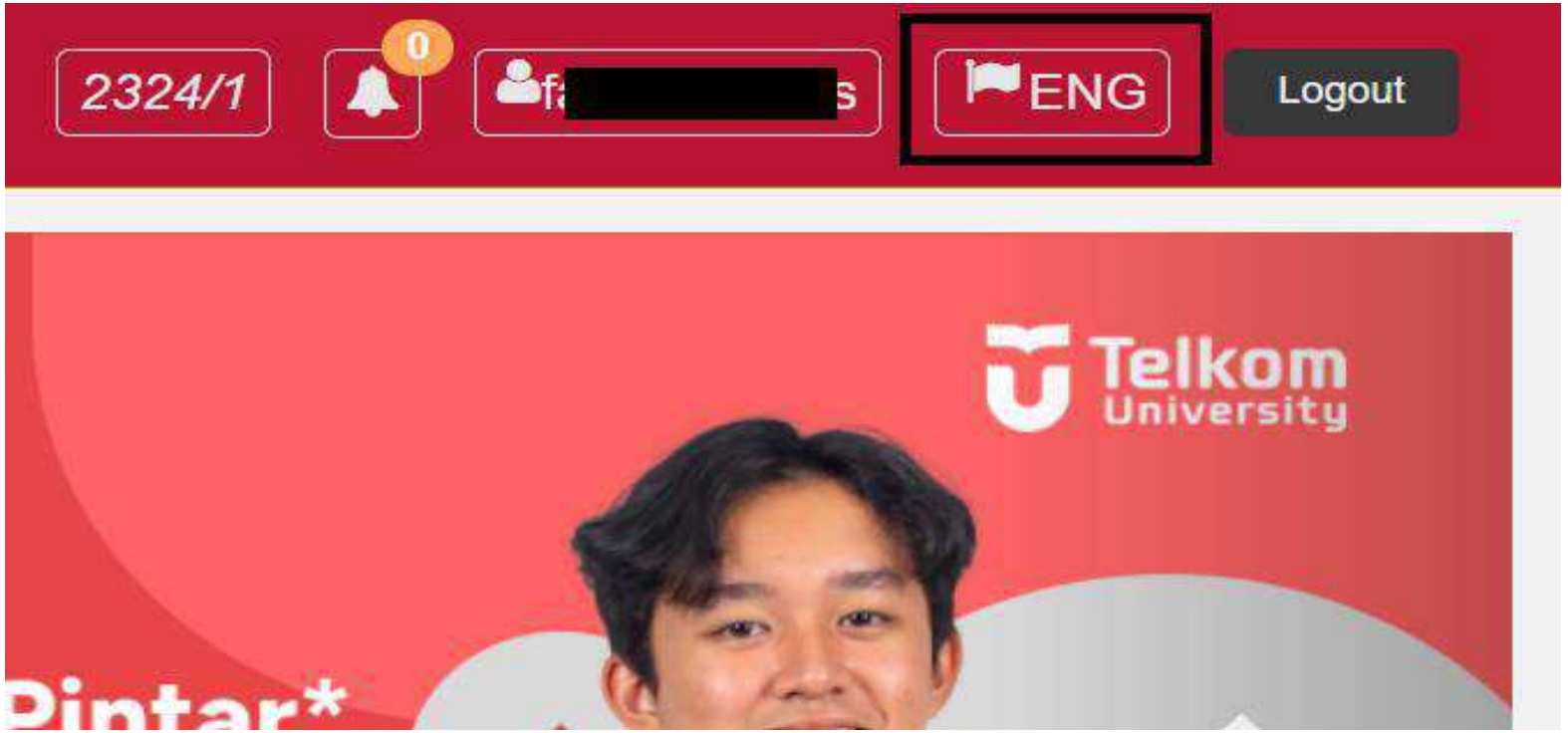
INTEGRATED ACADEMIC INFORMATION SYSTEM

Academic and non-academic portal to serve the needs of students and lecturers online

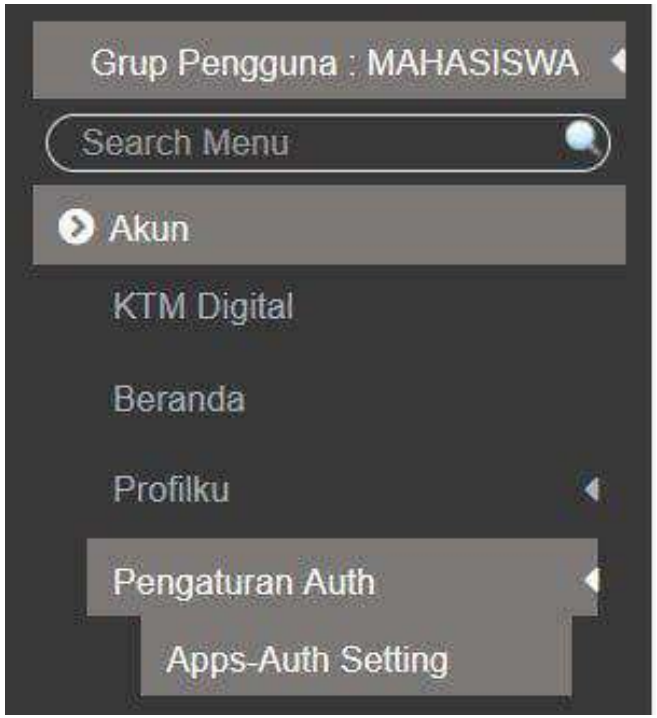
Access **igracias.telkomuniversity.ac.id** >> Select **Login**

Select **MAHASISWA** >> Enter SSO username and password >> **Login**

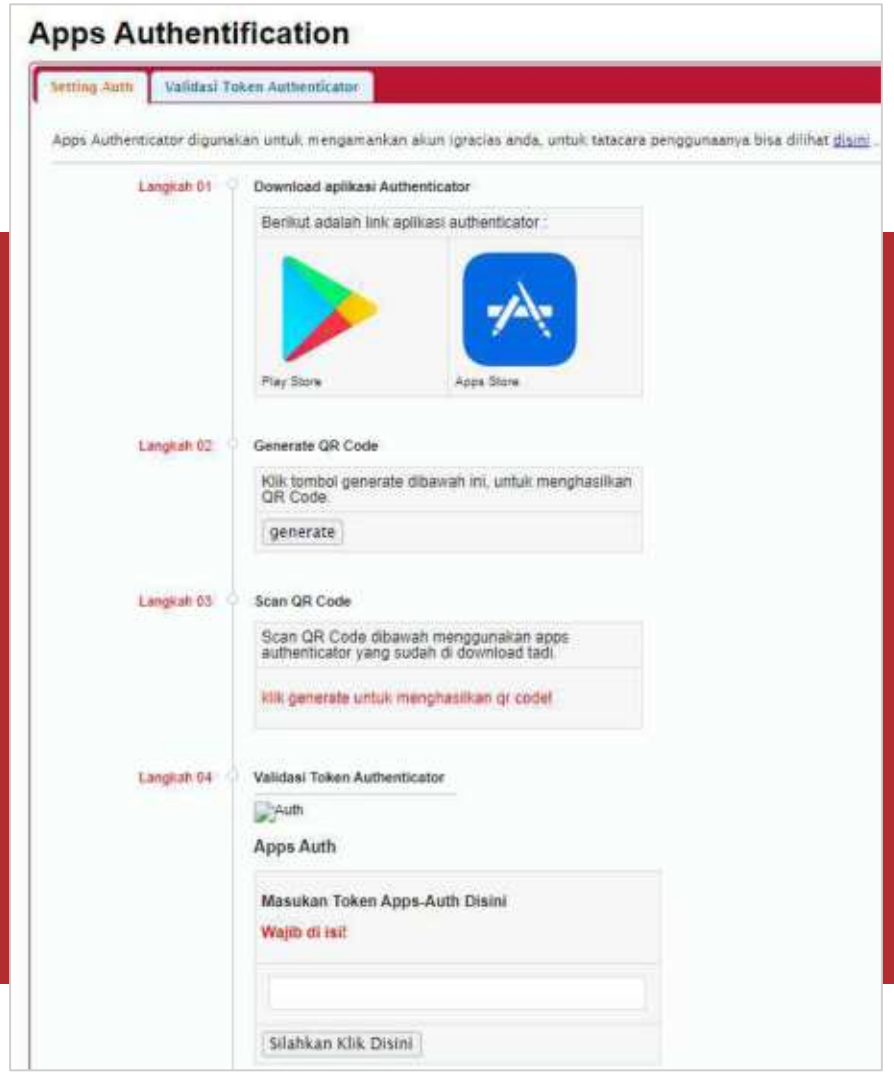
iGracias Home Page



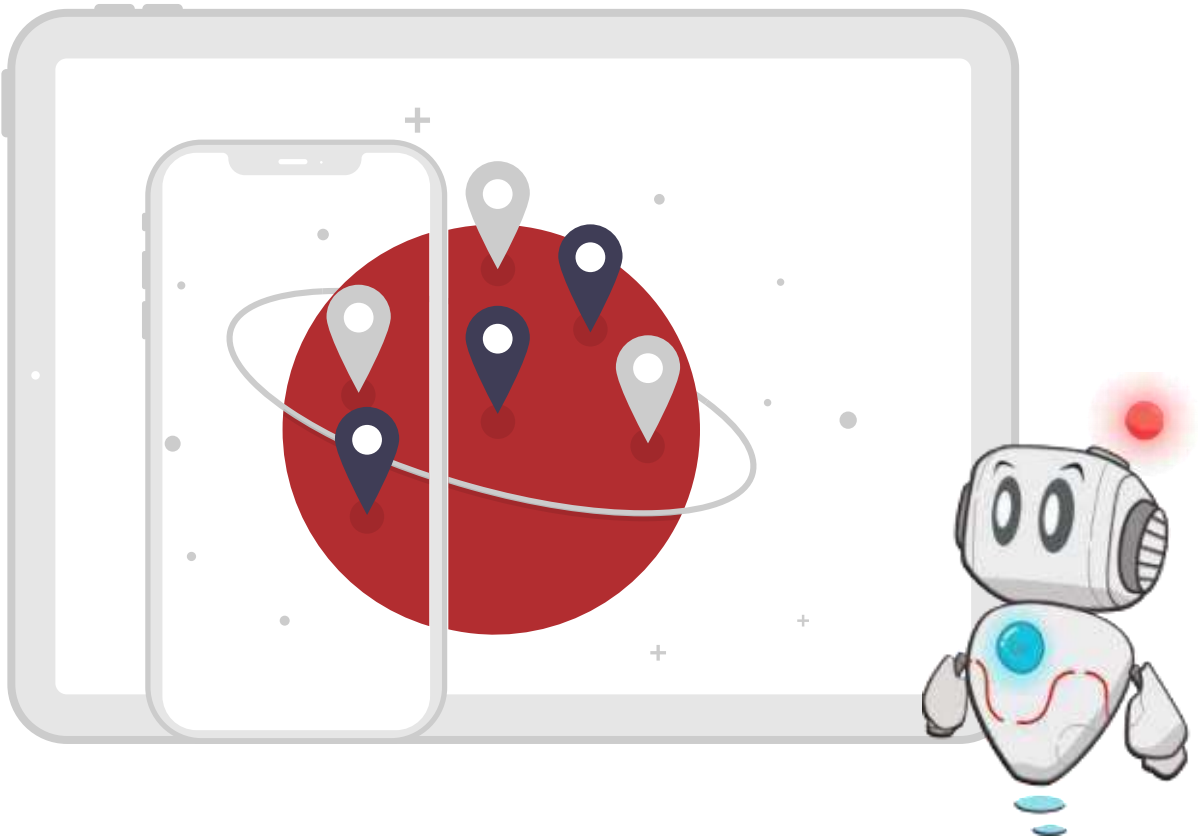
Select **ENG** in the top right corner to change iGracias language to English



Activate Multi-Factor Authentication (MFA) via
Account >> **Auth Two Step Settings** >> **Apps-Auth Setting**

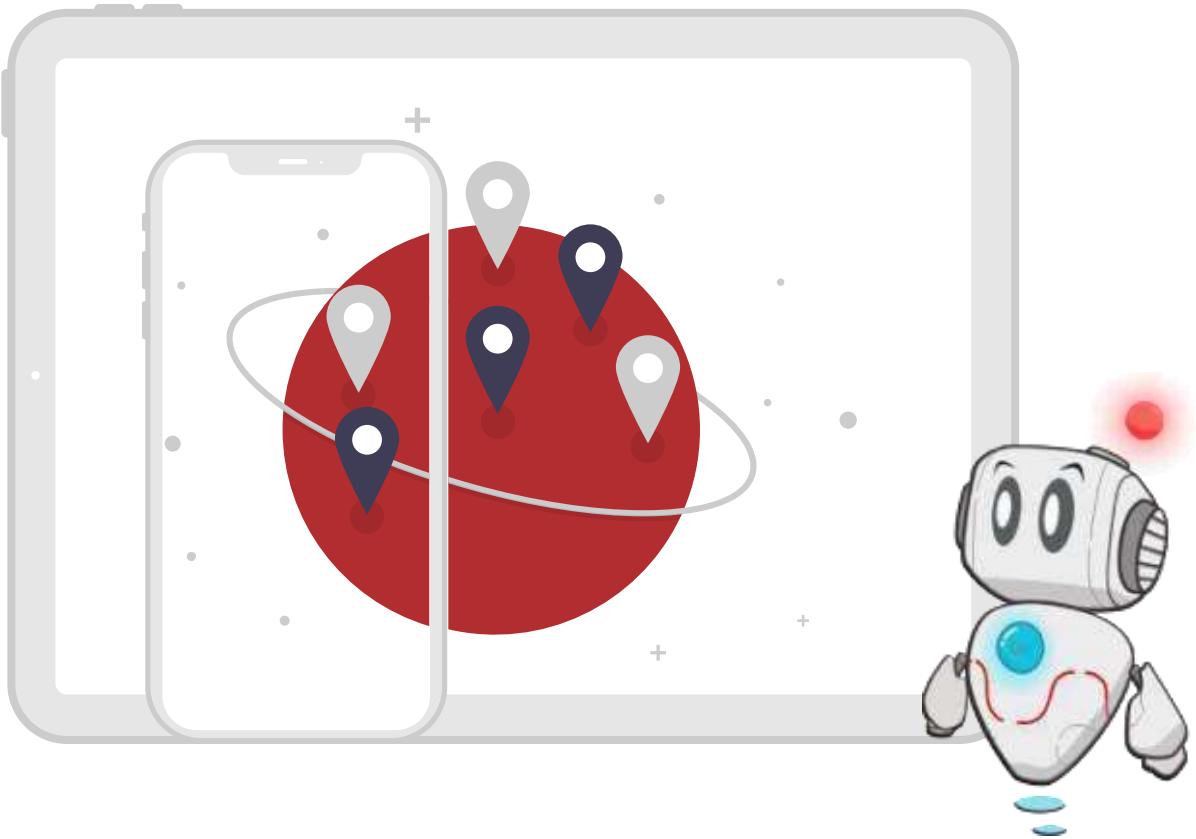


Download the **Google Authenticator** app on your smartphone and follow the on-screen instructions to completion



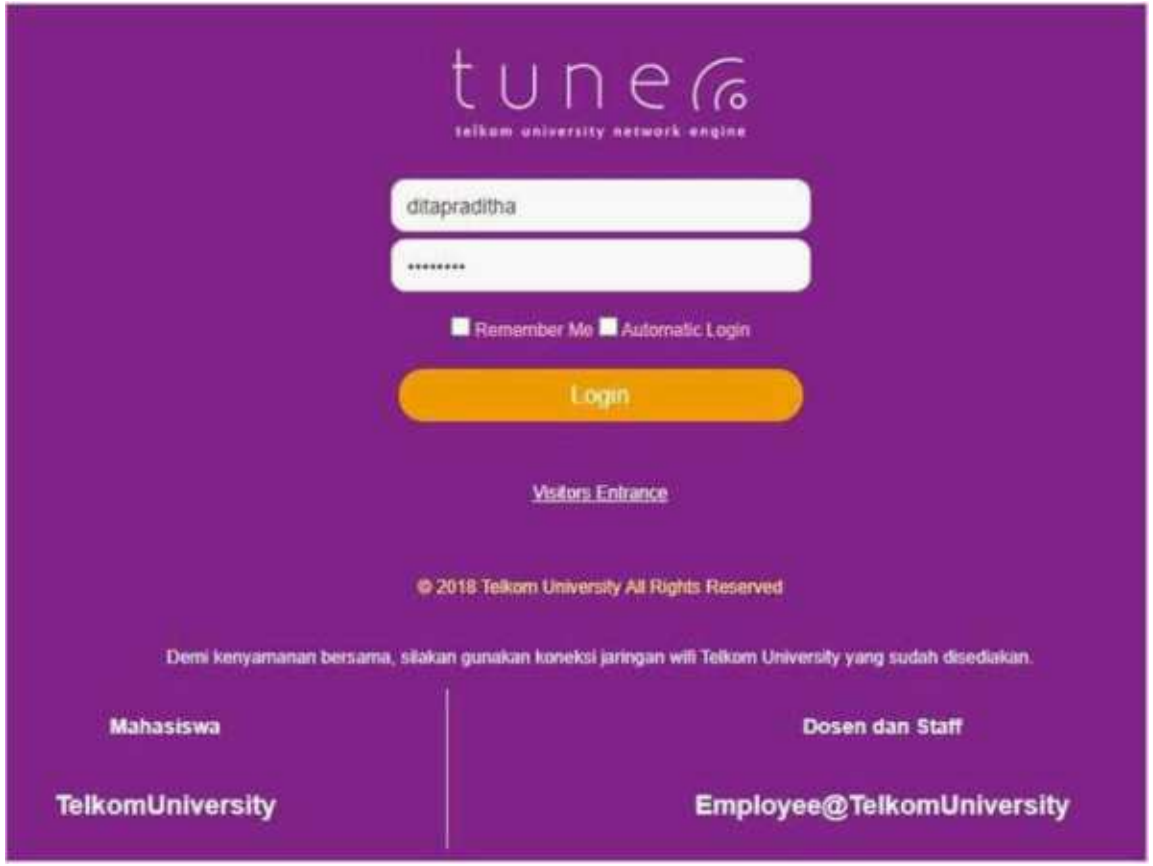
WiFi Services

Free internet facilities in Telkom University area



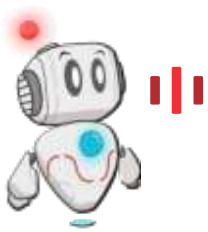
TUNE

Telkom University Network Engine

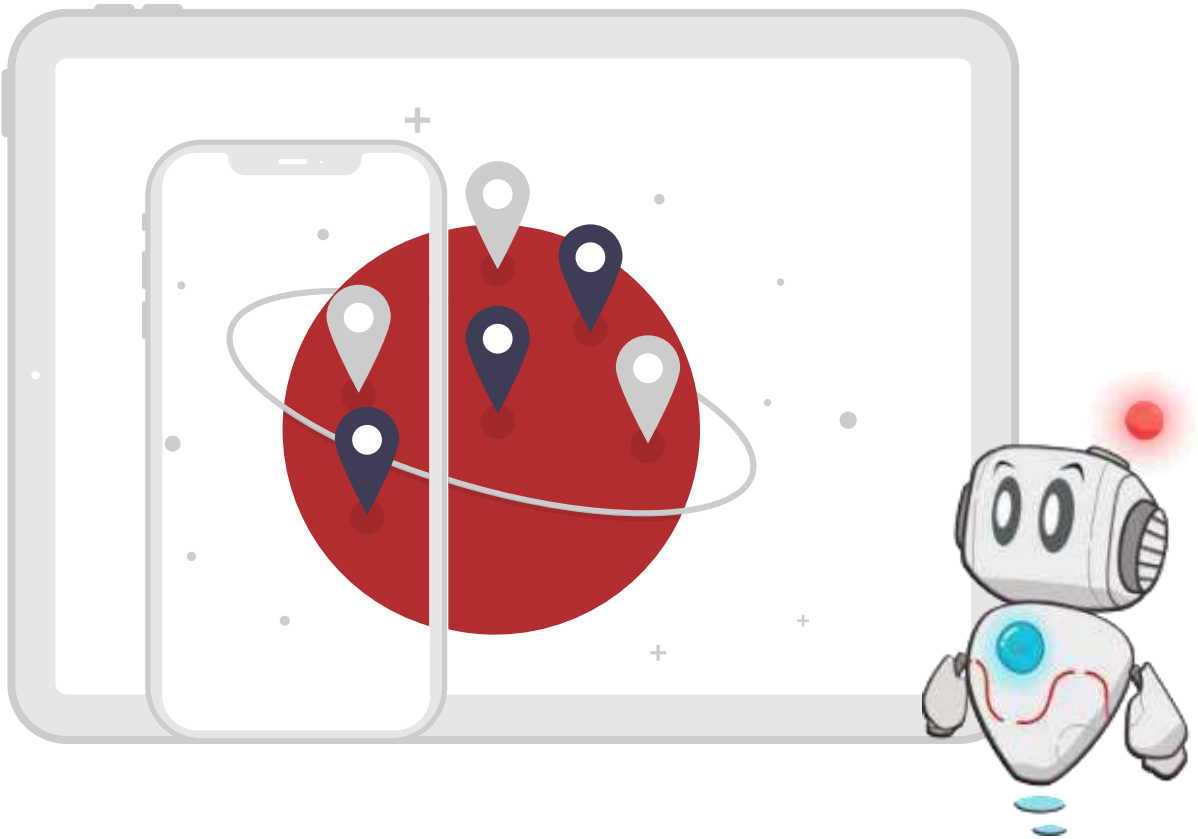


Select **TelkomUniversity** WiFi >> Input SSO username and password>> **Login**

SCAN ME



TUNE Guide

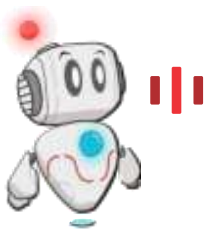


TelU-Connect

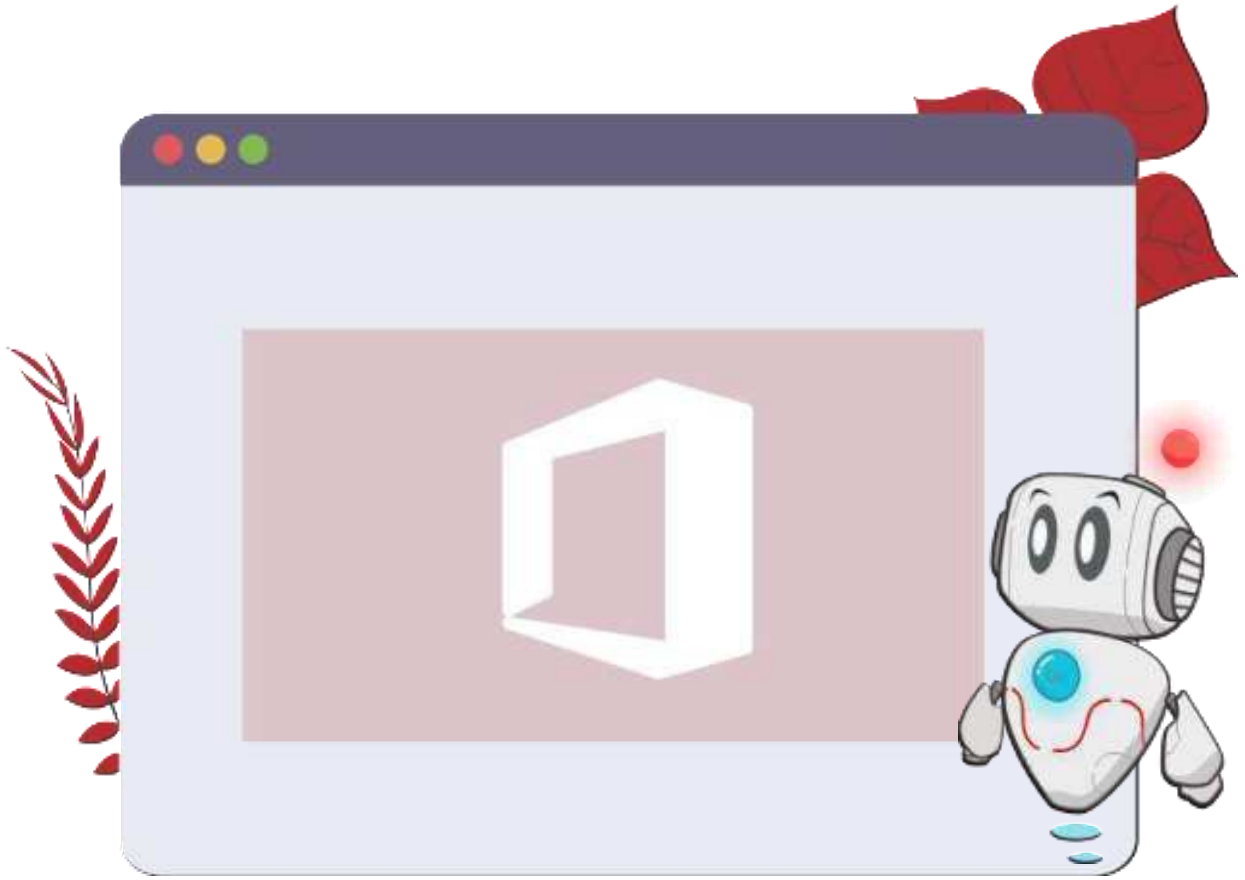
Free internet facilities in Telkom University area

Select **TelU-Connect** >> **Connect** >> Input SSO username and password >> **OK**

SCAN ME

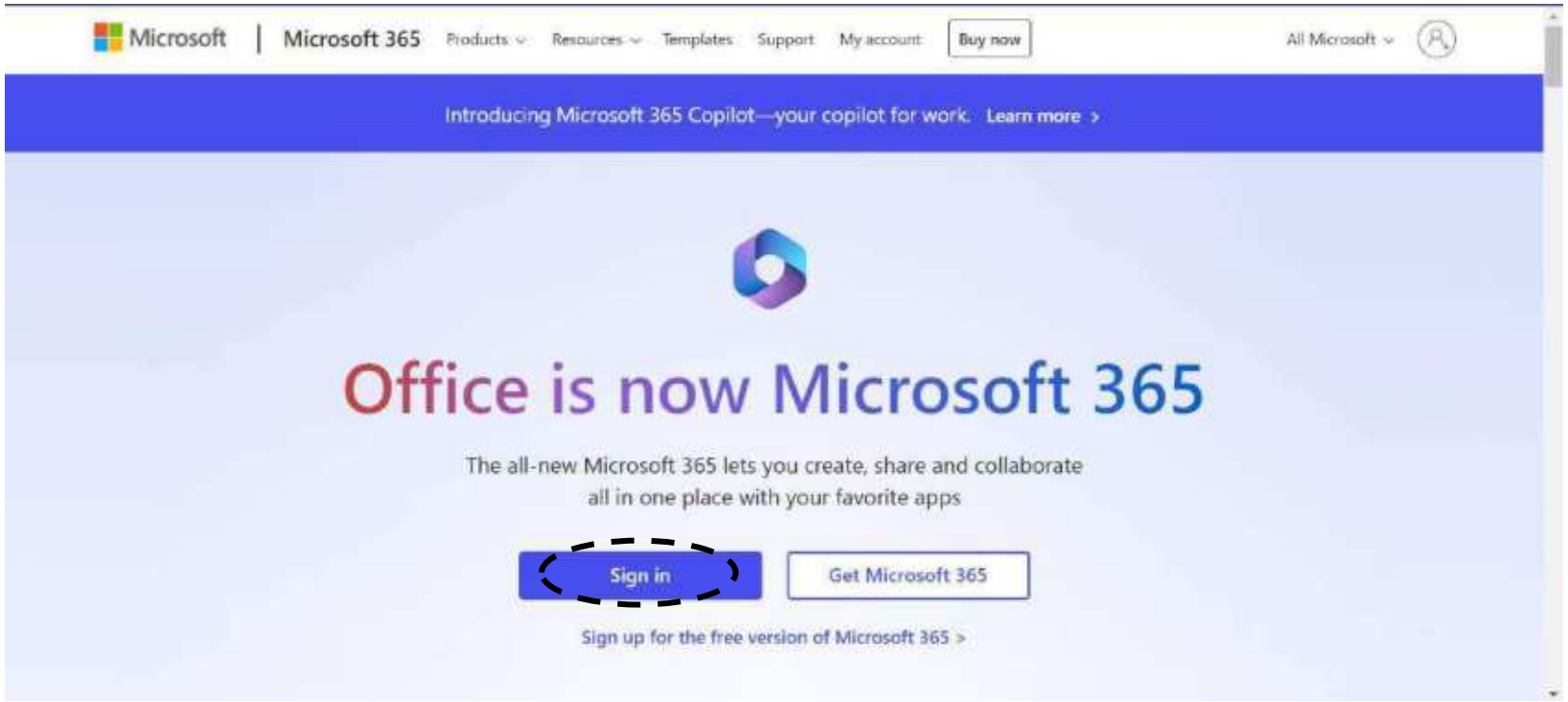


TelU-Connect Guide for iOS and Android

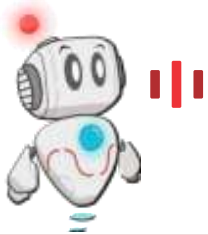


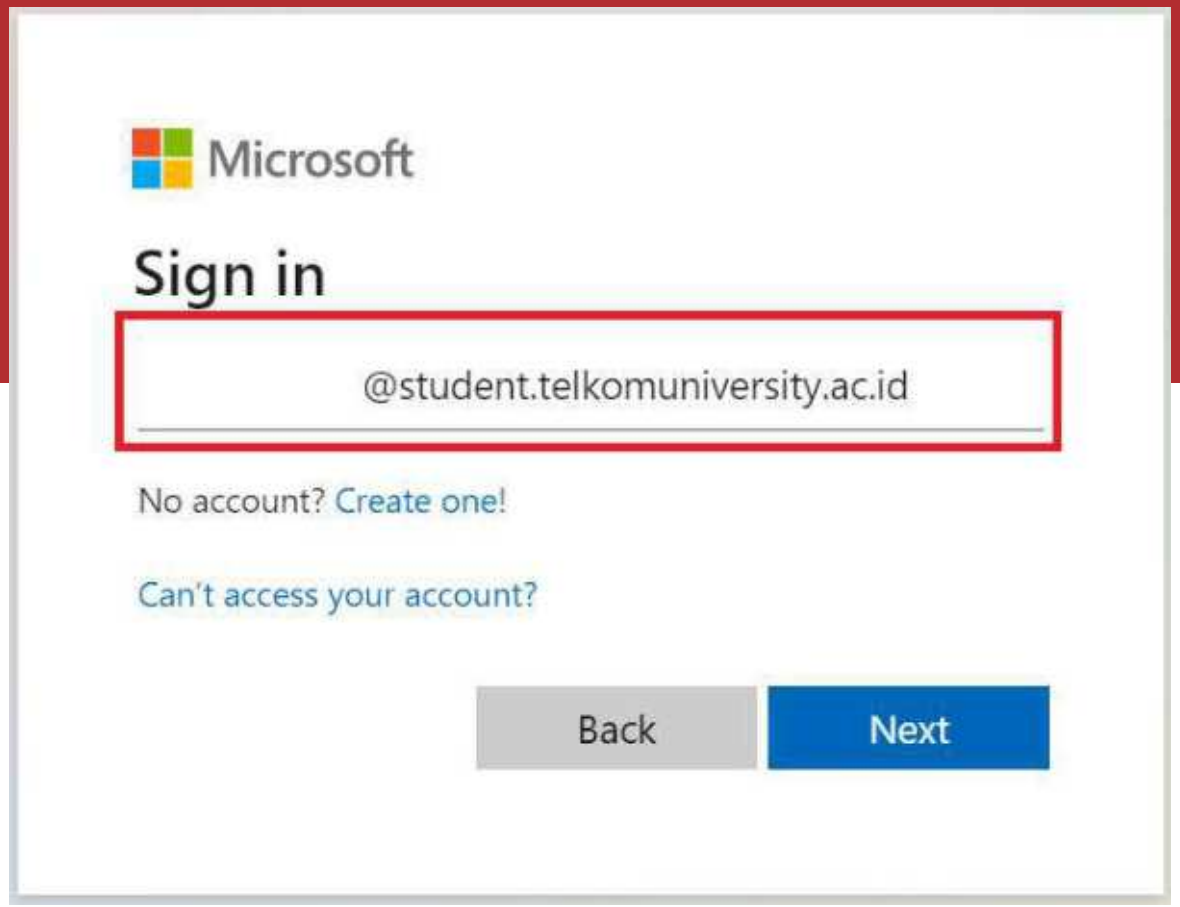
MICROSOFT 365

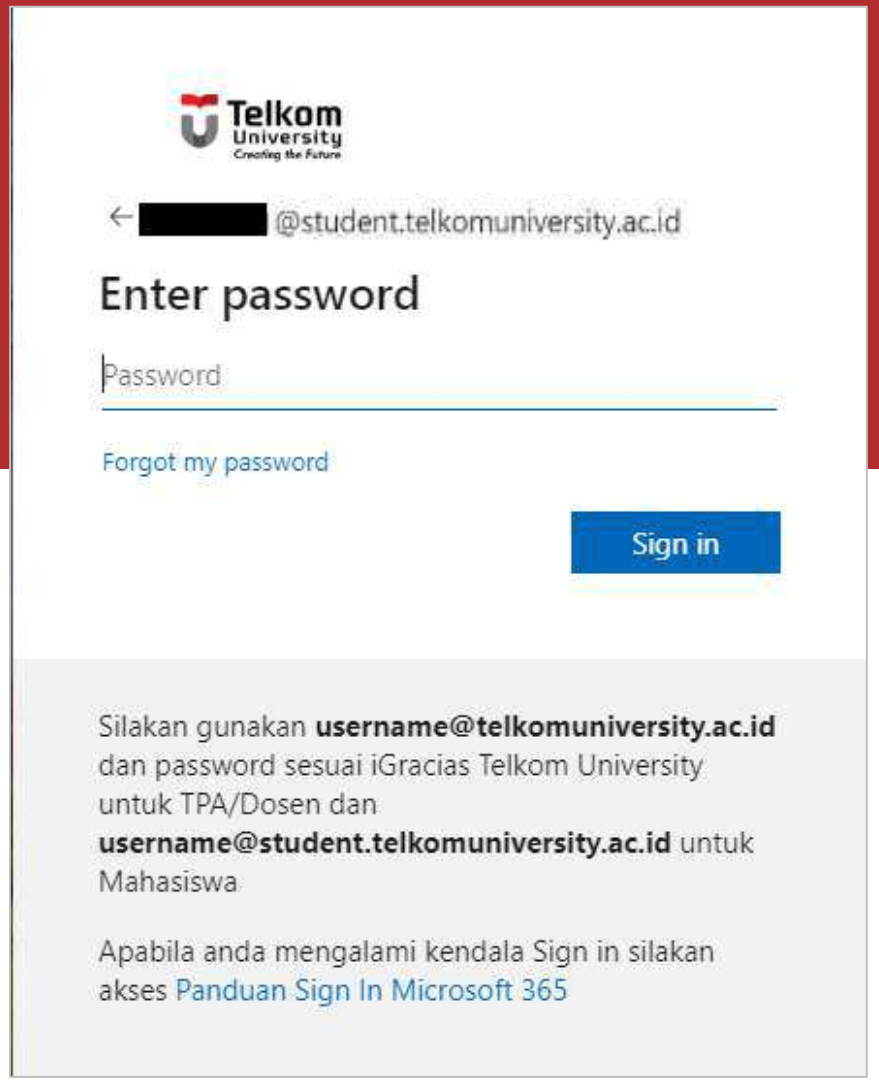
Microsoft's suite of productivity, collaboration, and cloud-based services
software products for active students

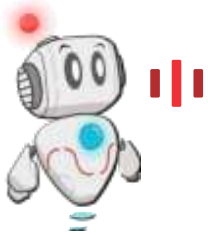


Access **office.com** to use Microsoft services >> Select **Sign in**

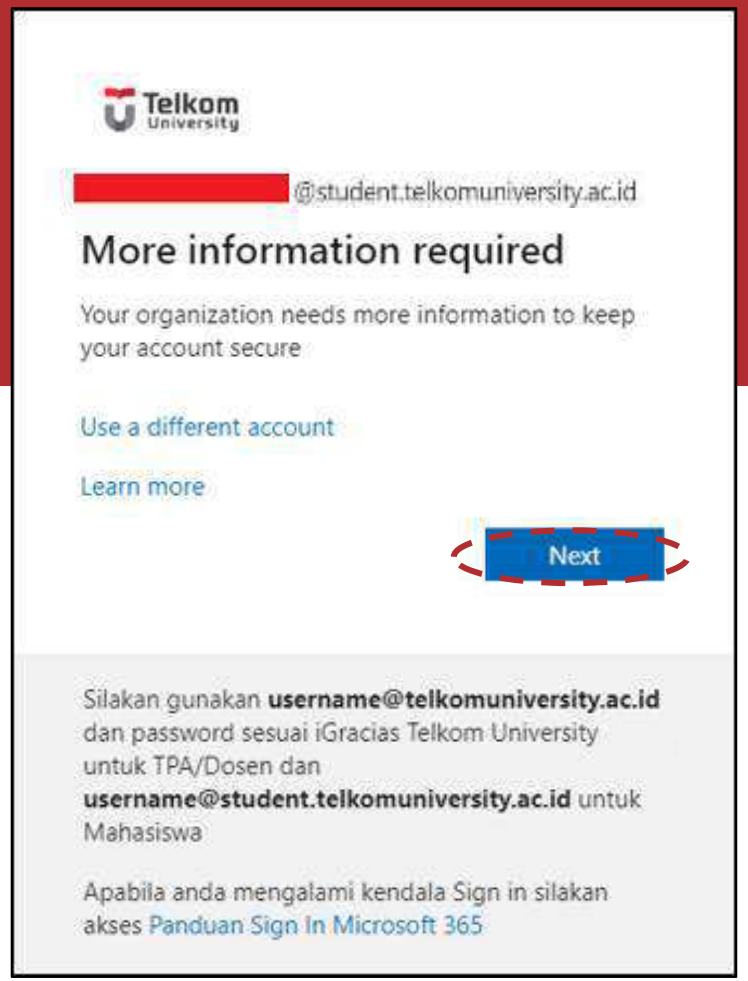


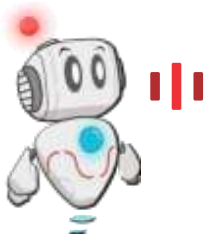




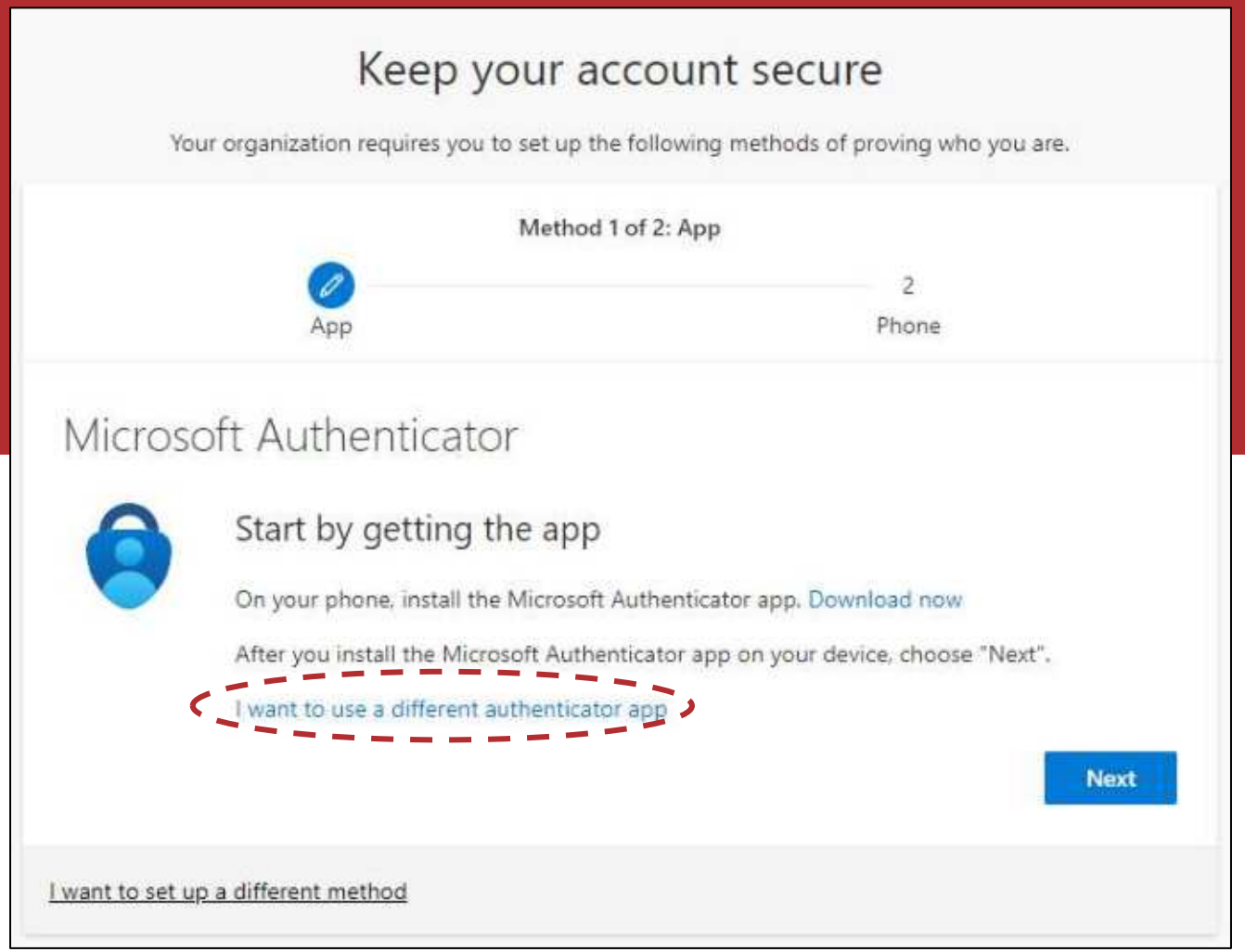


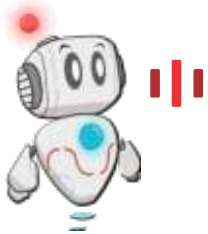
Input SSO username + @student.telkomuniversity.ac.id >> SSO password >> **Sign in**



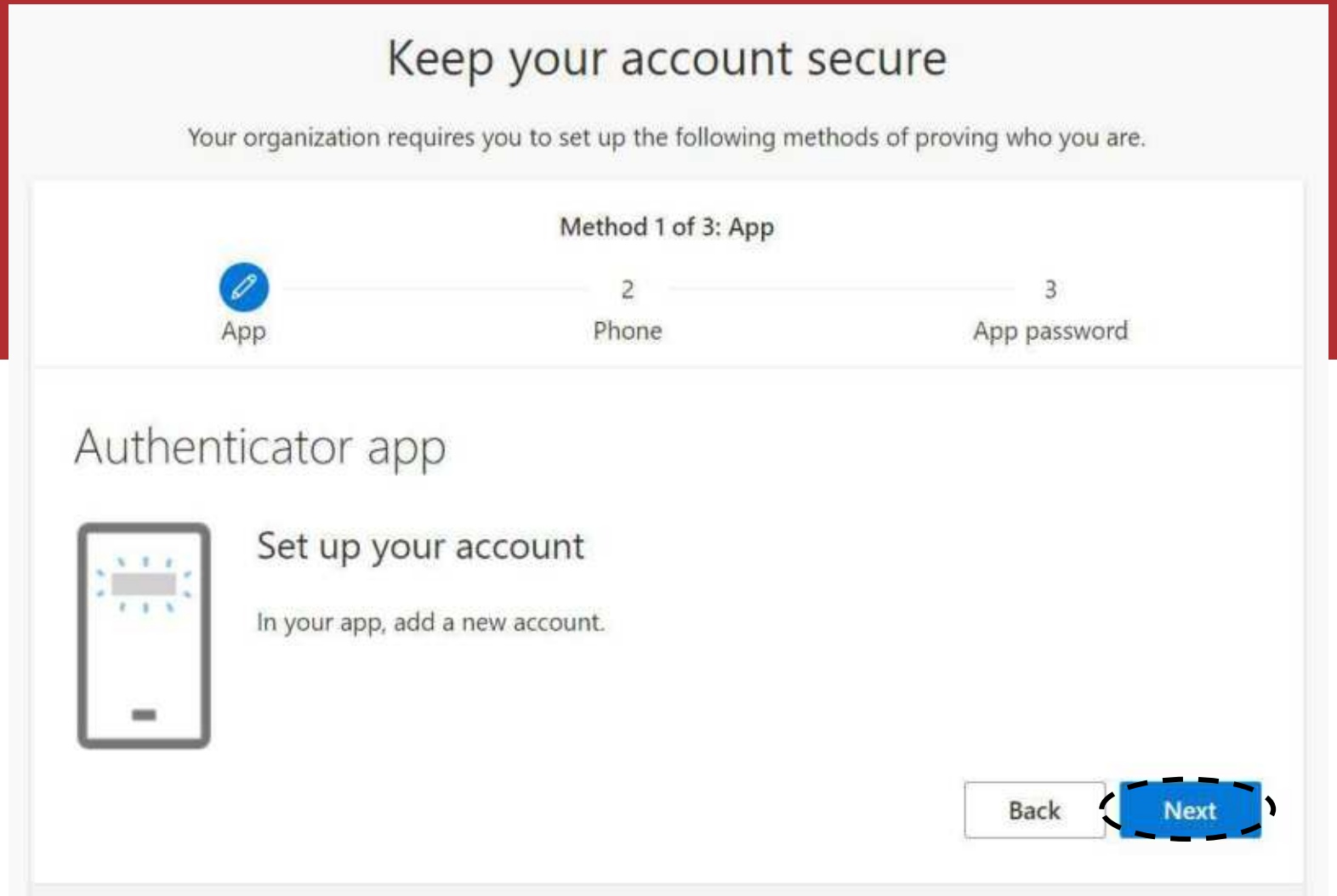


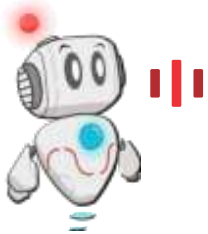
Click **Next** to activate the MFA



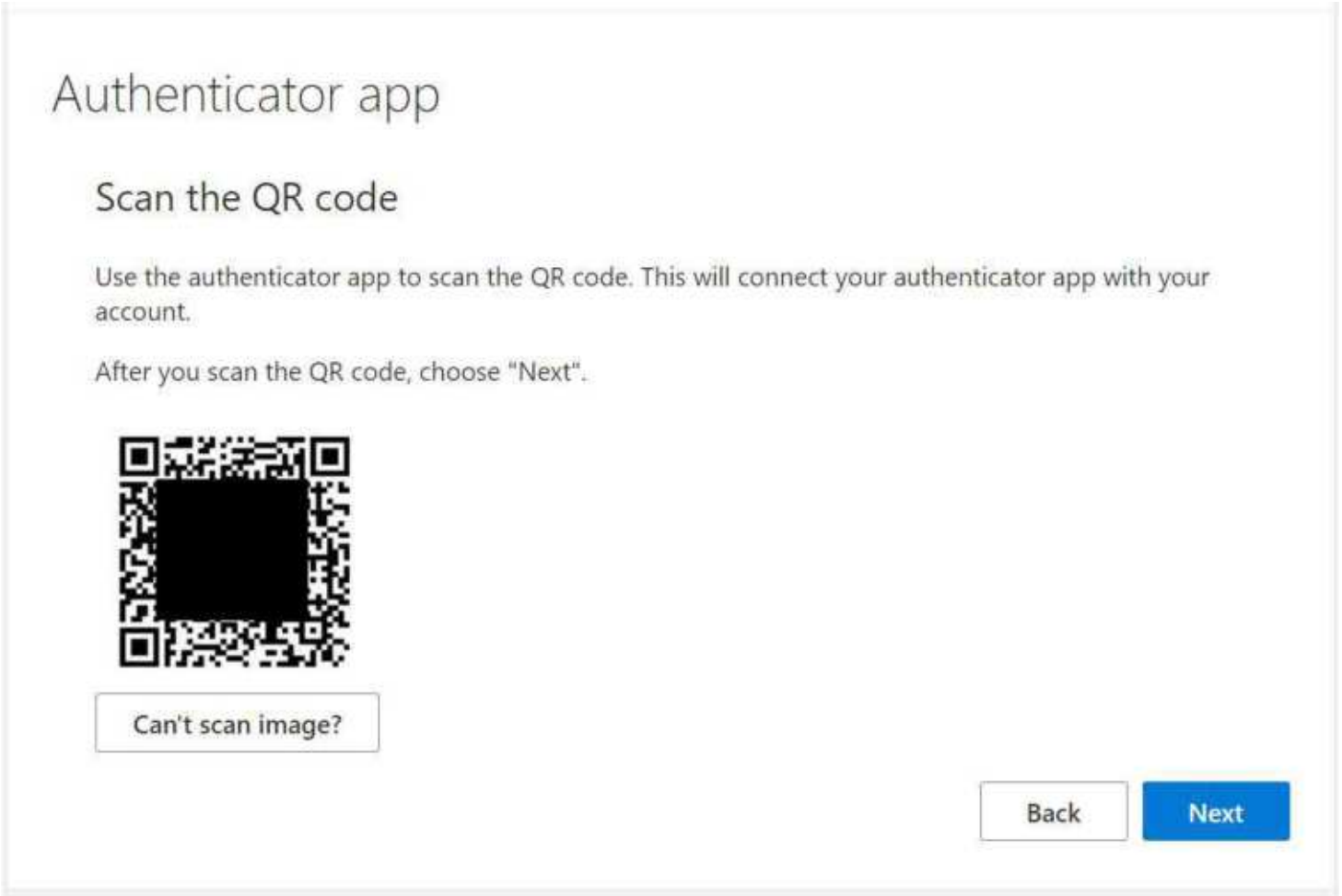


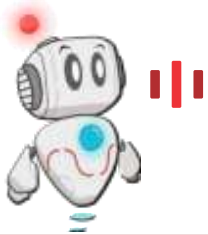
Select **I want to use a different authenticator app** >> **Next**


Keep your account secure
Your organization requires you to set up the following methods of proving who you are.
Method 1 of 3: App
App
2
Phone
3
App password
Authenticator app
Set up your account
In your app, add a new account.
Back
Next

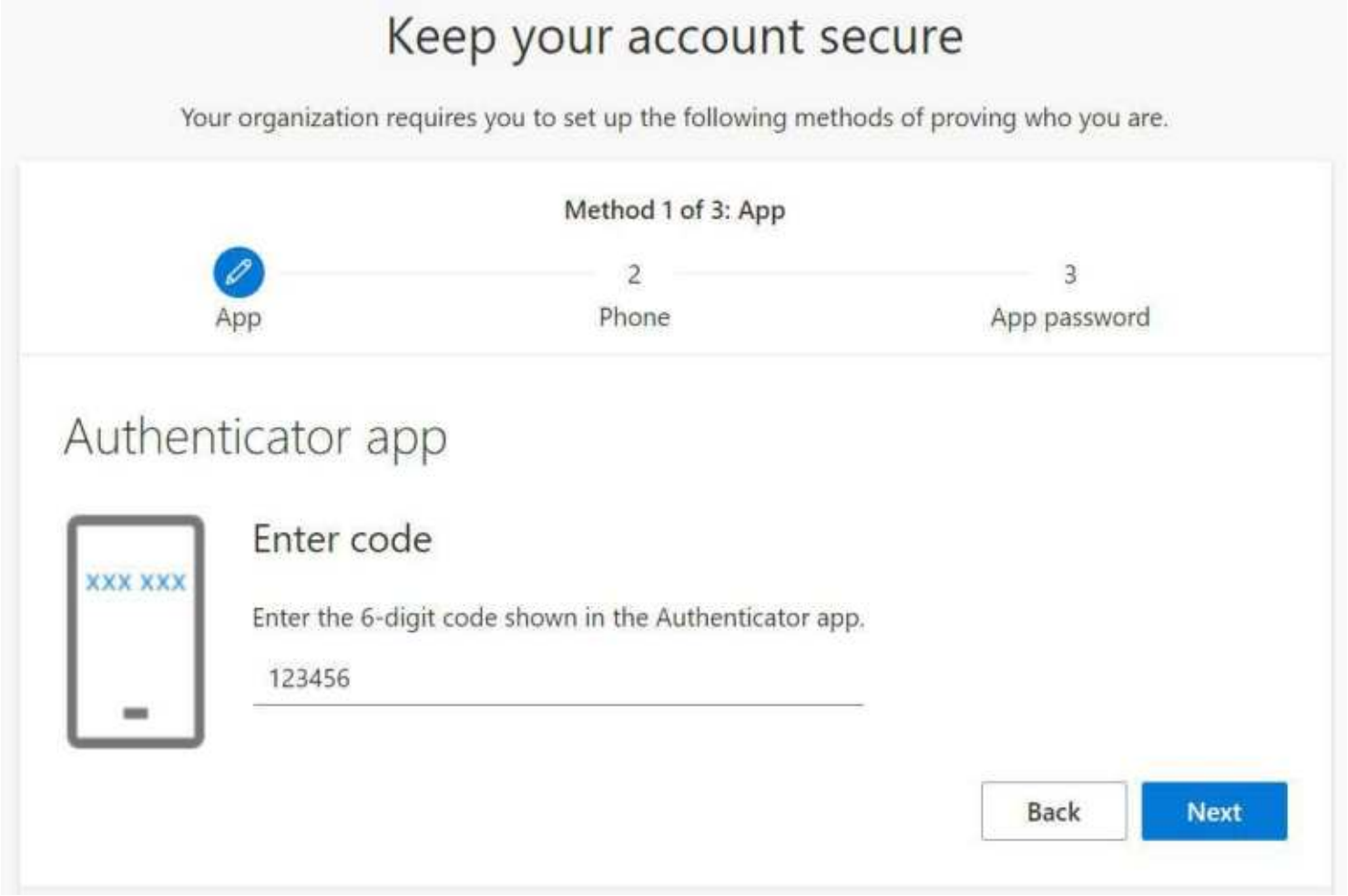


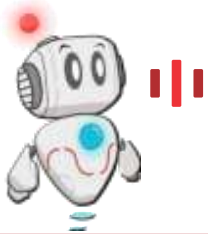
Select **Next**



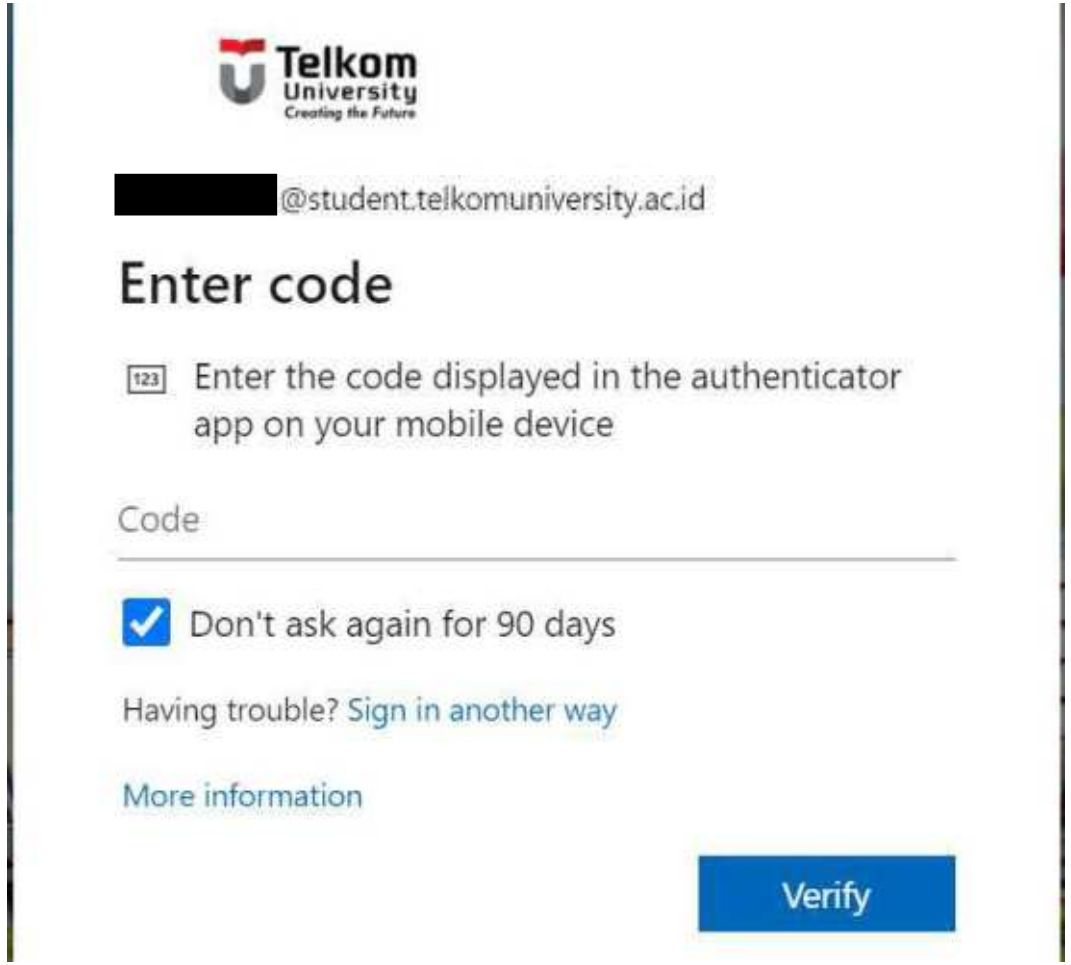


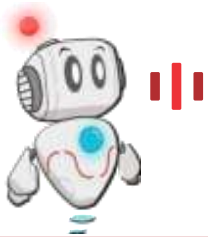
Scan the QR code using the **Google Authenticator** app, then select **Next**



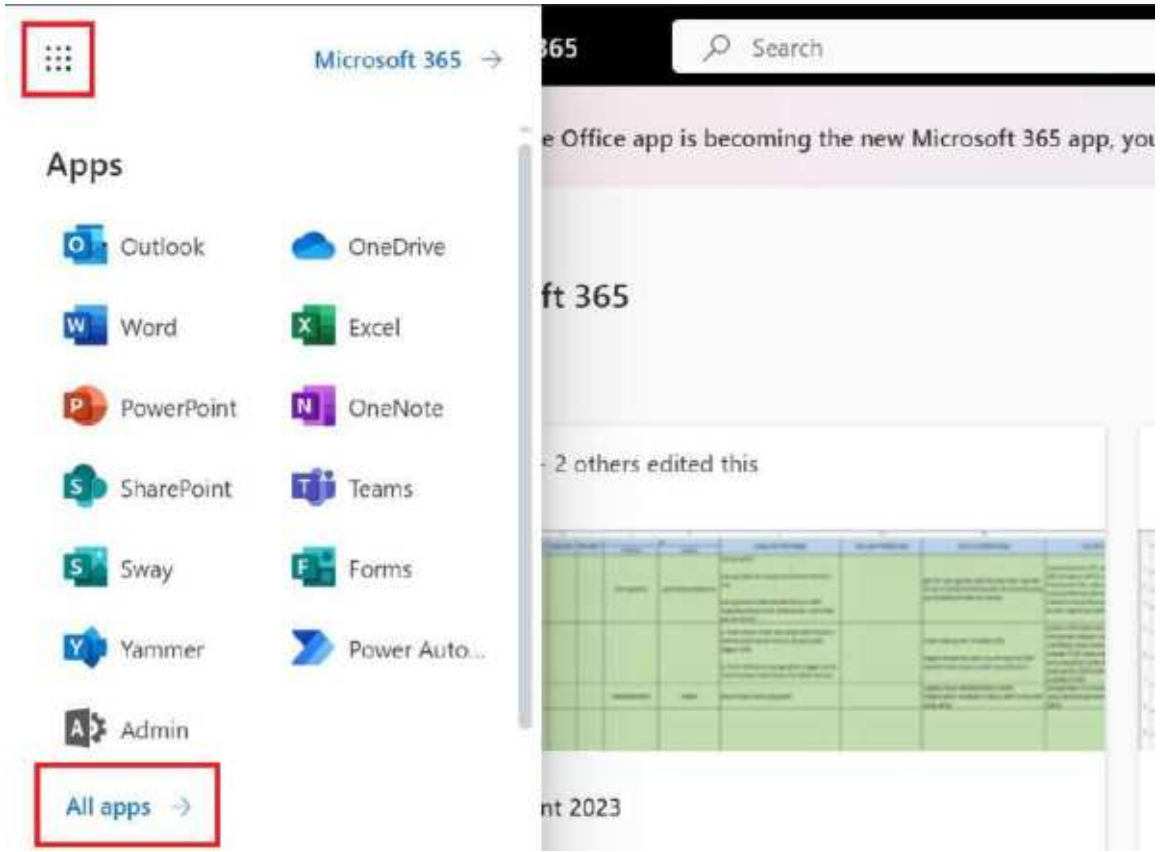


Input the 6-digit code that appears on the **Google Authenticator** app >> **Next** >> **Done**





Input the 6-digit code from **Google Authenticator** to sign in to Microsoft 365 service >> **Verify**



Select **All apps** to view all Microsoft 365 apps

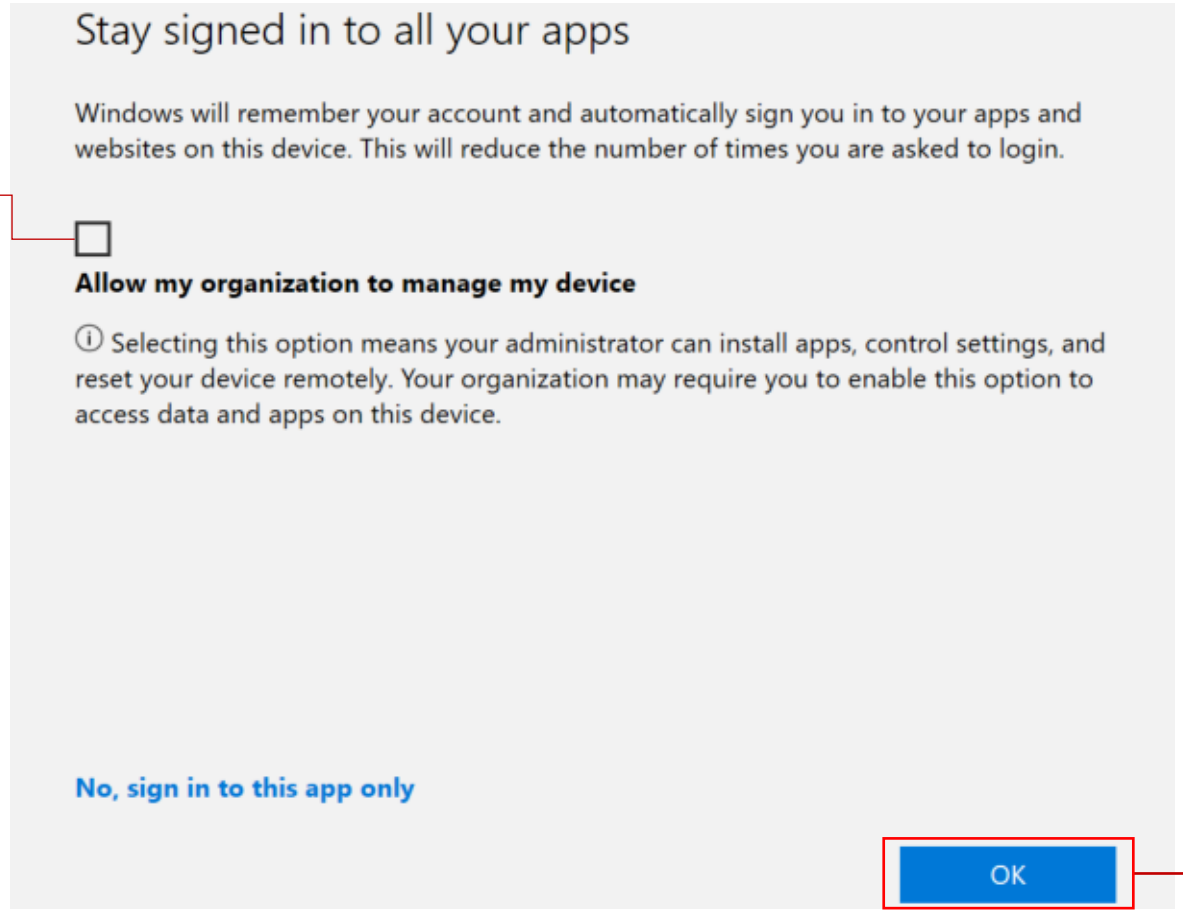
Microsoft 365 Install Guide

Microsoft Windows

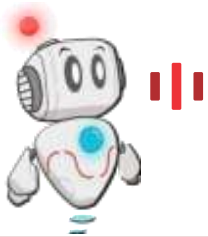
MacOS

CAUTION!

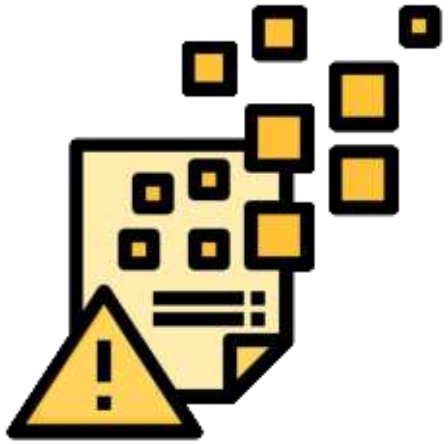
Make sure the **Allow my organization to manage my device box** is unchecked



Then select **OK**

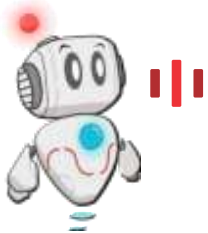


IMPACT



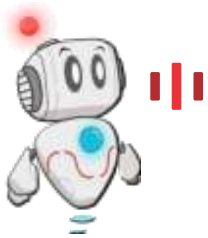
Allow my organization to manage my device will cause the device to be managed by Microsoft, putting it at risk:

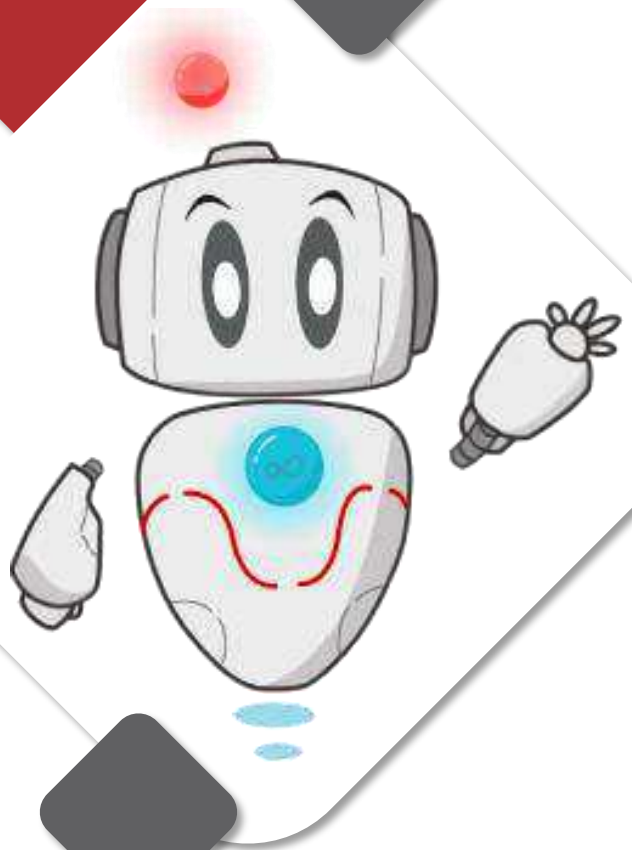
- Loss of sign-in access to some Microsoft desktop applications
- Loss of data modification access
- Loss of data



SCAN ME

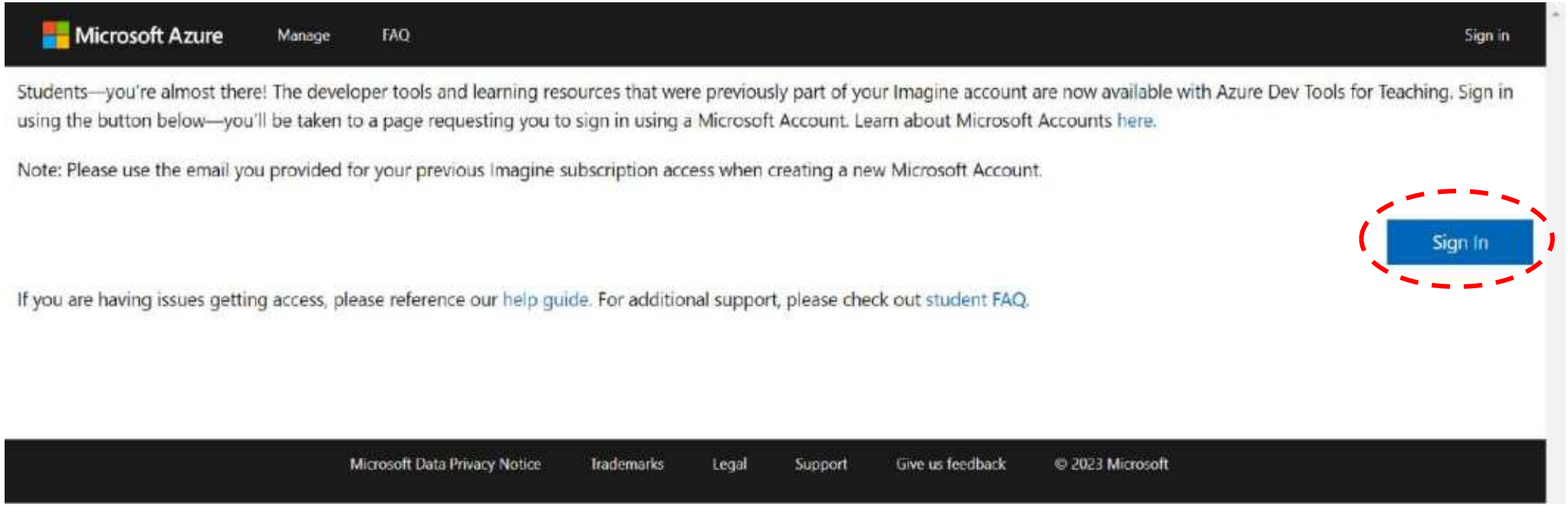
How to Fix Device Managed by Org



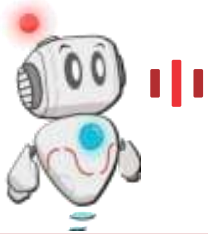


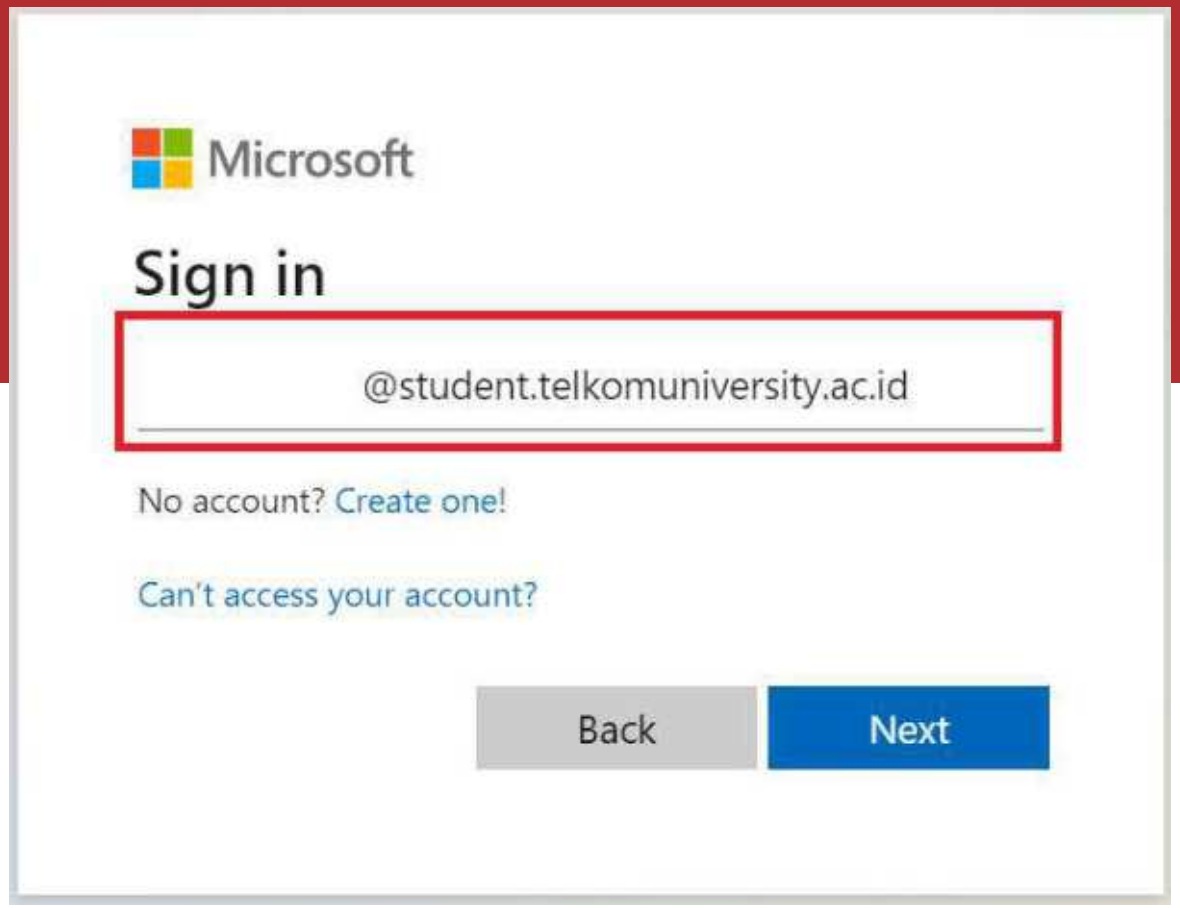
Azure Dev Tools

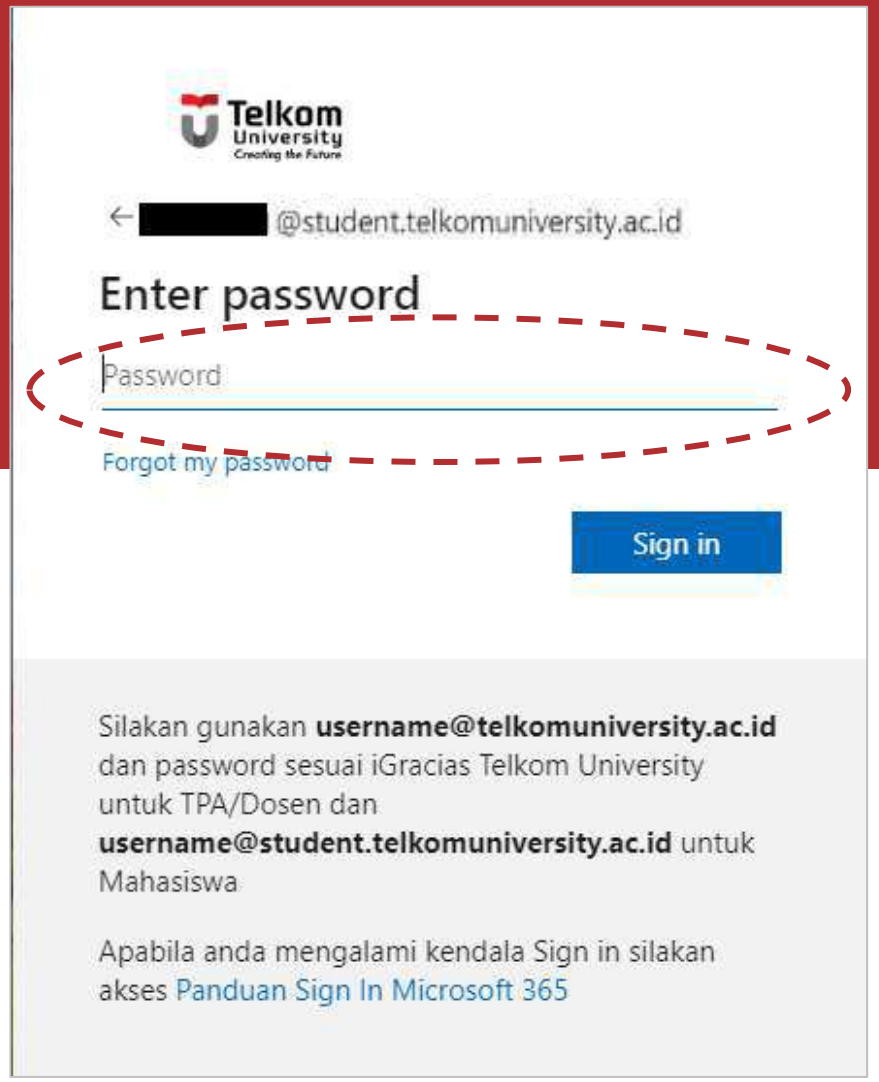
Microsoft's suite of products to support education, teaching, and research

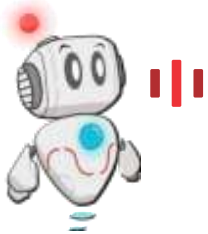


Access **azureforeducation.microsoft.com/devtools** >> Select **Sign In**

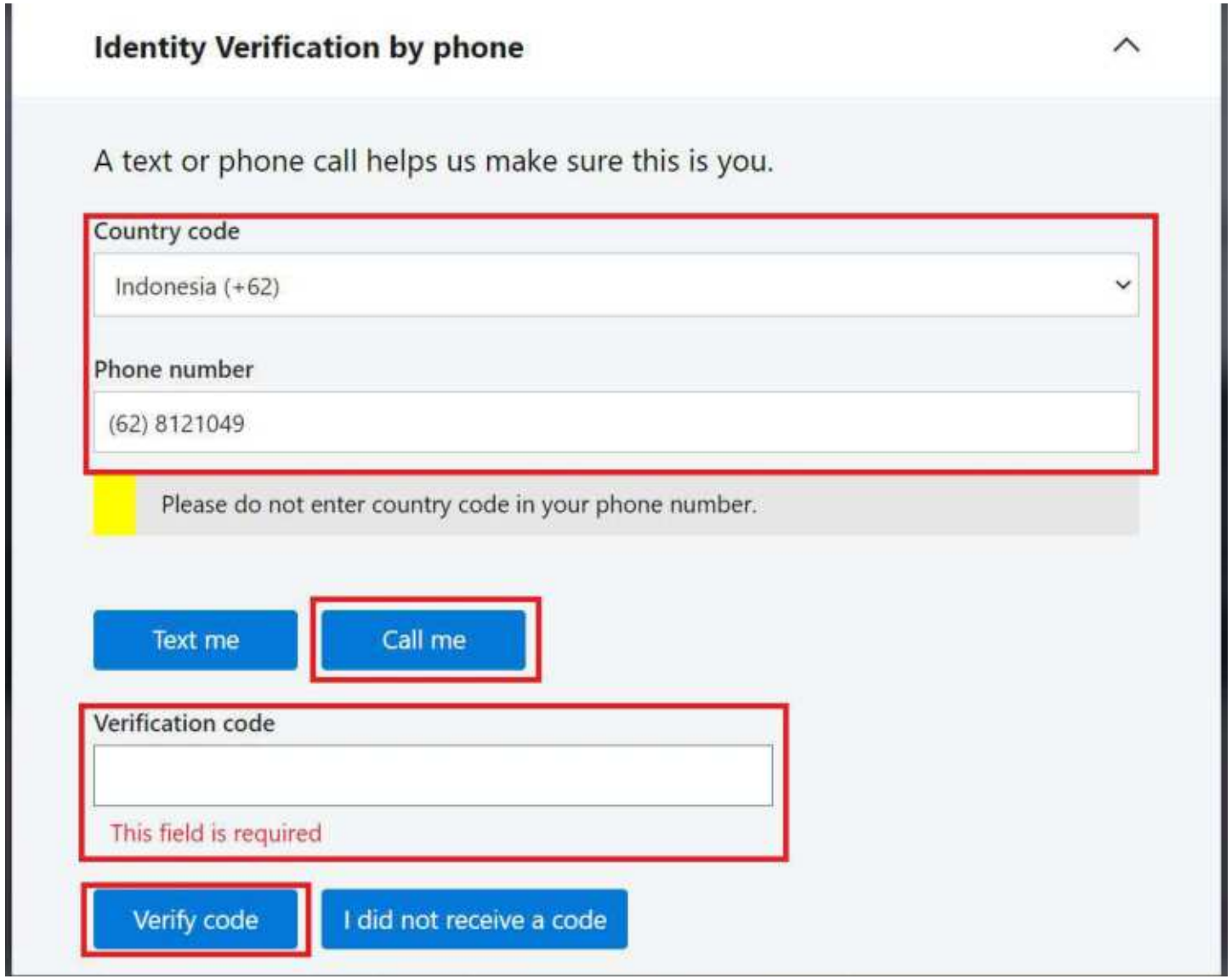




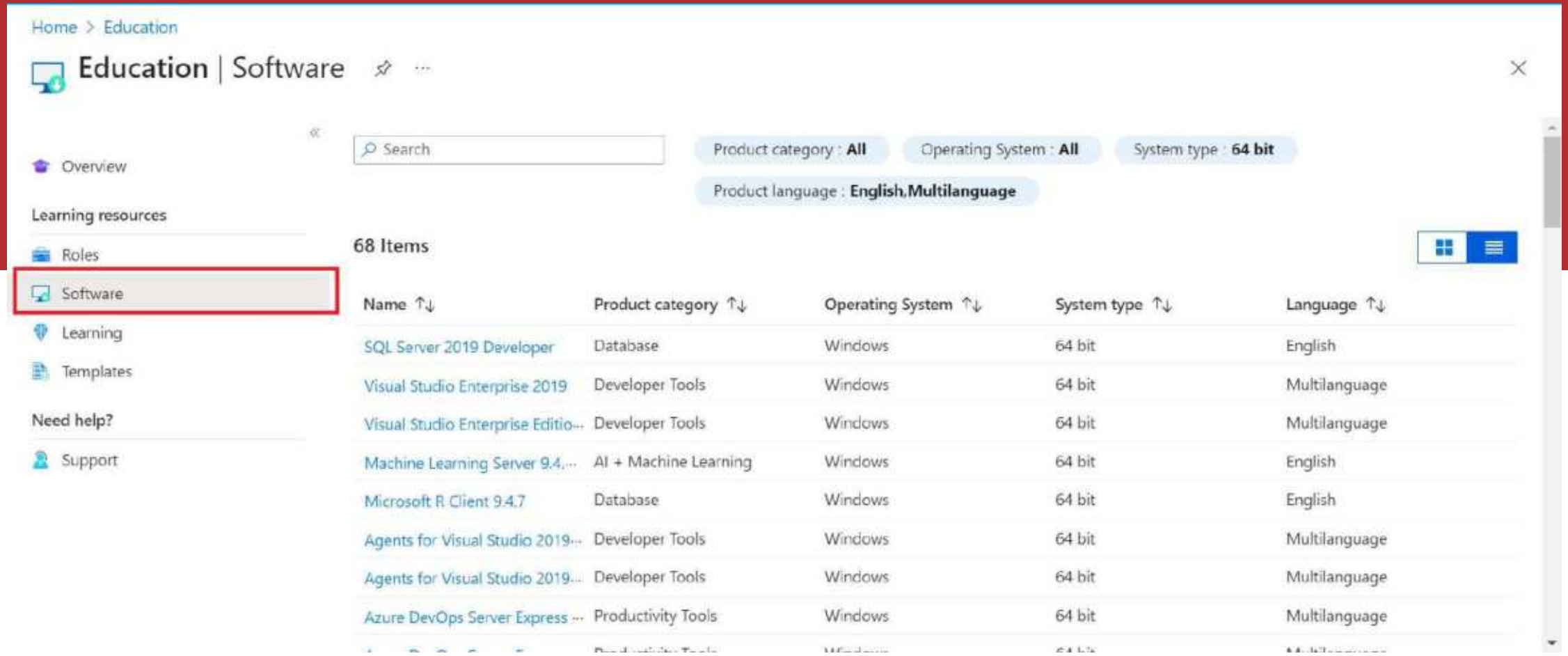




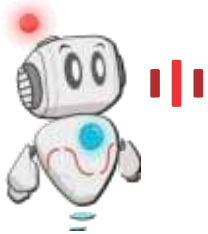
Input username SSO + @student.telkomuniversity.ac.id >> SSO password >> **Sign in**

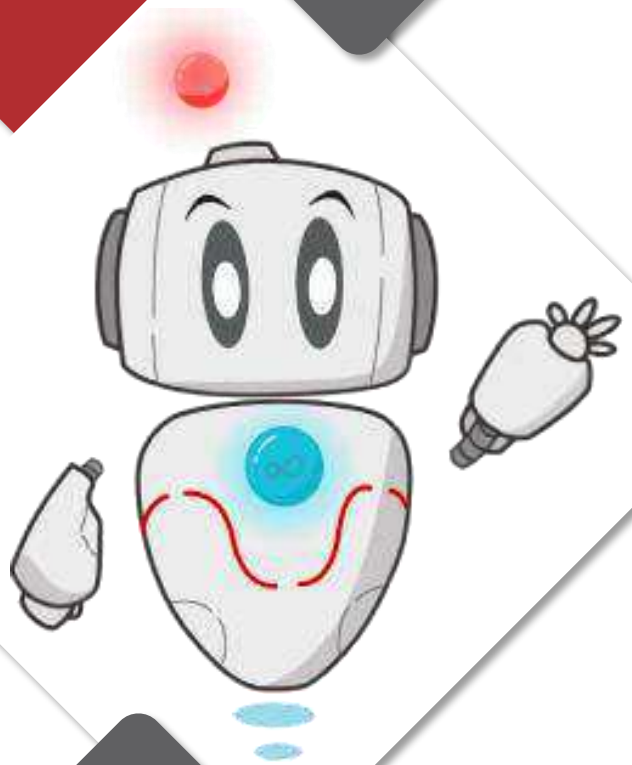


Select **country code** >> Input **Phone number** >> **Call me** >> Input the 6-digit code received via call >> **Verify code**



After verifying, select **Software** to view and download the available software

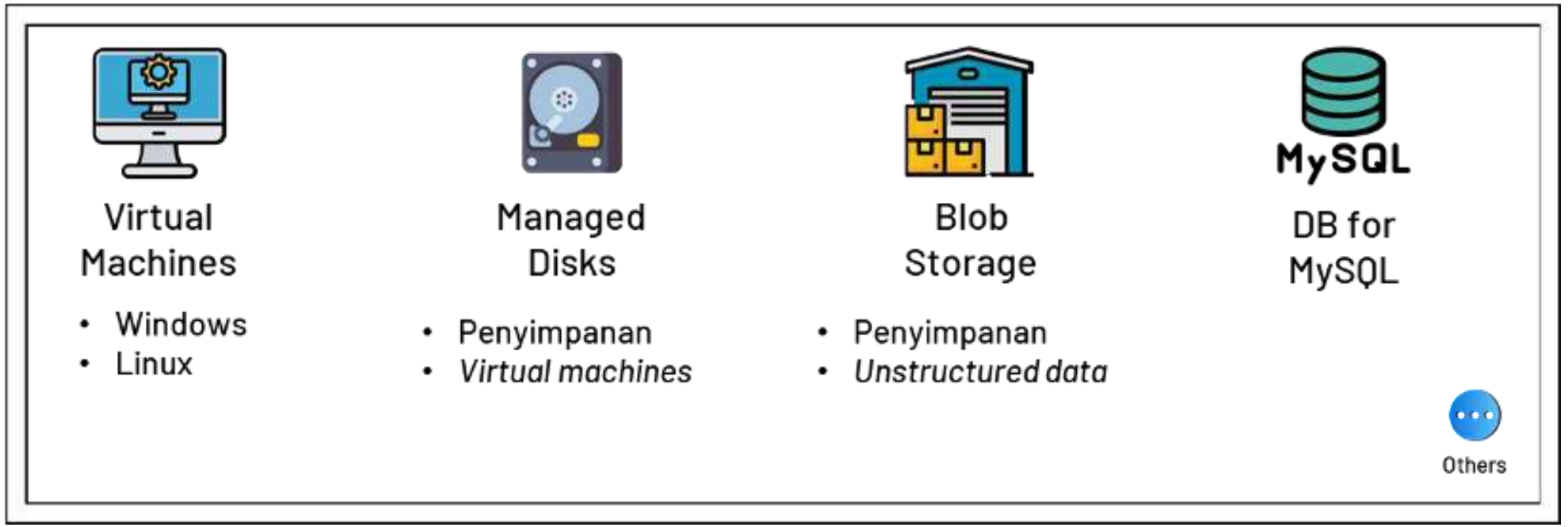


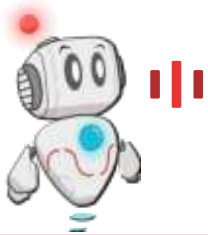


Azure Cloud

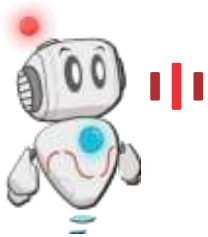
Microsoft's suite of products to support education, teaching, and research

Produk Microsoft Azure Cloud

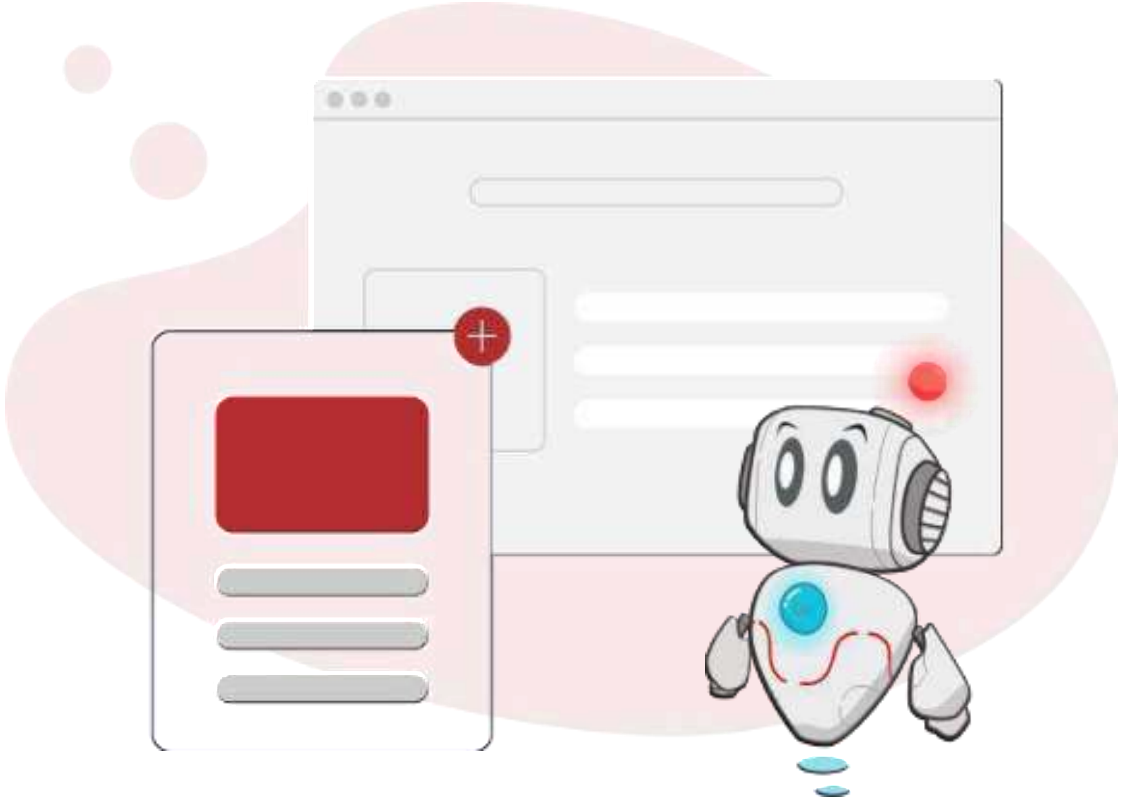




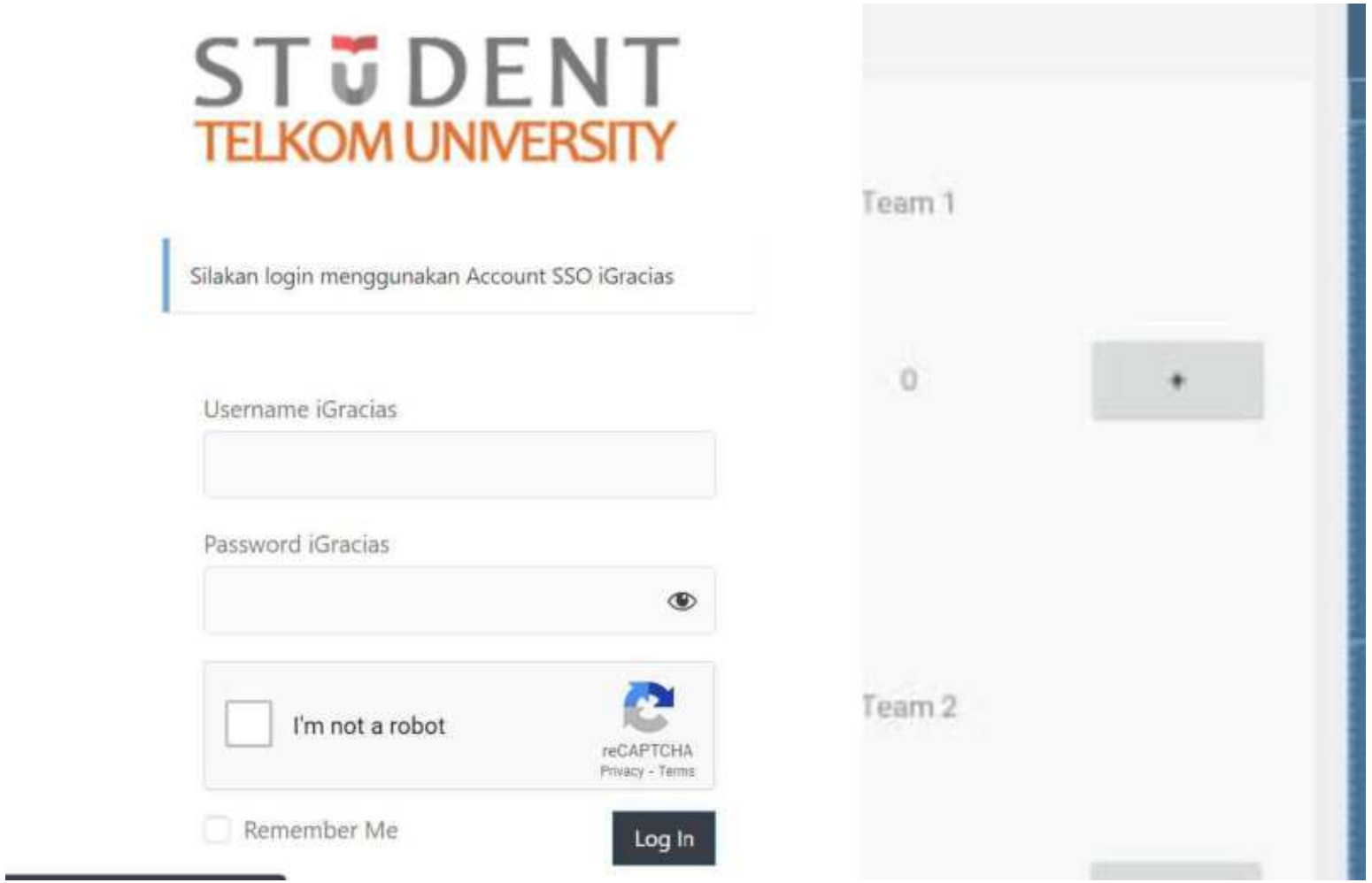
SCAN ME



Microsoft Azure Guide



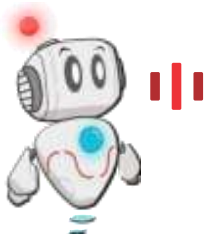
STUDENT BLOG



Access **student.telkomuniversity.ac.id/wp-admin/** >> Input username + SSO password >> Check **I'm not a robot** >> **Log In**

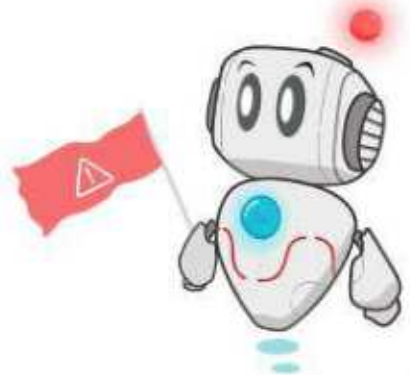
SCAN ME

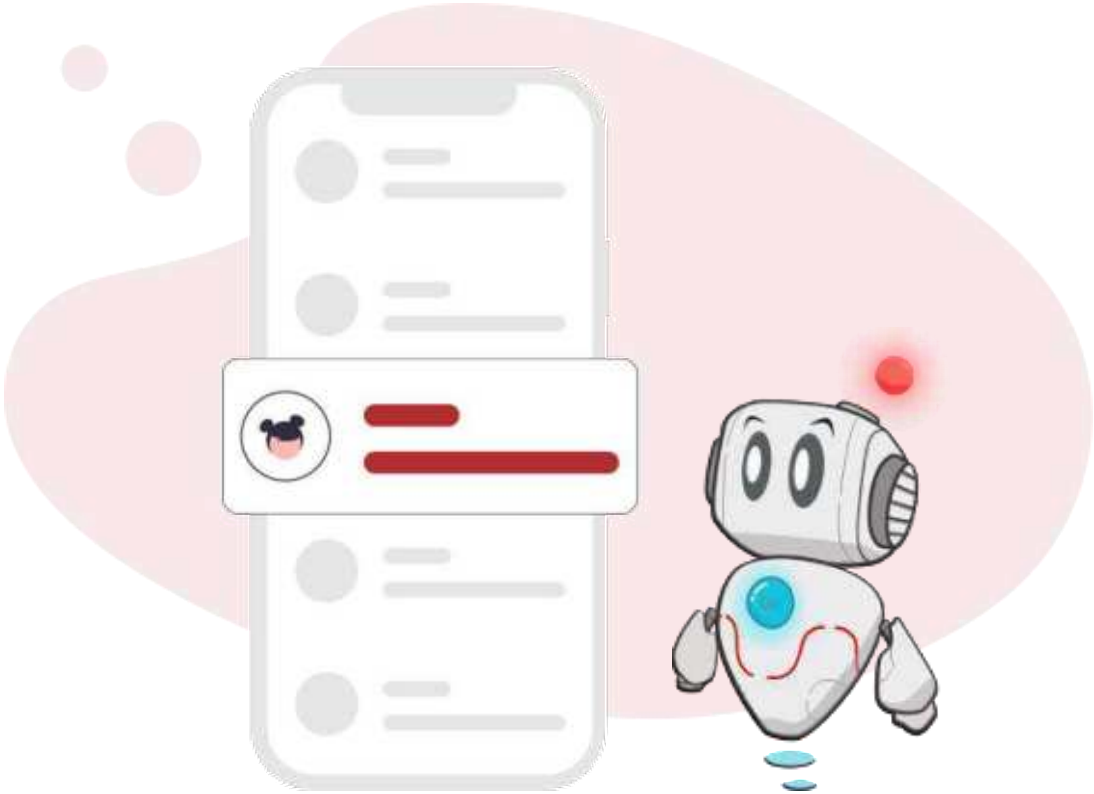
How to Start a Blog



PERHATIAN !

Tidak menuliskan tulisan yang mengandung **SARA**, **pornografi**, dan **bertentangan dengan Undang-Undang**. Seluruh isi dari konten yang ada pada blog masing-masing mahasiswa merupakan **tanggung jawab pribadi** pemilik akun blog tersebut





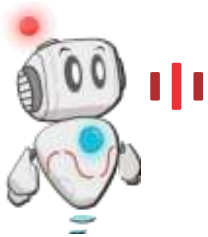
My TelU Mobile

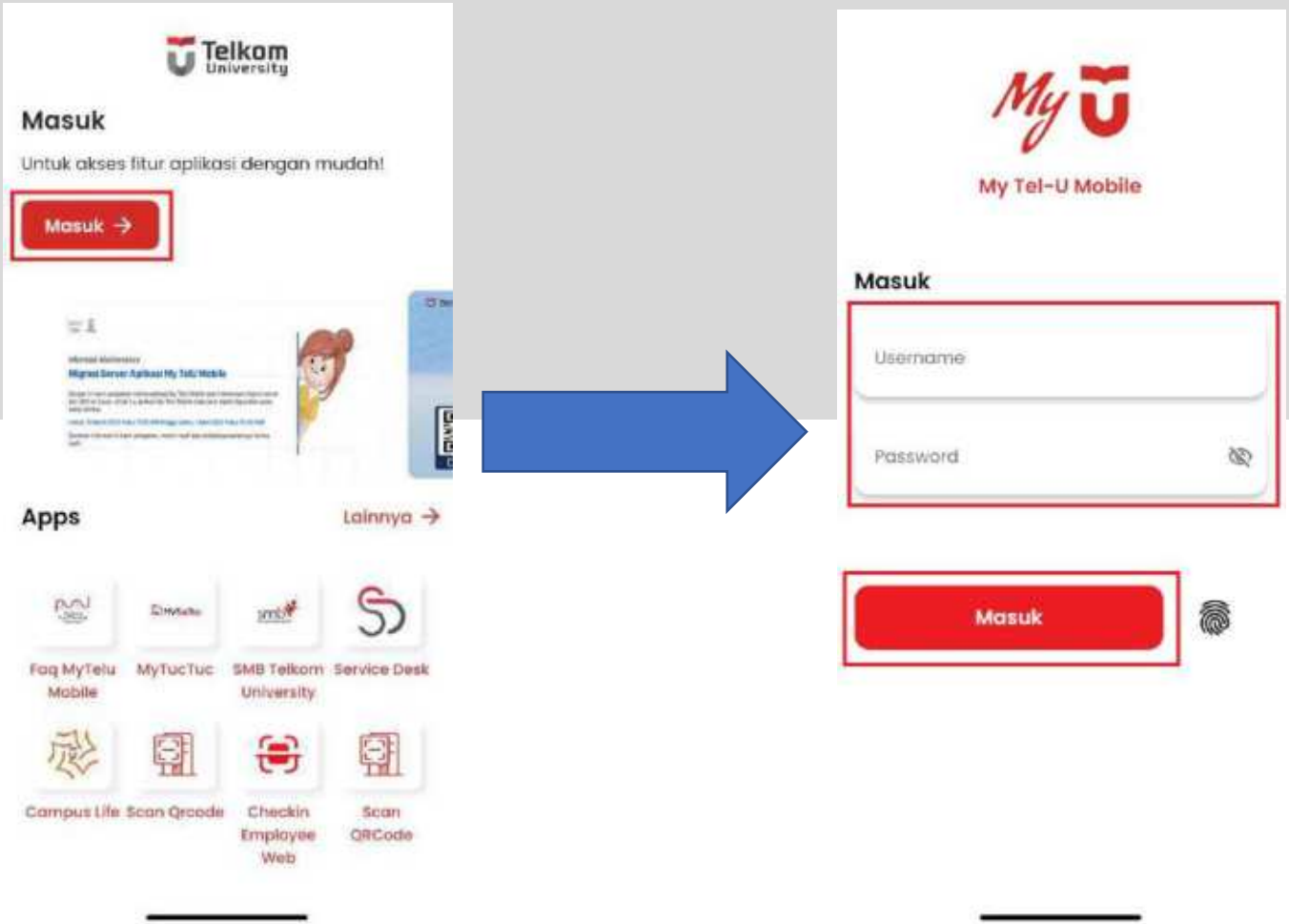
Mobile application to support learning / teaching activities within Telkom University

SCAN ME

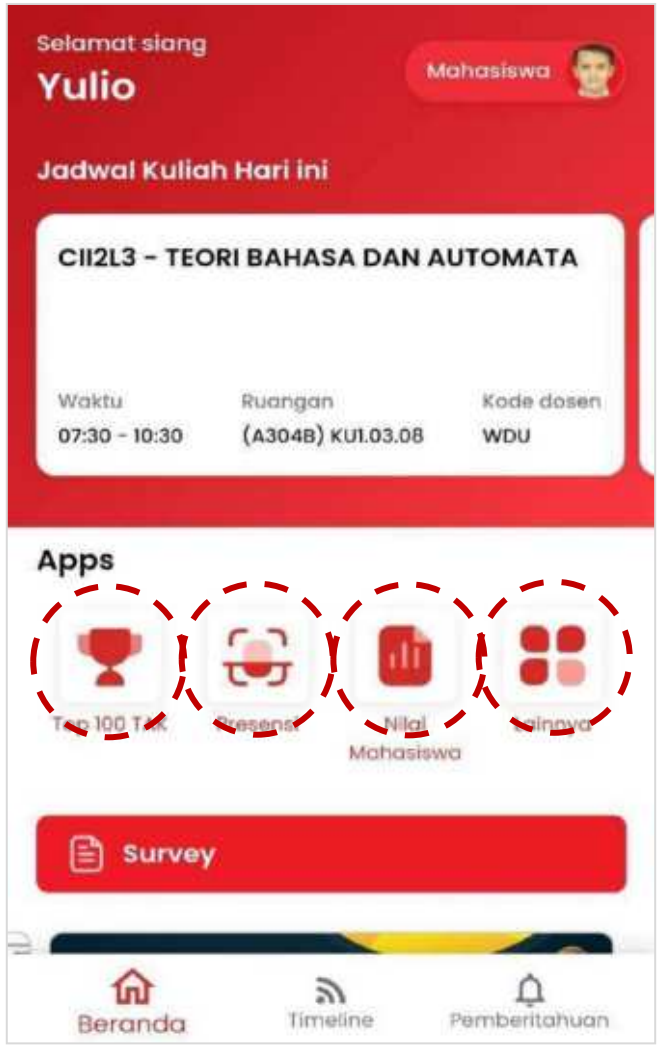
SCAN ME

Download the **My TelU Mobile** app via the **App Store** or **Google Play**

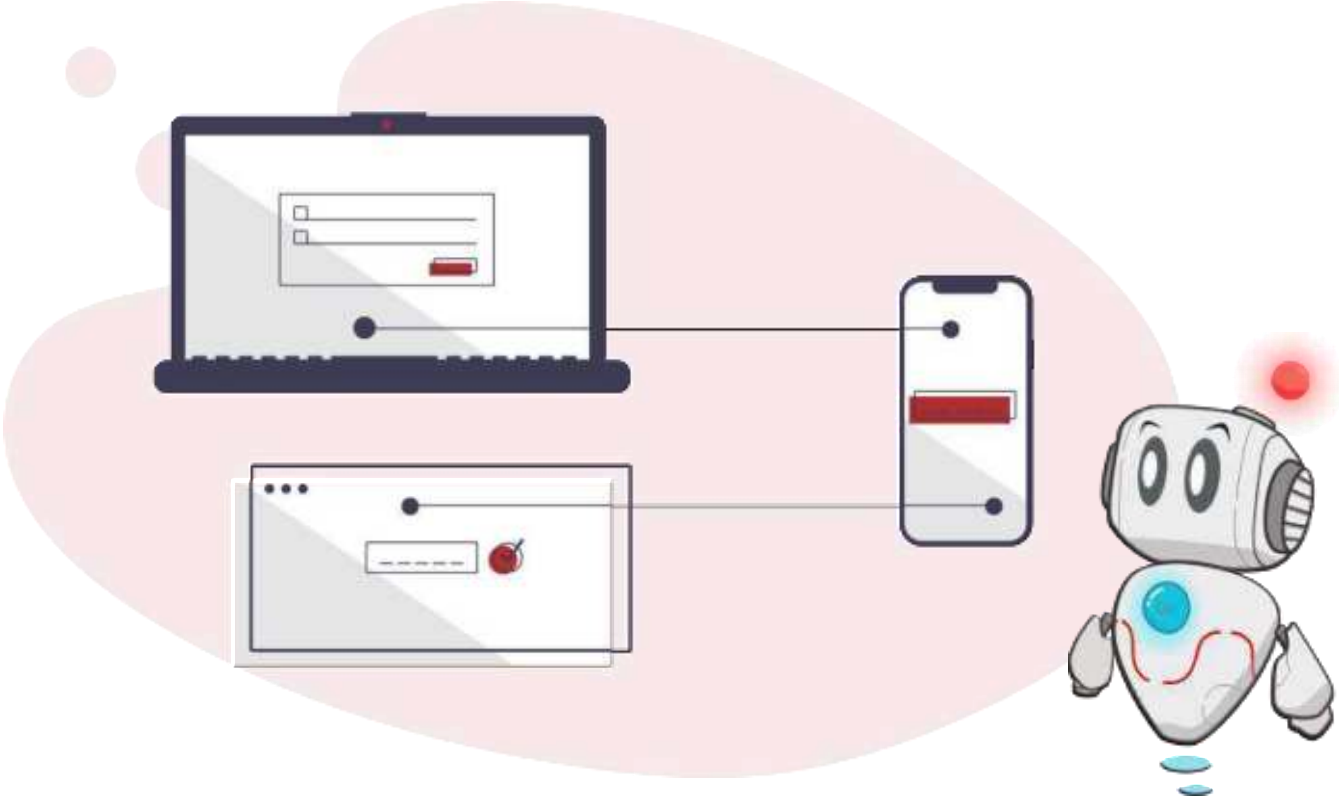




Select **Masuk >>** Input SSO username (lowercase) + SSO password >> **Masuk**



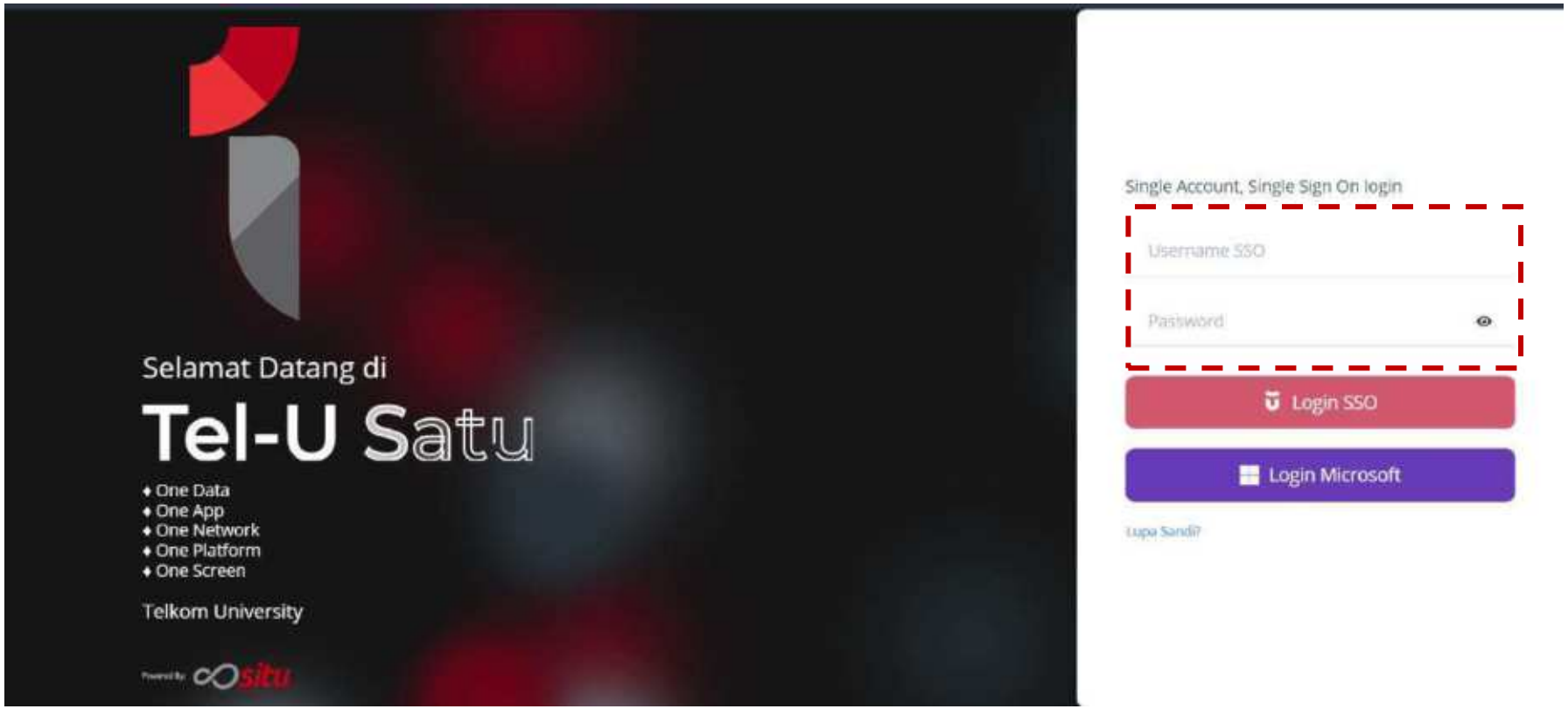
My TelU Mobile Home Page



Tel-U Satu

IT Service Desk Ticketing

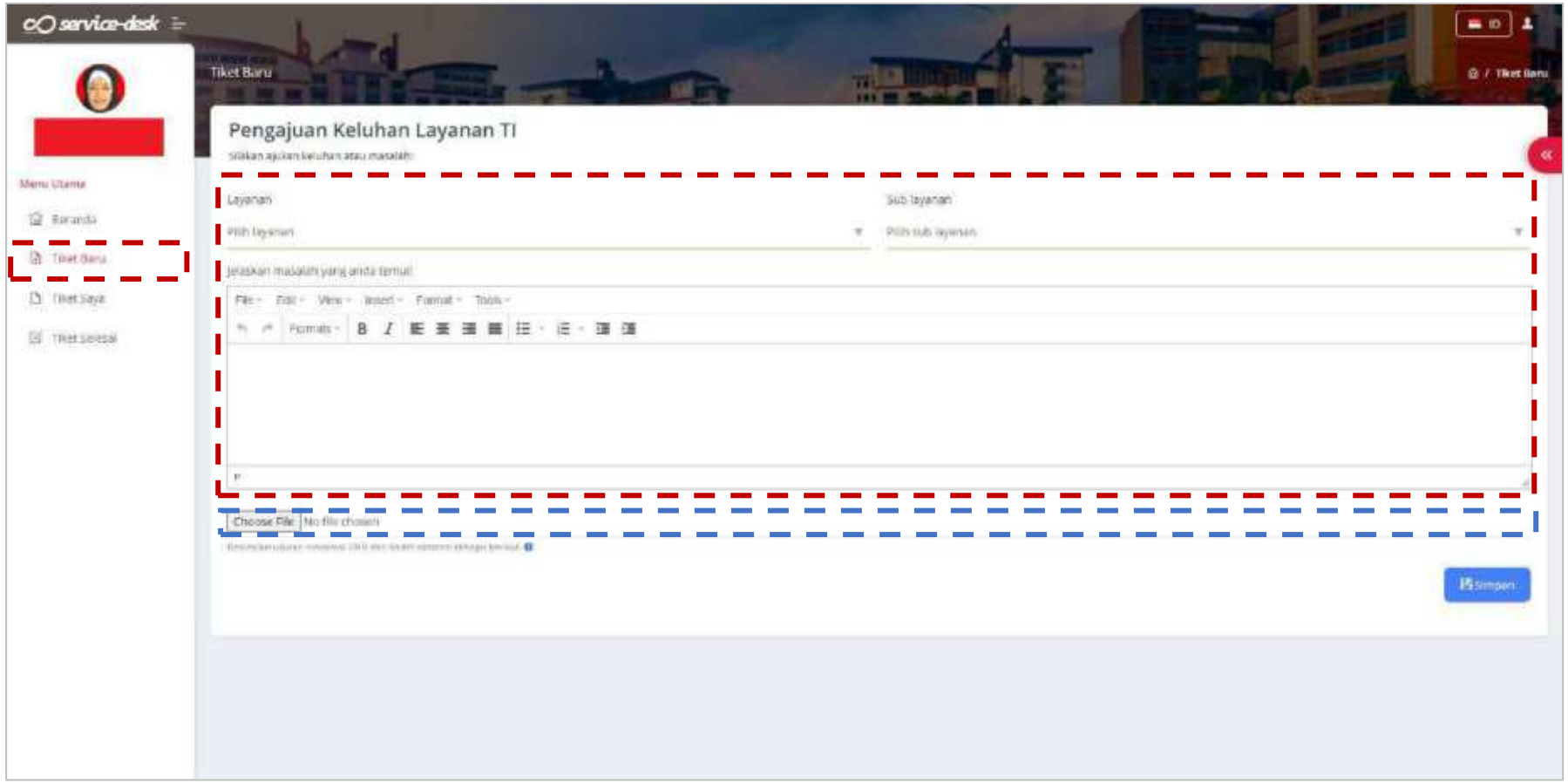
Application to submit complaints and requests related to PuTI services



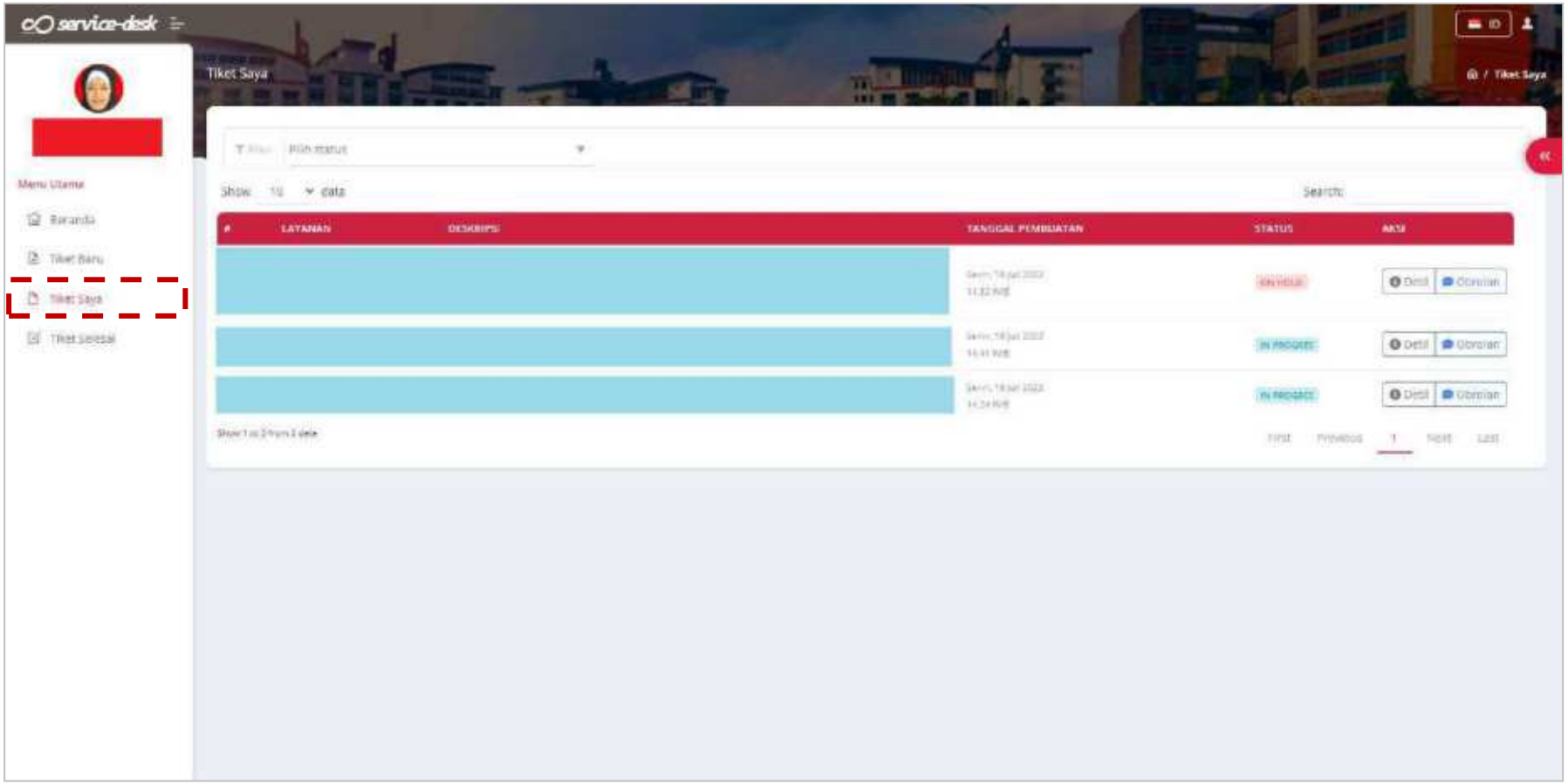
Access **satu.telkomuniversity.ac.id** >> Input SSO username + password >> Select **Login SSO**

The menu to change the language to English is in the top right corner

Through the **Applications** section, select **Service Desk**



Select **New Ticket** >> fill in complaint/request details + supporting files >> **Save**

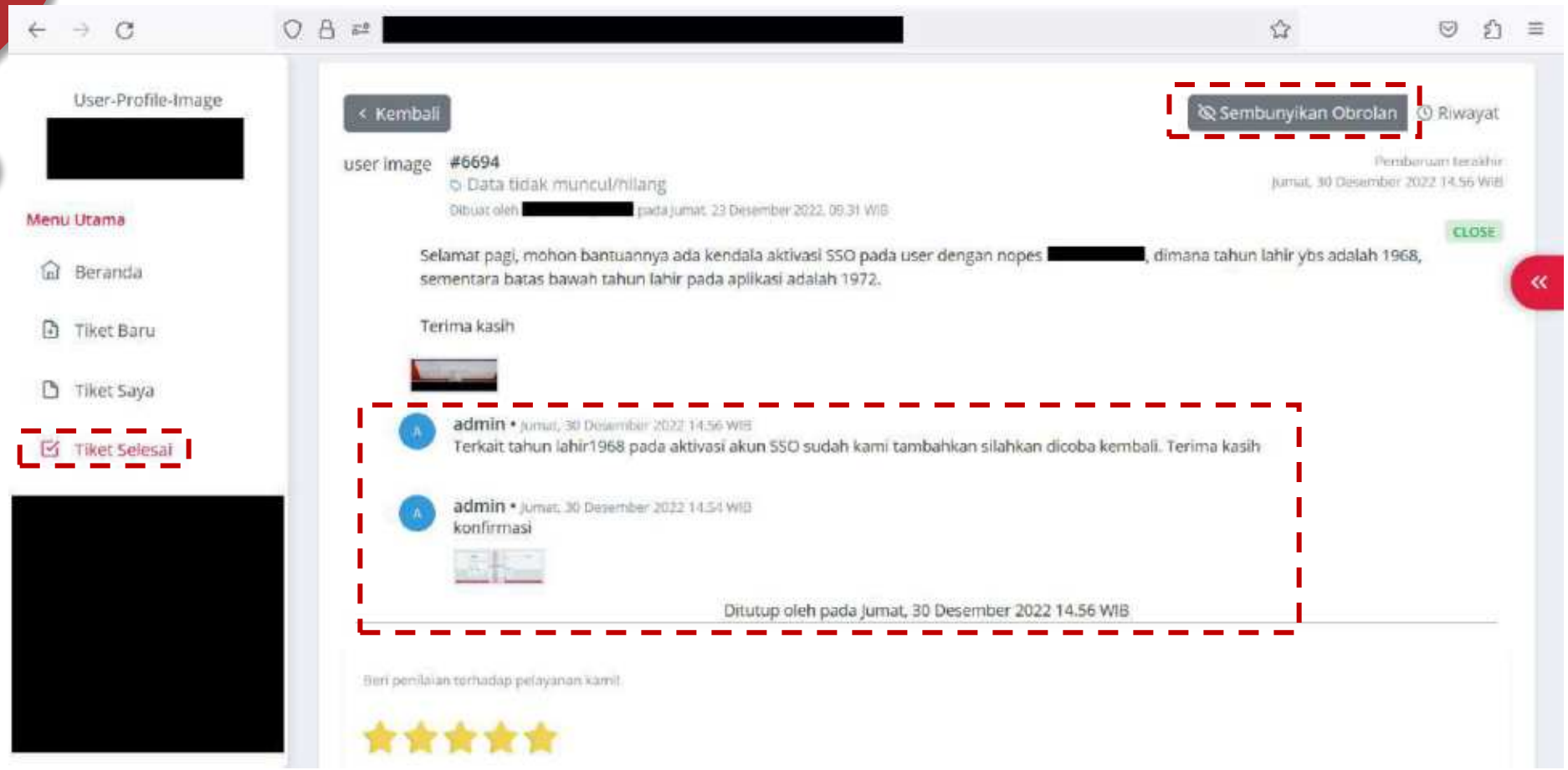


Select **My Ticket** to view the progress of your ticket

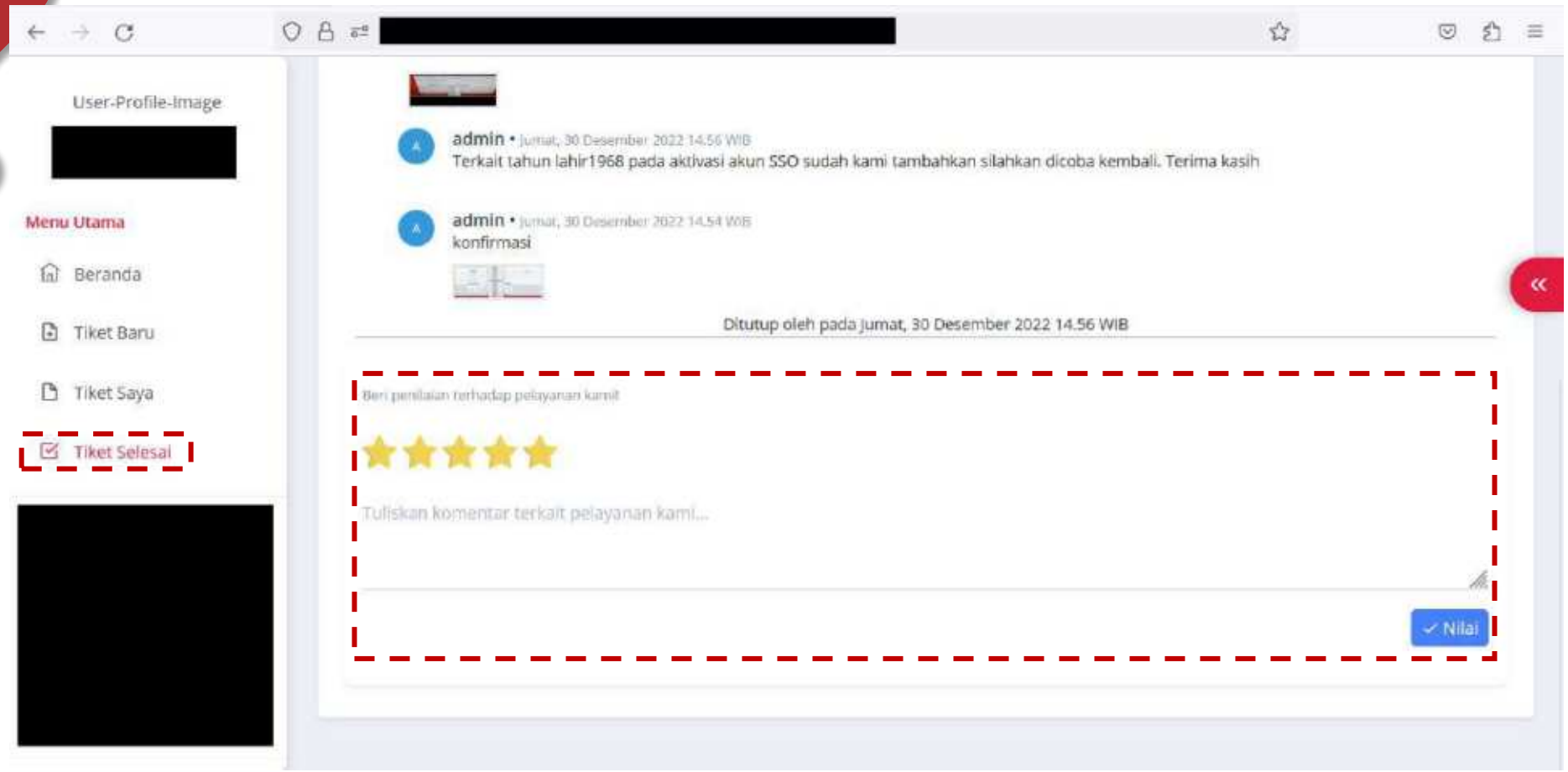
Service Desk Ticket Status

[Ticket Status]

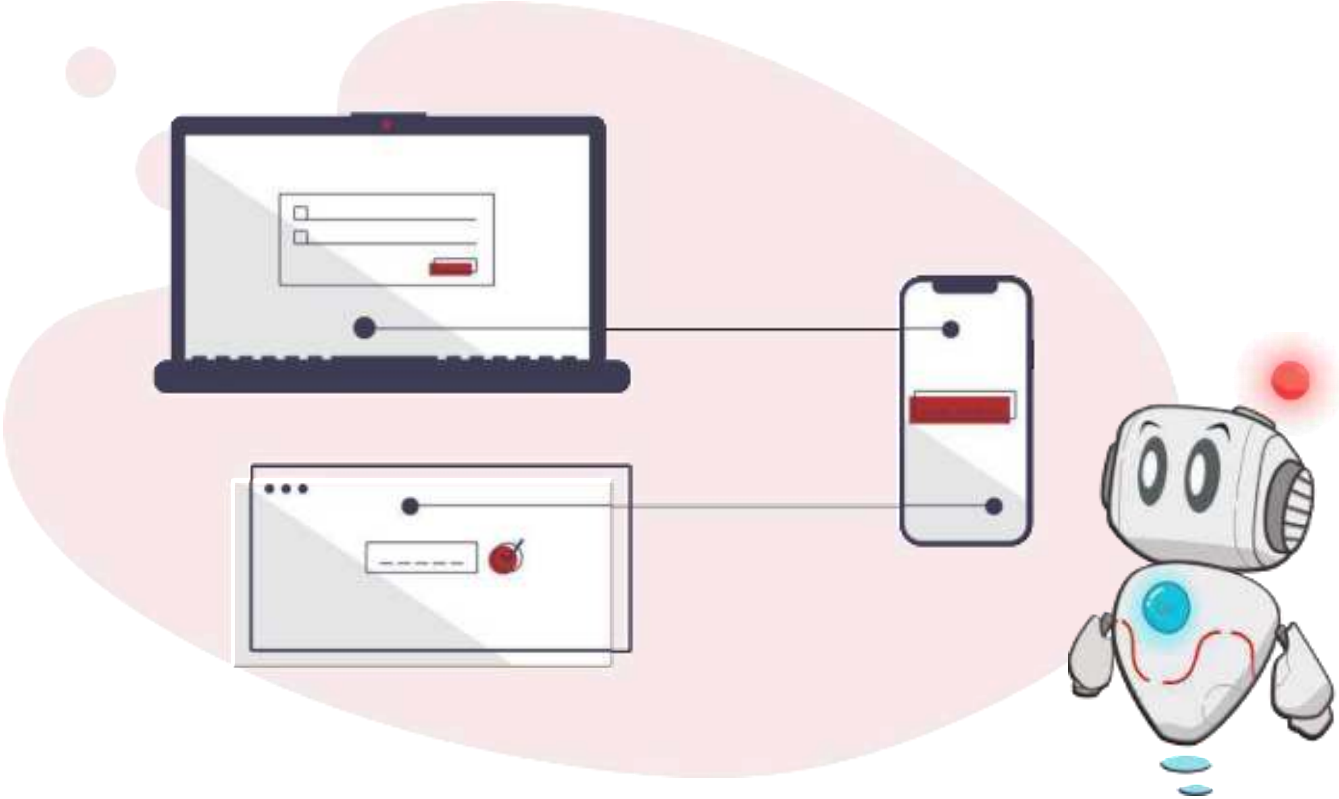
- ASSIGNED : Tickets have been assigned to executors and will be worked on immediately
- IN PROGRES : Tickets are already in the works
- RESOLVE : The ticket has been completed and the IT Service Desk team will confirm via WA/Chat
- CONFIRMATION: Ticket has been confirmed by the IT Service Desk team
- CLOSE: : Ticket is closed and ticketing work is fully completed



Select **Closed Ticket** >> **Detil** >> **Tunjukkan Obrolan** to view ticket responses

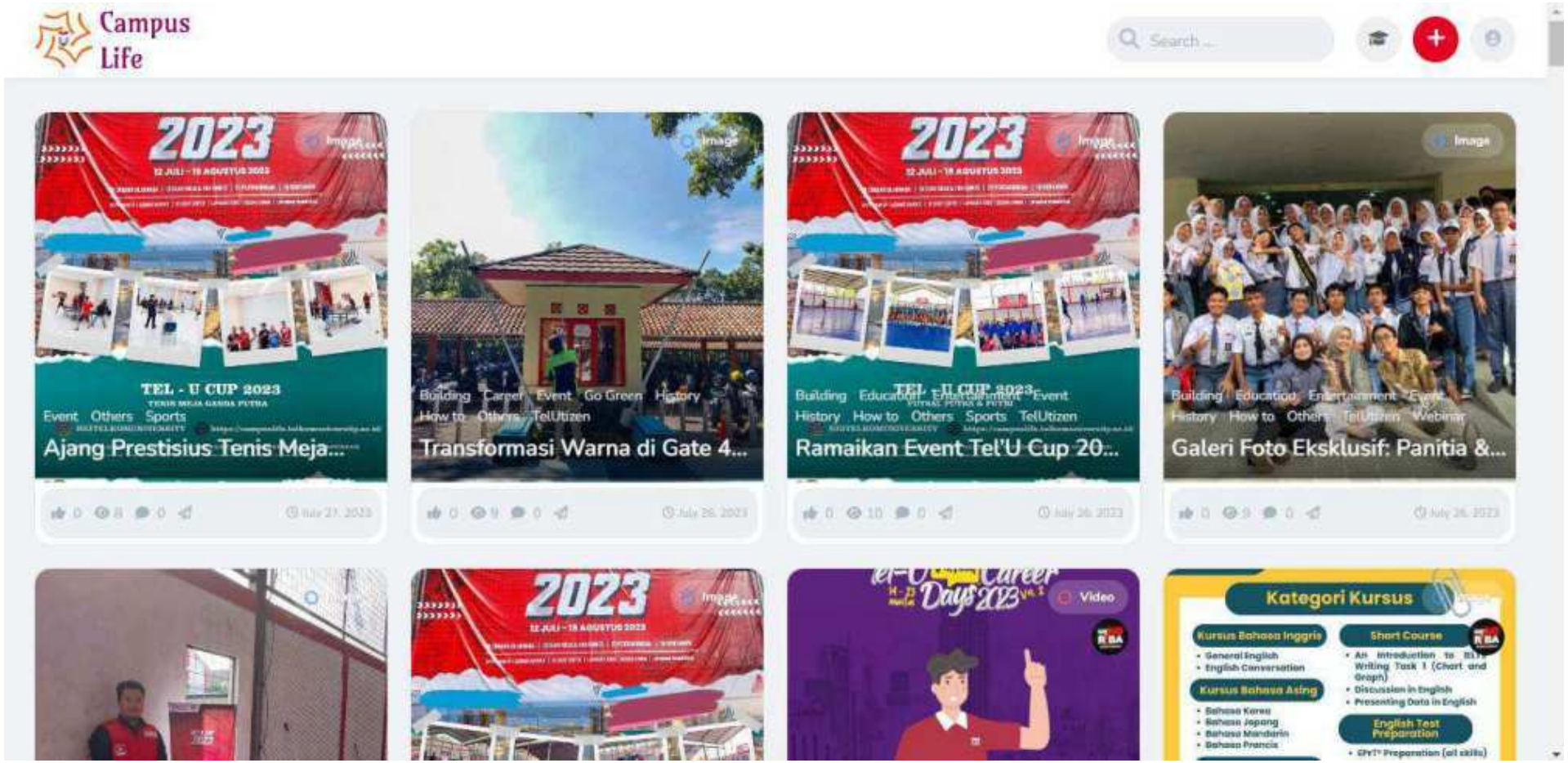


To rate and review a ticket,
Select **Close Ticket** >> **Detil** >> Input rating and review >> **Nilai**

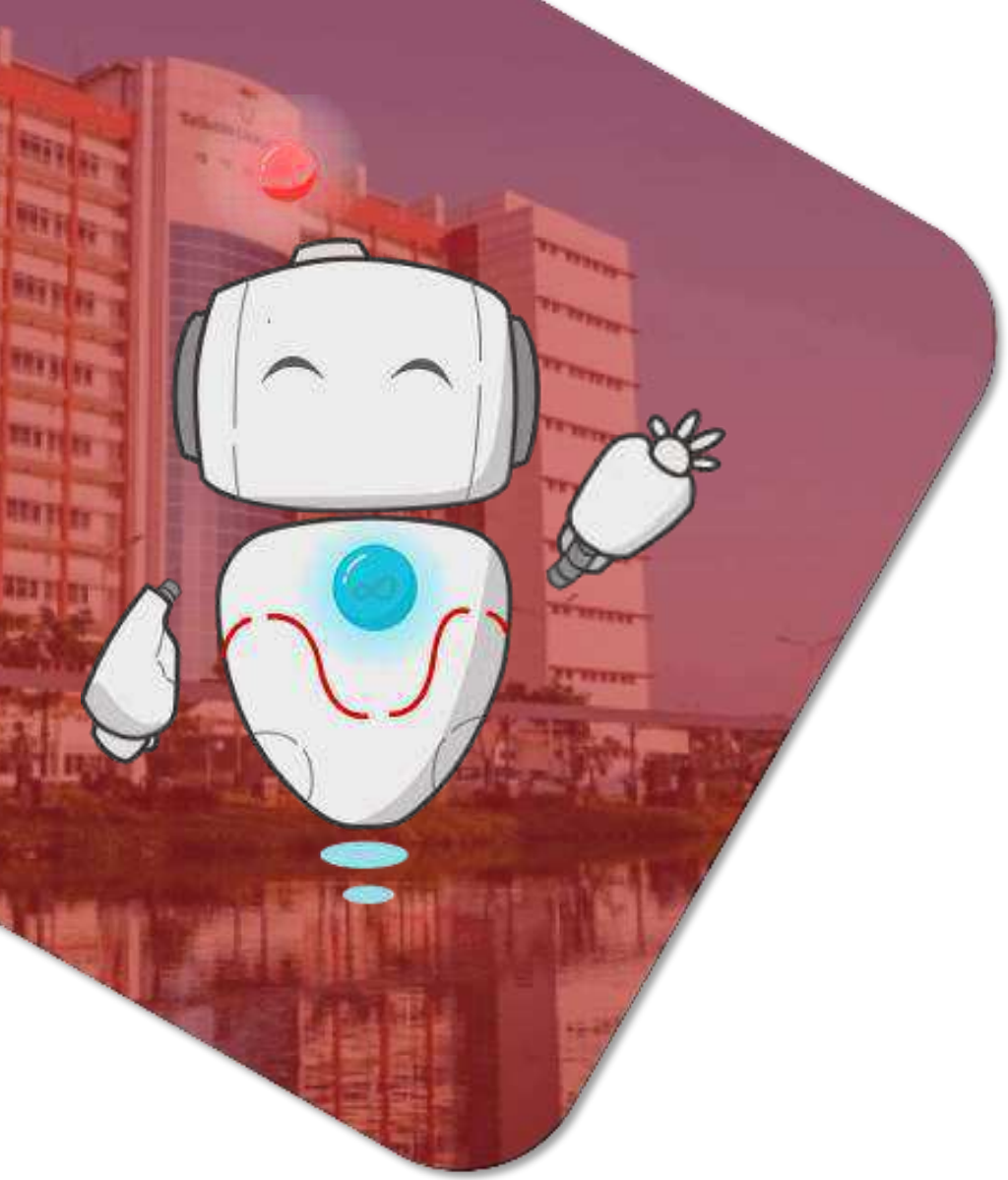


Campus Life

Campus life describes the involvement of interactions with classmates, lecturers, campus staff, and the surrounding community



https://campuslife.telkomuniversity.ac.id/ >> Login using SSO account



Contact Us

082319949941

@servicedesk_puti

IT Service Desk PuTI Telkom University

servicedesk.telkomuniversity.ac.id

Jl. Telkomuniversity, Terusan Buah Batu, Bandung 4025, Indonesia, Gedung Panambulai, Lantai 2

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