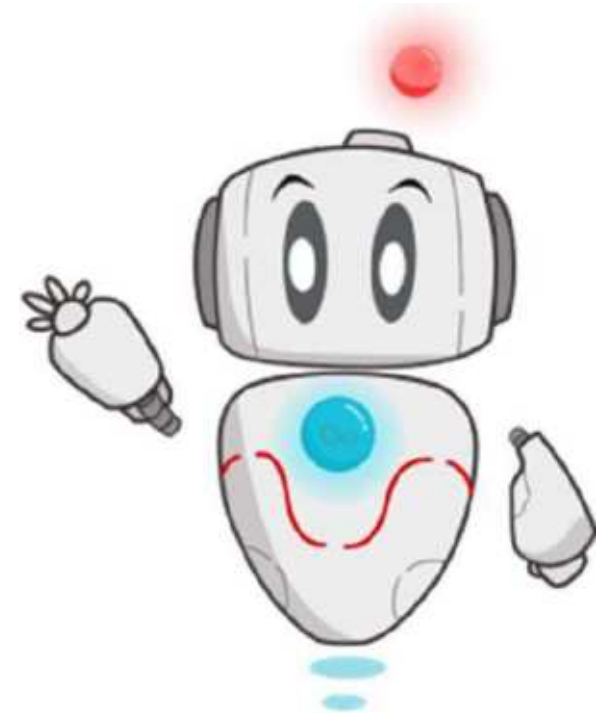
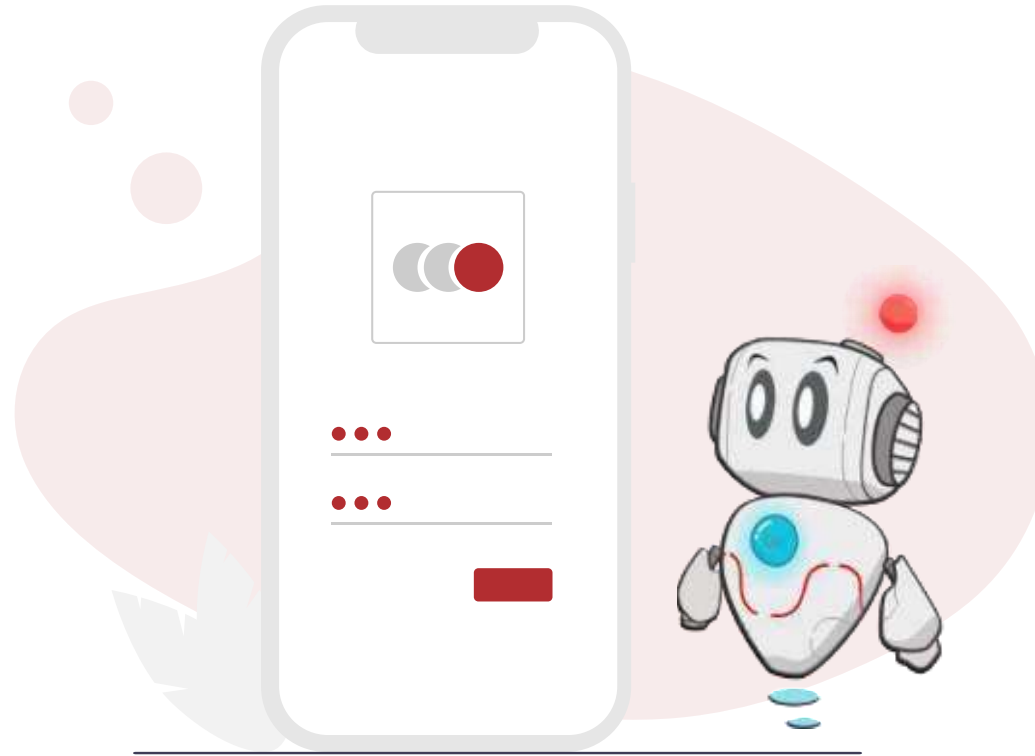




IT Services and IT Service Desk Ticketing
Telkom University - September 2023

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



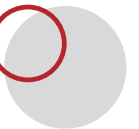
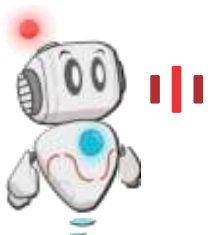
iGracias

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





Login	NEW STUDENT INFO	ADMISSION	DELA	SSO ACTIVATION	OTHERS
MAHASISWA					
DOSEN/ PEGAWAI					
ORANGTUA					



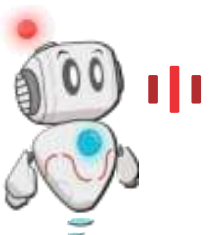
SSO LOGIN

Single Account, Single Sign On login

Login

[Forgot password?](#)

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



IGRACIAS DASHBOARD

2223/2

ENG
Logout

Grup Pengguna : MAHASISWA

Search Menu

- Akun
- Asrama Mahasiswa
- Bimbingan Konseling
- Cel.OE
- Dispensasi
- Ekuivalensi
- Elearning (Idea)
- Geladi
- Kemahasiswaan
- Masukan dan Komplain
- Nilai
- OBE (Outcome Based Education) Admin
- Pembayaran
- Perwakilan

>>>>> **PENGUMUMAN**

ALUR PENGAJUAN
TRANSKRIP AKTIVITAS KEMAHASISWAAN (TAK)
VIA IGRACIAS DAN SITU
TELKOM UNIVERSITY TAK

Panduan dapat diunduh melalui:
<https://lnkr.ee/panduanTAK>

Call Center
TAK dan SKPI Mahasiswa
+62 813-2323-3955

Halaman ini merupakan salah satu dari sekian banyak layanan yang disediakan oleh Direktorat Kemahasiswaan Telkom University untuk mendukung proses pembelajaran dan pengembangan diri mahasiswa. Untuk lebih jelasnya, silakan kunjungi laman ini: [readmore](#)

Direktorat Kemahasiswaan
Telkom University

@ditmawa_telu

@ditmawa_univtelkom

studentaffairs.telkomuniversity.ac.id

Fakultas Teknik Elektro
School of Electrical Engineering
Telkom University

18 APR 2023

PENGUMUMAN UTS SUSULAN SEMESTER GENAP 2022/2023
FAKULTAS TEKNIK ELEKTRO [Read More](#)

Fakultas Teknik Elektro
School of Electrical Engineering
Telkom University

18 APR 2023

JADWAL SIDANG TUGAS AKHIR PERIODE JULI-SEPTEMBER 2023
FAKULTAS TEKNIK ELEKTRO [Read More](#)

Fakultas Rekayasa Industri
School of Industrial Engineering
Telkom University

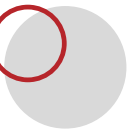
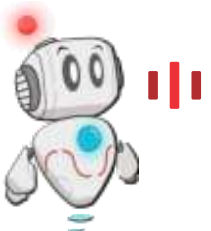
18 APR 2023

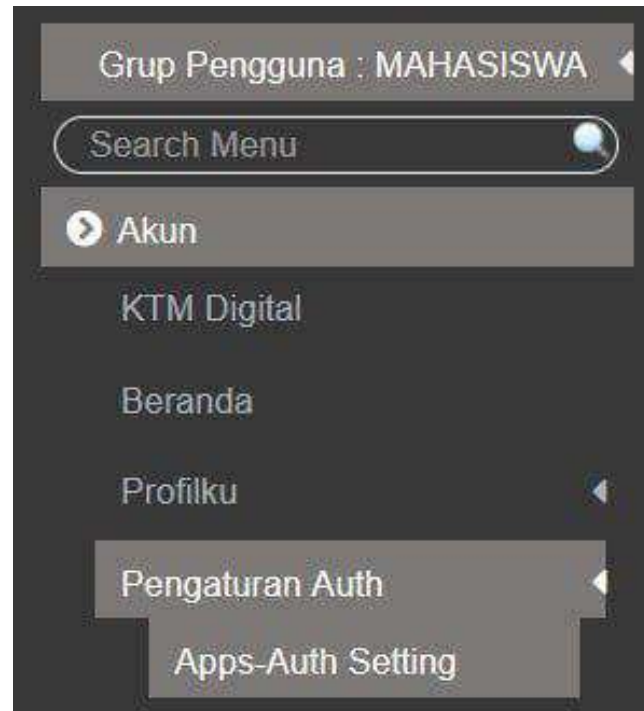
SKEMA PELAKSANAAN UJIAN SUSULAN FAKULTAS REKAYASA
INDUSTRI TAHUN AKADEMIK 2022/2023 SEMESTER GENAP [Read More](#)

iGracias Home Page

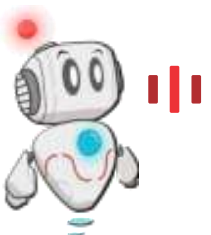


Select **ENG** in the top right corner to change iGracias language to English





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



Apps Authentication

Setting Auth

Validasi Token Authenticator

Apps Authenticator digunakan untuk mengamankan akun (gracias anda, untuk tatacara penggunaanya bisa dilihat [disini](#)).

Langkah 01: Download aplikasi Authenticator

Berikut adalah link aplikasi authenticator :



Play Store



App Store

Langkah 02: Generate QR Code

Klik tombol generate dibawah ini, untuk menghasilkan QR Code.

generate

Langkah 03: Scan QR Code

Scan QR Code dibawah menggunakan apps authenticator yang sudah di download tadi.

Klik generate untuk menghasilkan qr code!

Langkah 04: Validasi Token Authenticator

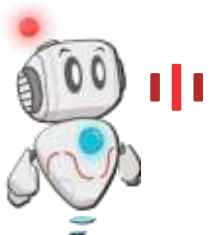


Apps Auth

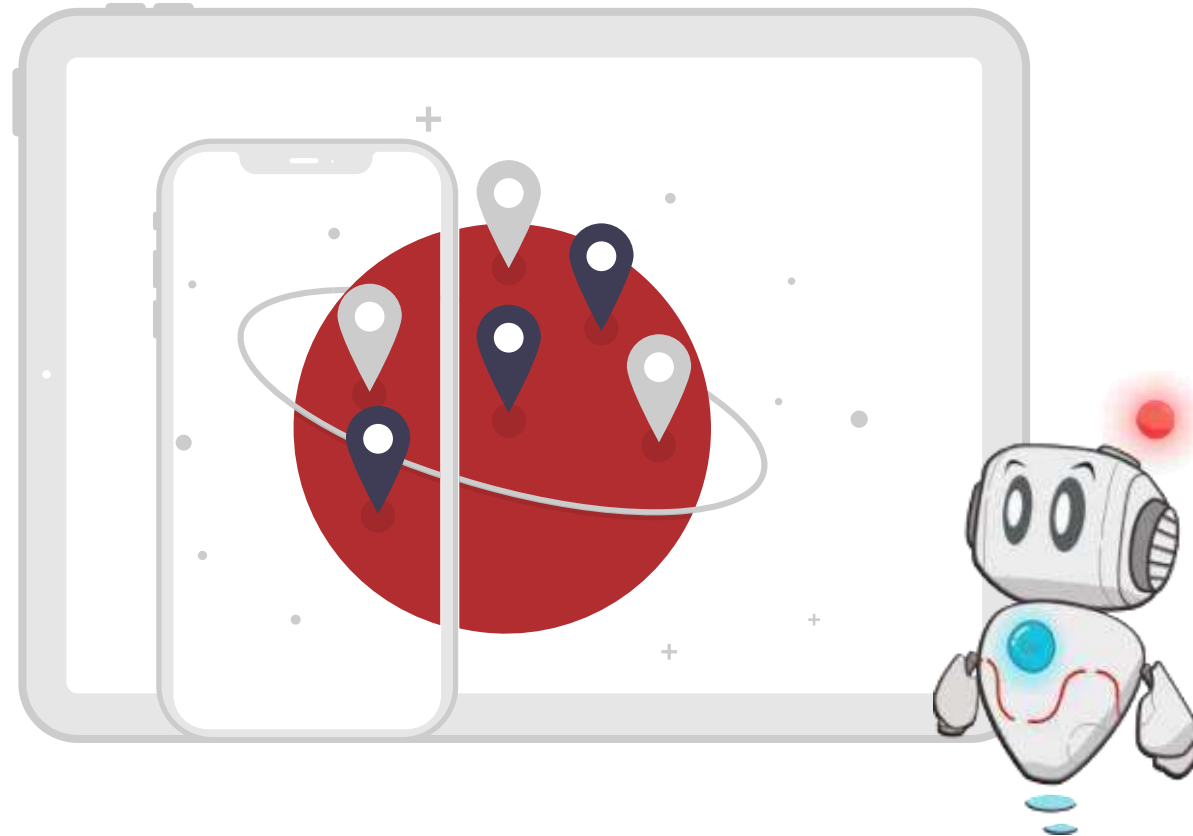
Masukan Token Apps-Auth Disini

Wajib di isi!

Silahkan Klik Disini

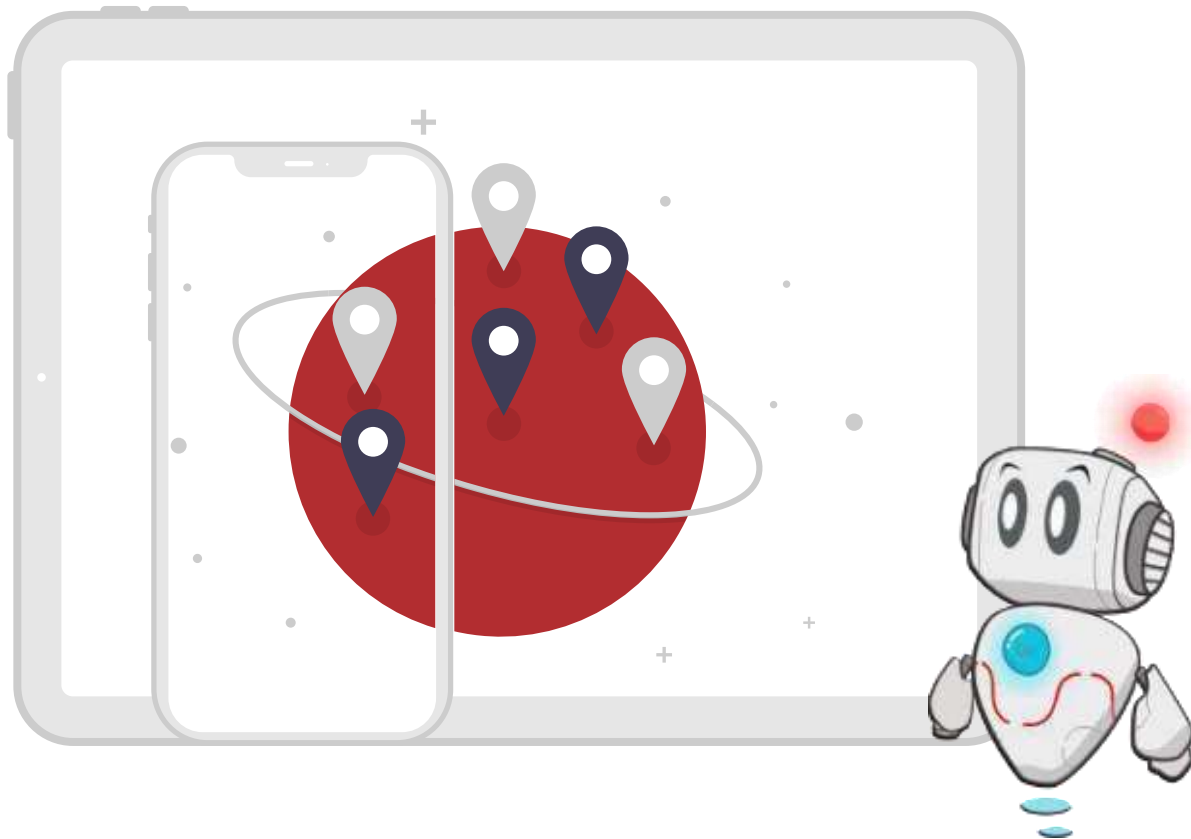


Download the **Google Authenticator** app on your smartphone and follow the on-screen instructions to completion




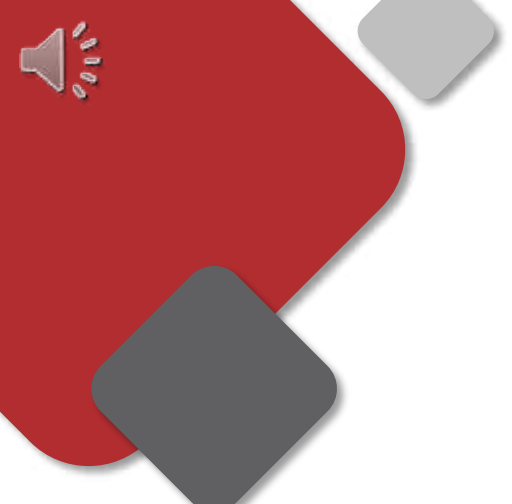

WiFi Services

Free internet facilities in Telkom University area



TUNE

Telkom University Network Engine



tuner
telkom university network engine

ditapraditha

☐ Remember Me ☐ Automatic Login

Login

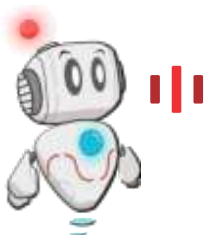
[Visitors Entrance](#)

© 2018 Telkom University All Rights Reserved

Demi kenyamanan bersama, silakan gunakan koneksi jaringan wifi Telkom University yang sudah disediakan.

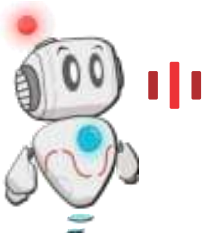
Mahasiswa	Dosen dan Staff
TelkomUniversity	Employee@TelkomUniversity

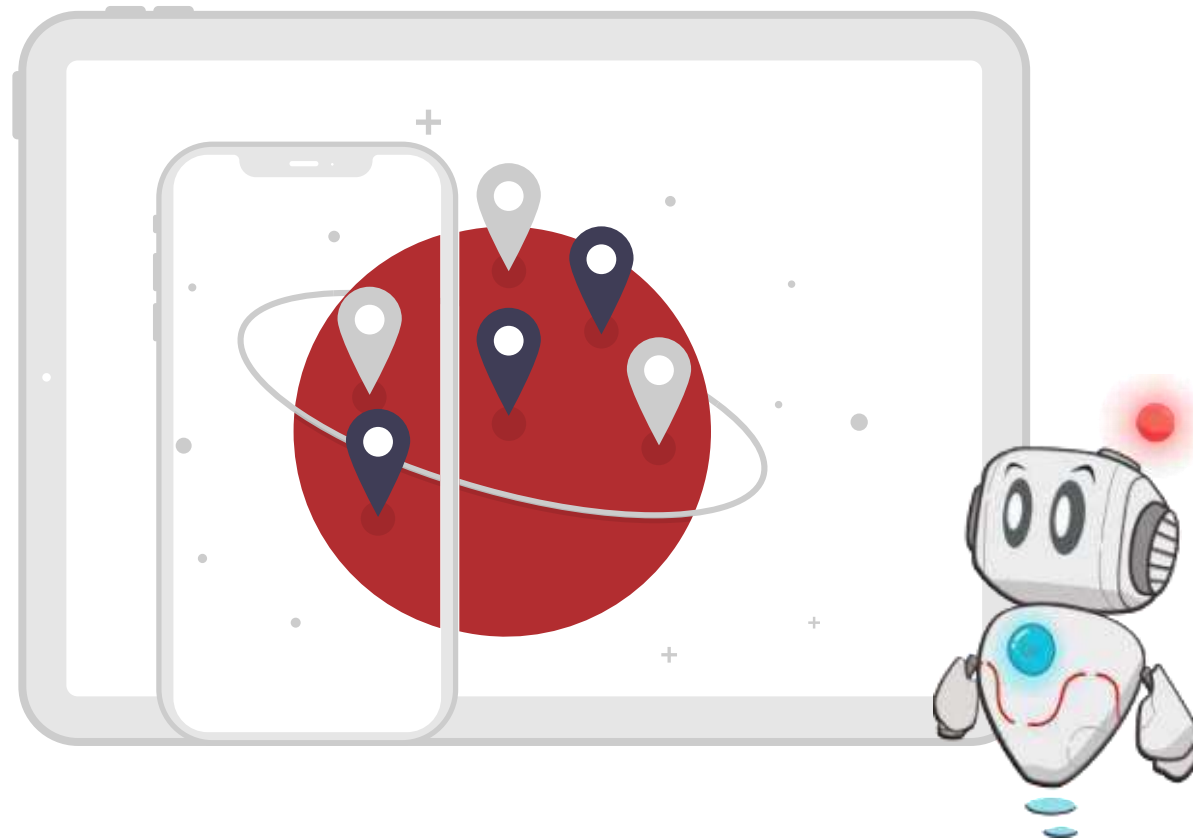
Select **TelkomUniversity** WiFi >> Input SSO username and password>> **Login**





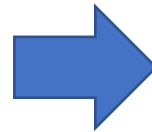
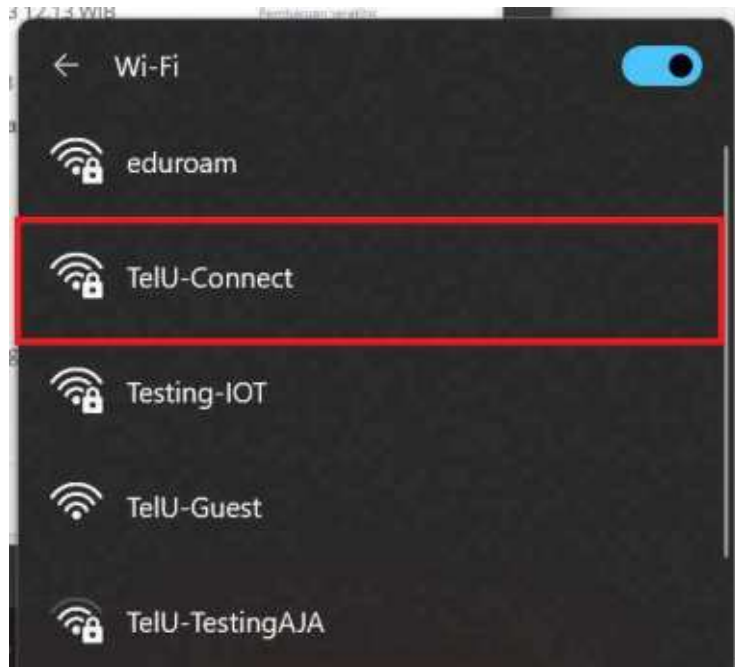
TUNE Guide



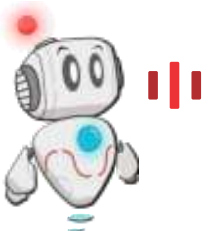


TelU-Connect

Free internet facilities in Telkom University area

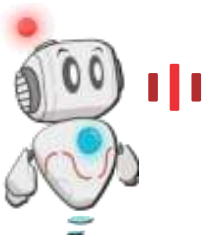


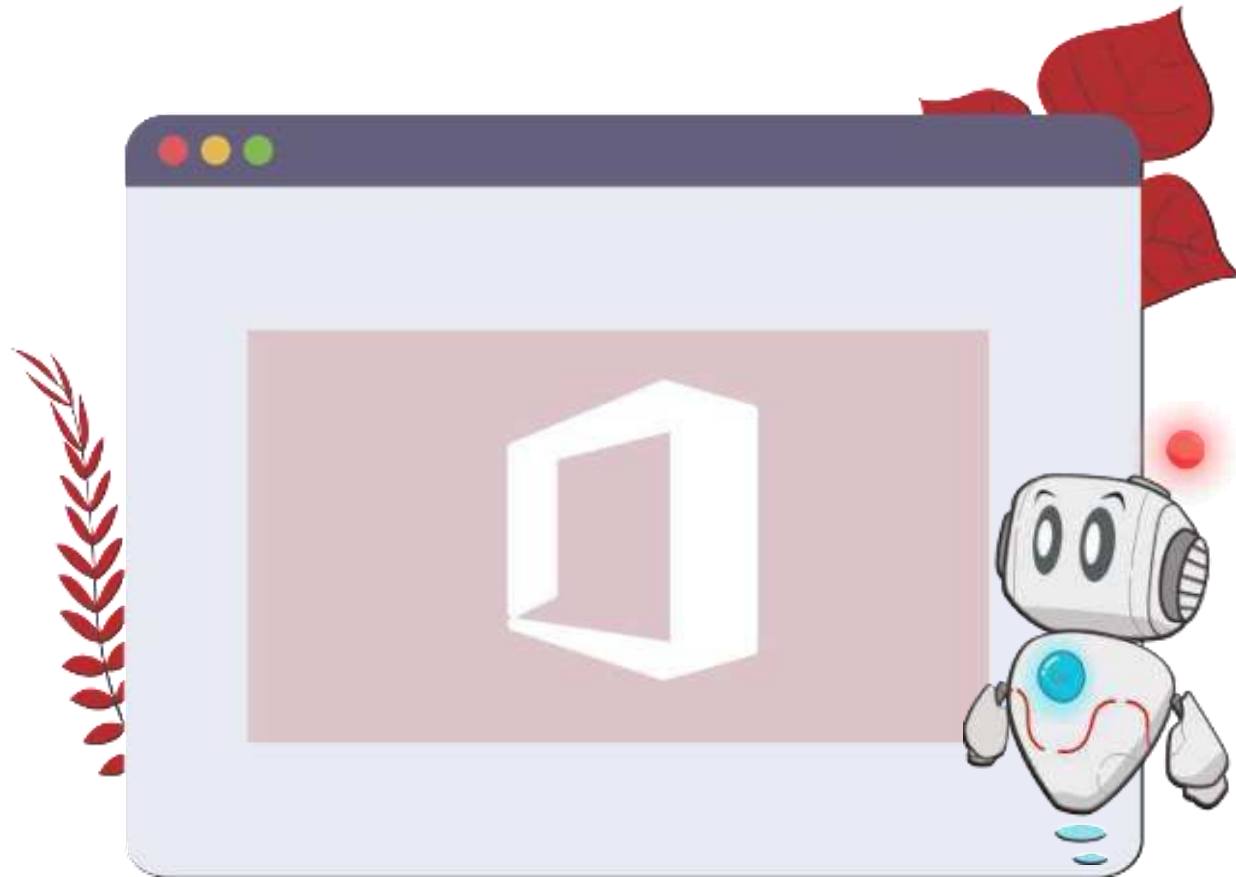
Select **TelU-Connect** >> **Connect** >> Input SSO username and password >> **OK**





TelU-Connect Guide for iOS and Android



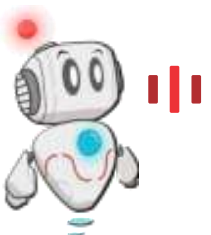


MICROSOFT 365

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**





Sign in

@student.telkomuniversity.ac.id

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next



← [redacted]@student.telkomuniversity.ac.id

Enter password

Password

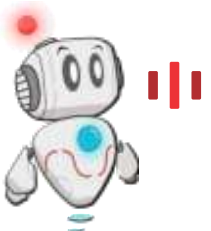
[Forgot my password](#)

Sign in

Silakan gunakan **username@telkomuniversity.ac.id** dan password sesuai iGracias Telkom University untuk TPA/Dosen dan **username@student.telkomuniversity.ac.id** untuk Mahasiswa

Apabila anda mengalami kendala Sign in silakan akses [Panduan Sign In Microsoft 365](#)

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





[Redacted]@student.telkomuniversity.ac.id

More information required

Your organization needs more information to keep your account secure

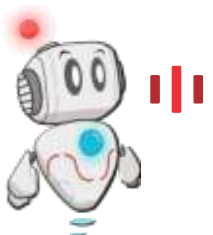
[Use a different account](#)

[Learn more](#)

Next

Silakan gunakan **username@telkomuniversity.ac.id** dan password sesuai iGracias Telkom University untuk TPA/Dosen dan **username@student.telkomuniversity.ac.id** untuk Mahasiswa

Apabila anda mengalami kendala Sign in silakan akses [Panduan Sign In Microsoft 365](#)



Click **Next** to activate the MFA

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App



App

2

Phone

Microsoft Authenticator



Start by getting the app

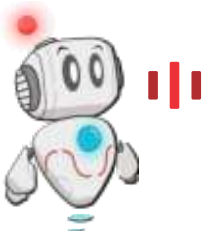
On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

[I want to set up a different method](#)



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



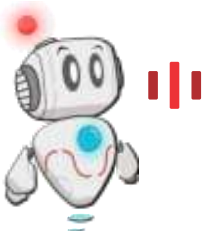
Set up your account

In your app, add a new account.

Back

Next

Select Next



Authenticator app

Scan the QR code

Use the authenticator app to scan the QR code. This will connect your authenticator app with your account.

After you scan the QR code, choose "Next".

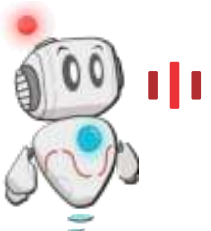


Can't scan image?

Back

Next

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



Enter code

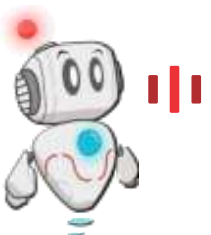
Enter the 6-digit code shown in the Authenticator app.

123456

Back

Next

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





██████████@student.telkomuniversity.ac.id

Enter code

Enter the code displayed in the authenticator app on your mobile device

Code

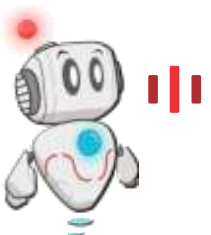
☒ Don't ask again for 90 days


Having trouble? [Sign in another way](#)

[More information](#)

Verify

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





Microsoft 365 Install Guide



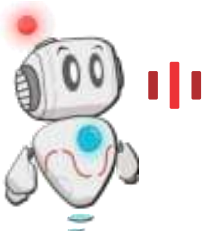
SCAN ME

Microsoft Windows



SCAN ME

MacOS



CAUTION!

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

Stay signed in to all your apps

Windows will remember your account and automatically sign you in to your apps and websites on this device. This will reduce the number of times you are asked to login.

☐

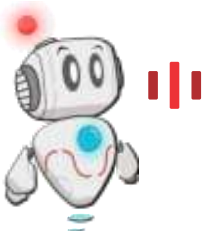
Allow my organization to manage my device

ⓘ Selecting this option means your administrator can install apps, control settings, and reset your device remotely. Your organization may require you to enable this option to access data and apps on this device.

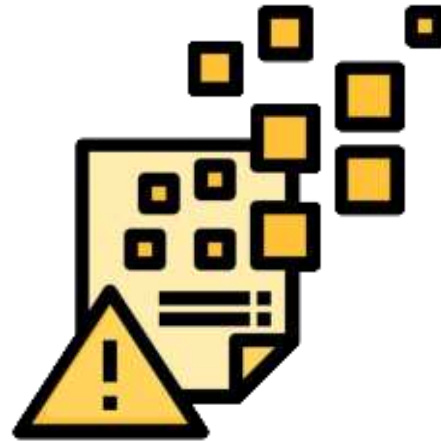
[No, sign in to this app only](#)

OK

Then select **OK**

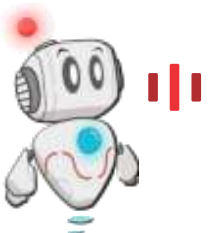


IMPACT



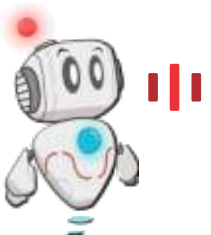
Allow my organization to manage my device will cause the device to be managed by Microsoft, putting it at risk:

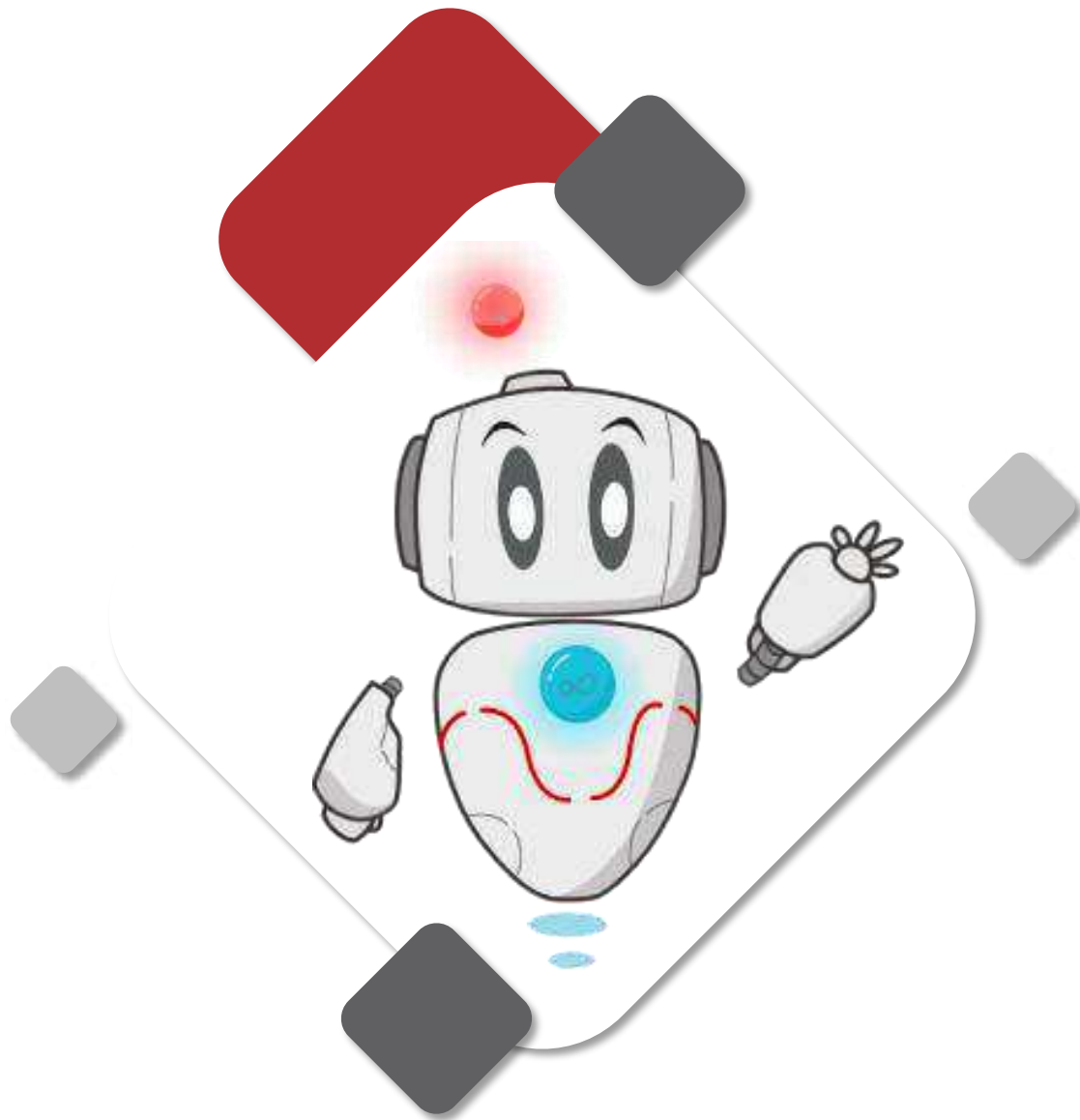
- Loss of sign-in access to some Microsoft desktop applications
- Loss of data modification access
- Loss of data





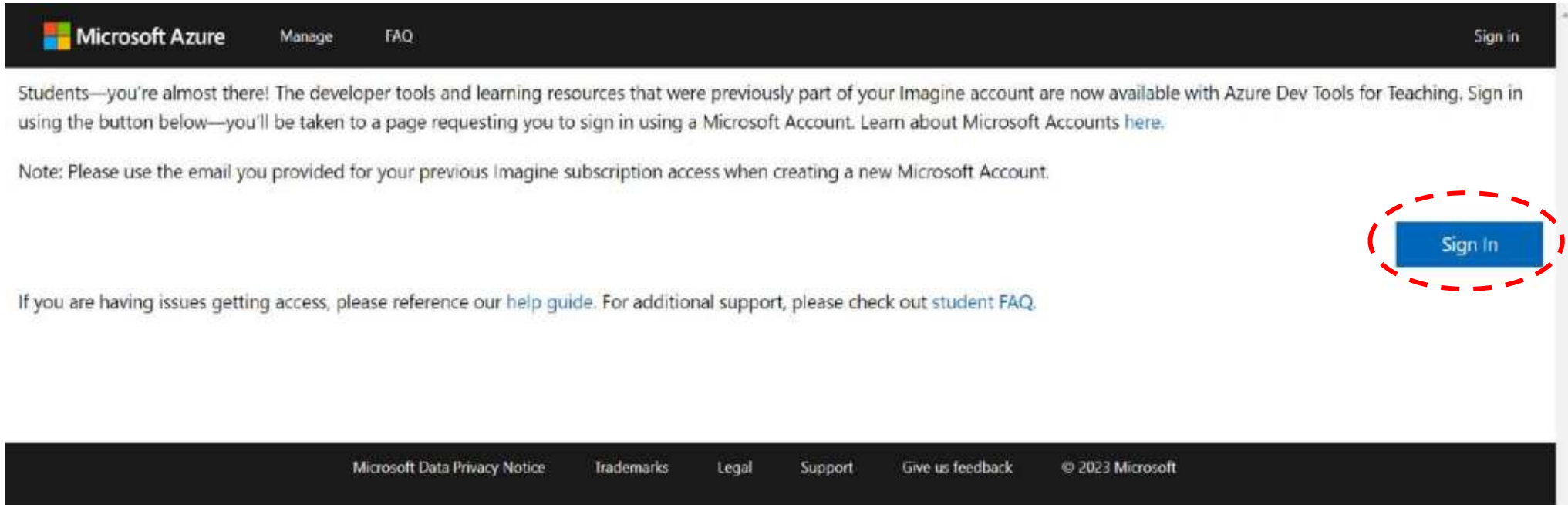
How to Fix Device Managed by Org



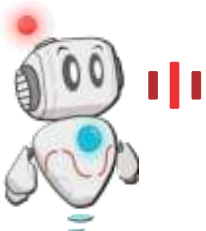


Azure Dev Tools

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



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





Sign in

@student.telkomuniversity.ac.id

No account? [Create one!](#)

Can't access your account?

Back

Next



← [redacted]@student.telkomuniversity.ac.id

Enter password

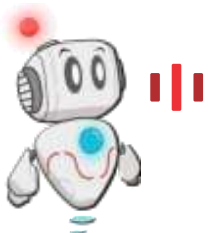
Password

[Forgot my password](#)

Sign in

Silakan gunakan **username@telkomuniversity.ac.id** dan password sesuai iGracias Telkom University untuk TPA/Dosen dan **username@student.telkomuniversity.ac.id** untuk Mahasiswa

Apabila anda mengalami kendala Sign in silakan akses [Panduan Sign In Microsoft 365](#)



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

Identity Verification by phone



A text or phone call helps us make sure this is you.

Country code

Indonesia (+62)



Phone number

(62) 8121049

Please do not enter country code in your phone number.

Text me

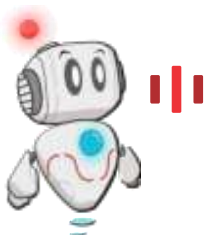
Call me

Verification code

This field is required

Verify code

I did not receive a code



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

Home > Education

Education | Software

Overview

Learning resources

Roles

Software

Learning

Templates

Need help?

Support

Search

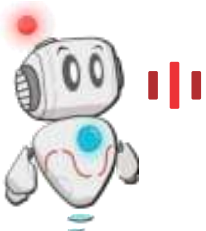
Product category : All Operating System : All System type : 64 bit

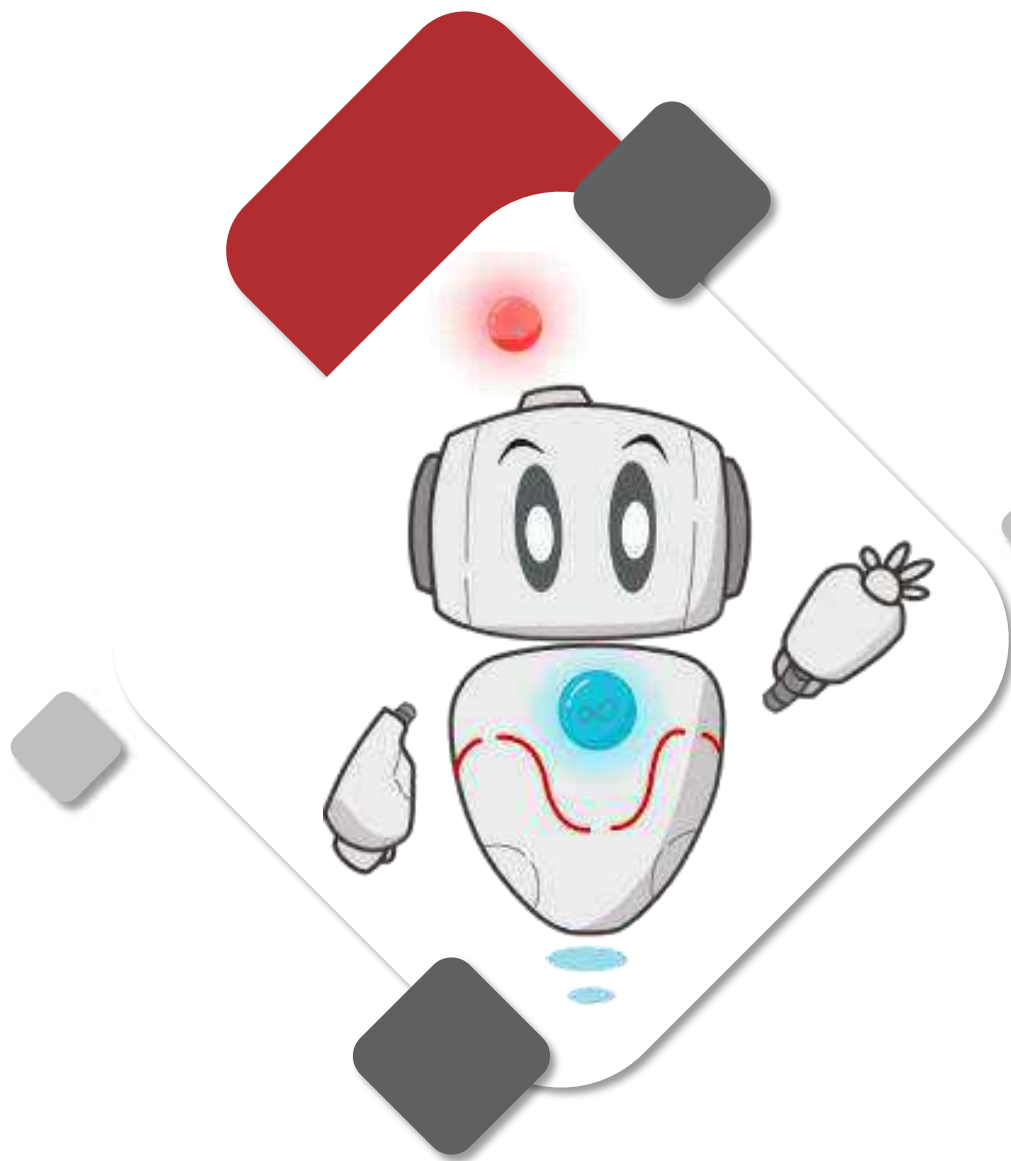
Product language : English, Multilanguage

68 Items

Name ↑↓	Product category ↑↓	Operating System ↑↓	System type ↑↓	Language ↑↓
SQL Server 2019 Developer	Database	Windows	64 bit	English
Visual Studio Enterprise 2019	Developer Tools	Windows	64 bit	Multilanguage
Visual Studio Enterprise Editio...	Developer Tools	Windows	64 bit	Multilanguage
Machine Learning Server 9.4,...	AI + Machine Learning	Windows	64 bit	English
Microsoft R Client 9.4.7	Database	Windows	64 bit	English
Agents for Visual Studio 2019...	Developer Tools	Windows	64 bit	Multilanguage
Agents for Visual Studio 2019...	Developer Tools	Windows	64 bit	Multilanguage
Azure DevOps Server Express ...	Productivity Tools	Windows	64 bit	Multilanguage

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

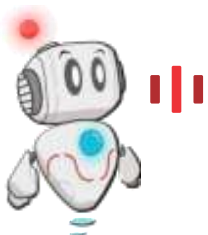
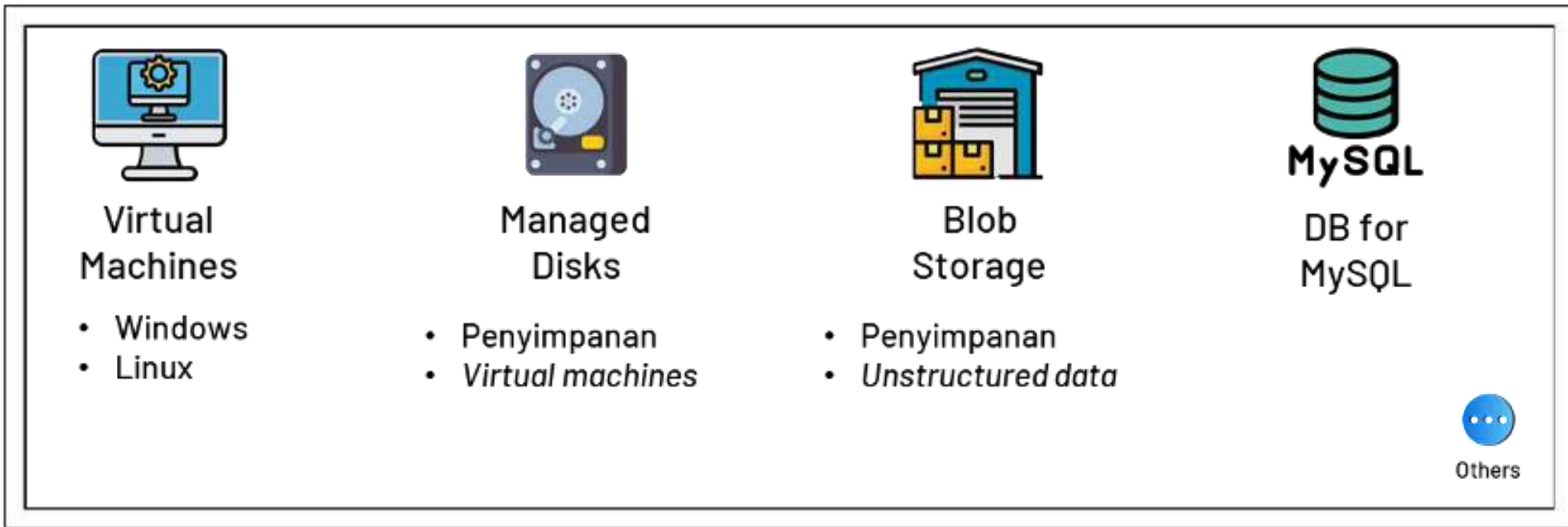




Azure Cloud

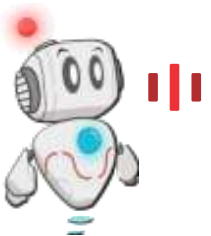
Microsoft's suite of products to support education,
teaching, and research

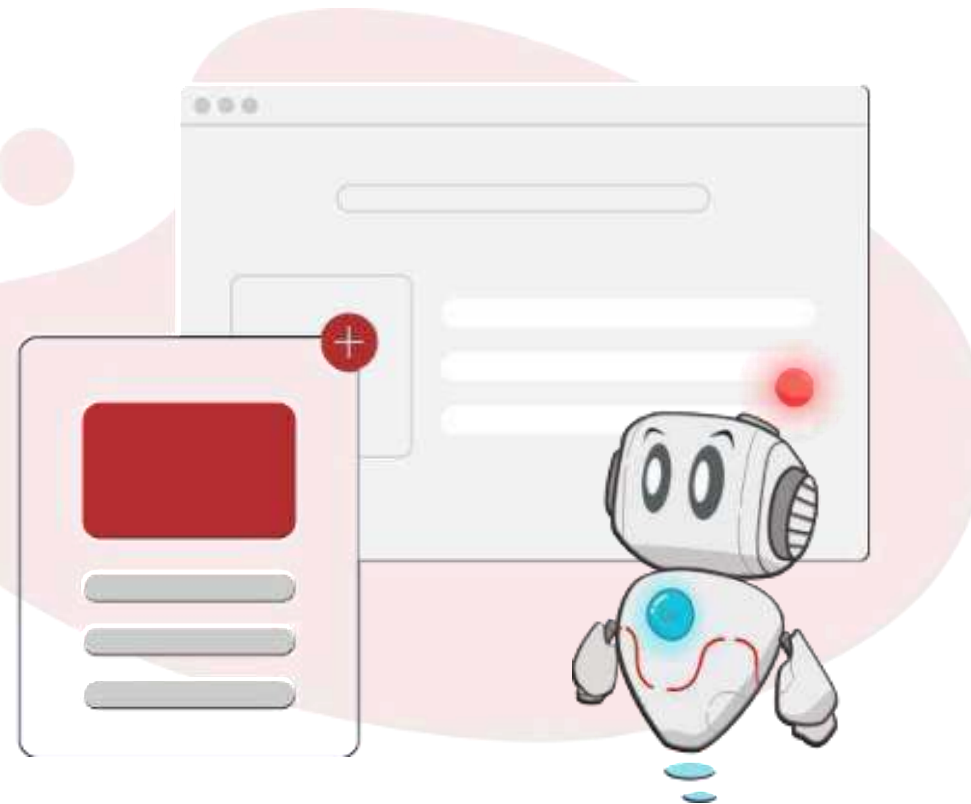
Produk Microsoft Azure Cloud





Microsoft Azure Guide





STUDENT BLOG

STUDENT TELKOM UNIVERSITY

Silakan login menggunakan Account SSO iGracias

Username iGracias

Password iGracias

☐

I'm not a robot



reCAPTCHA
Privacy - Terms

☐

Remember Me

Log In

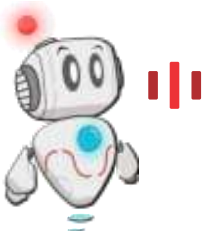
Team 1

0

+

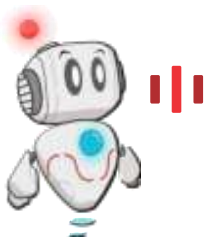
Team 2

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



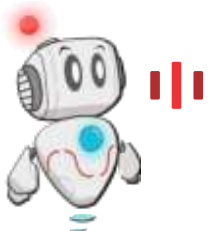
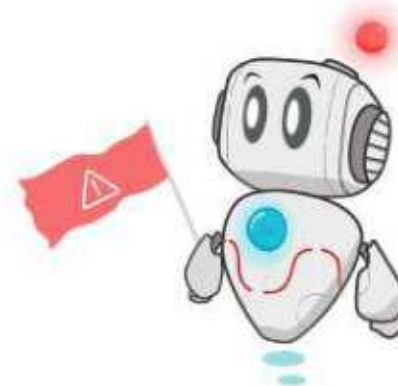


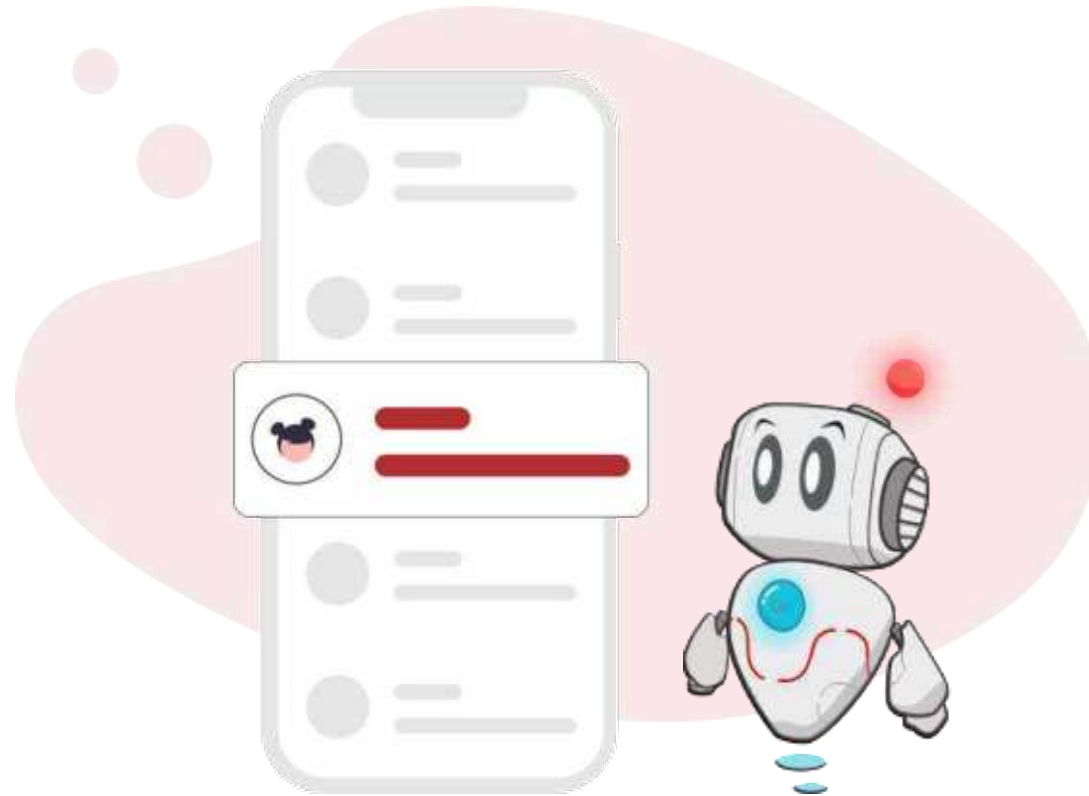
How to Start a Blog



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



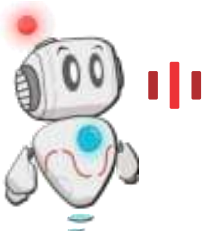


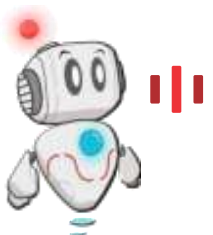
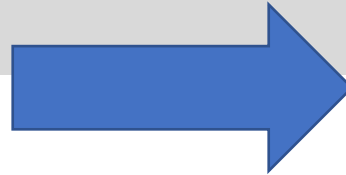
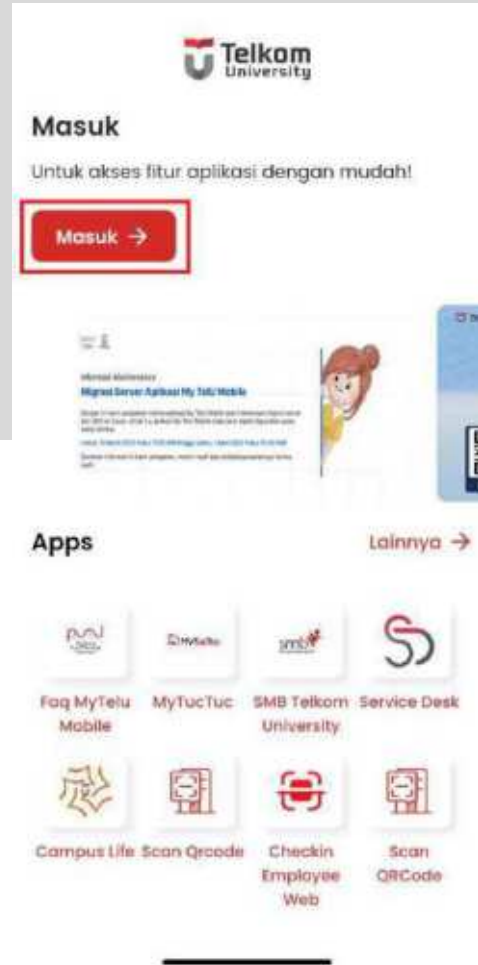
My TelU Mobile

Mobile application to support learning / teaching activities within Telkom University

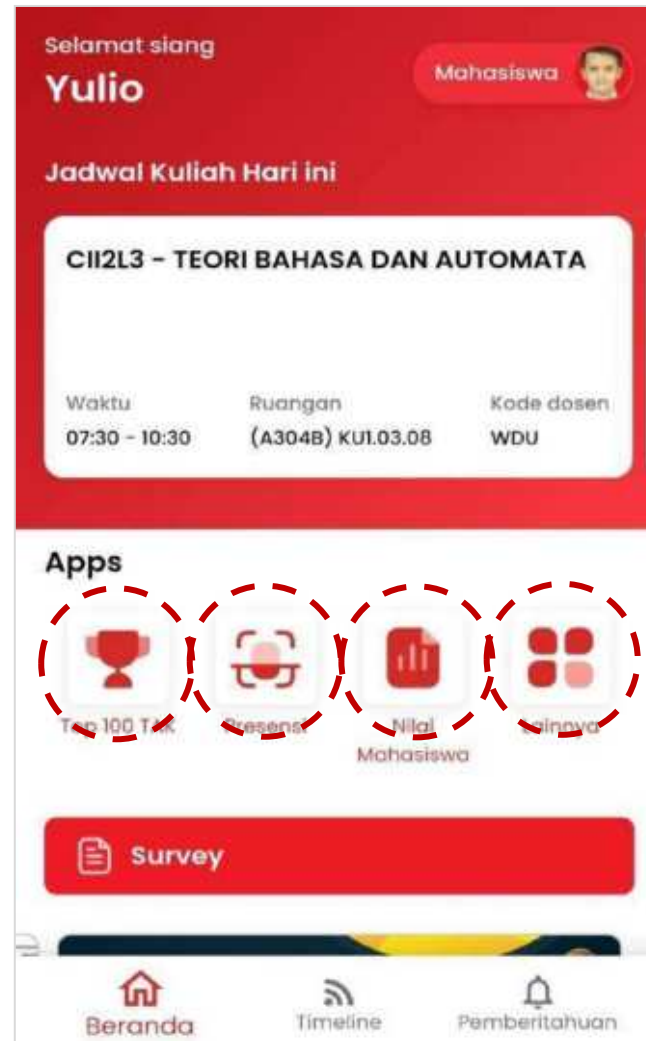


Download the **My TelU Mobile** app via the **App Store** or **Google Play**

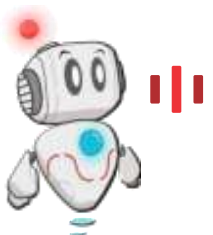


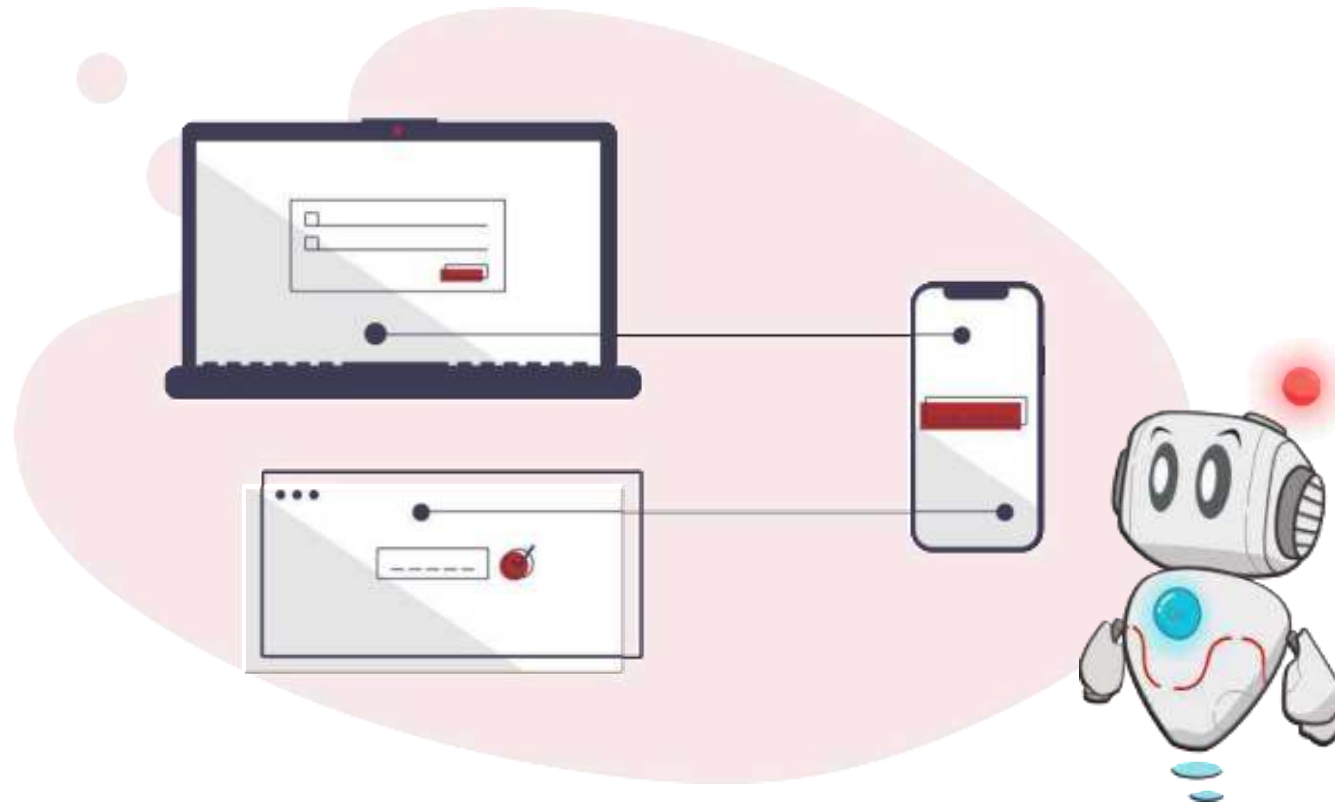


Select **Masuk** >> Input SSO username (lowercase) + SSO password >> **Masuk**



My TelU Mobile Home Page

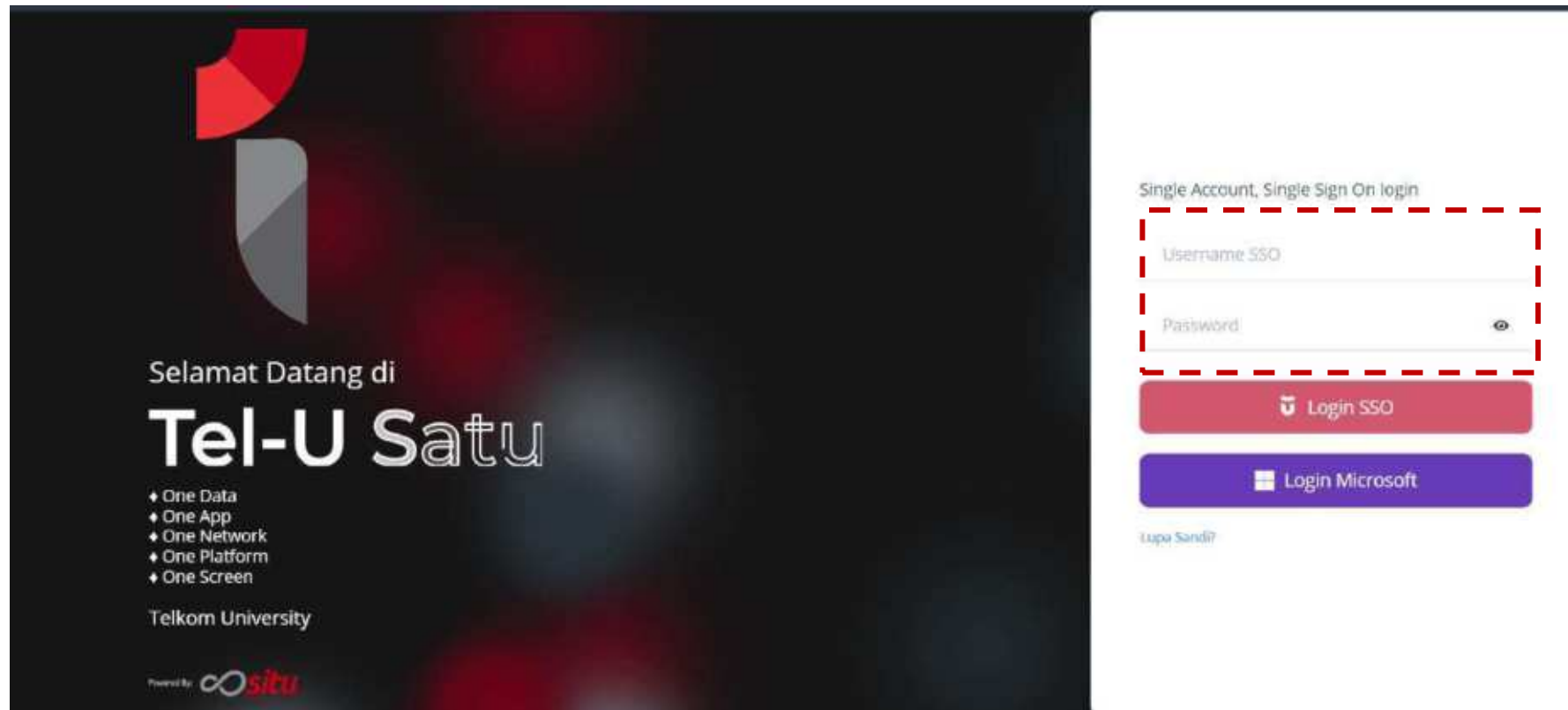




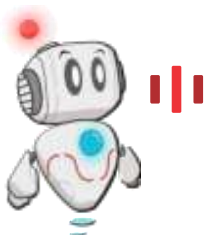
Tel-U Satu

IT Service Desk Ticketing

Application to submit complaints and requests related to PuTI services

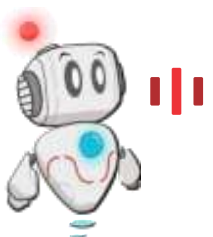


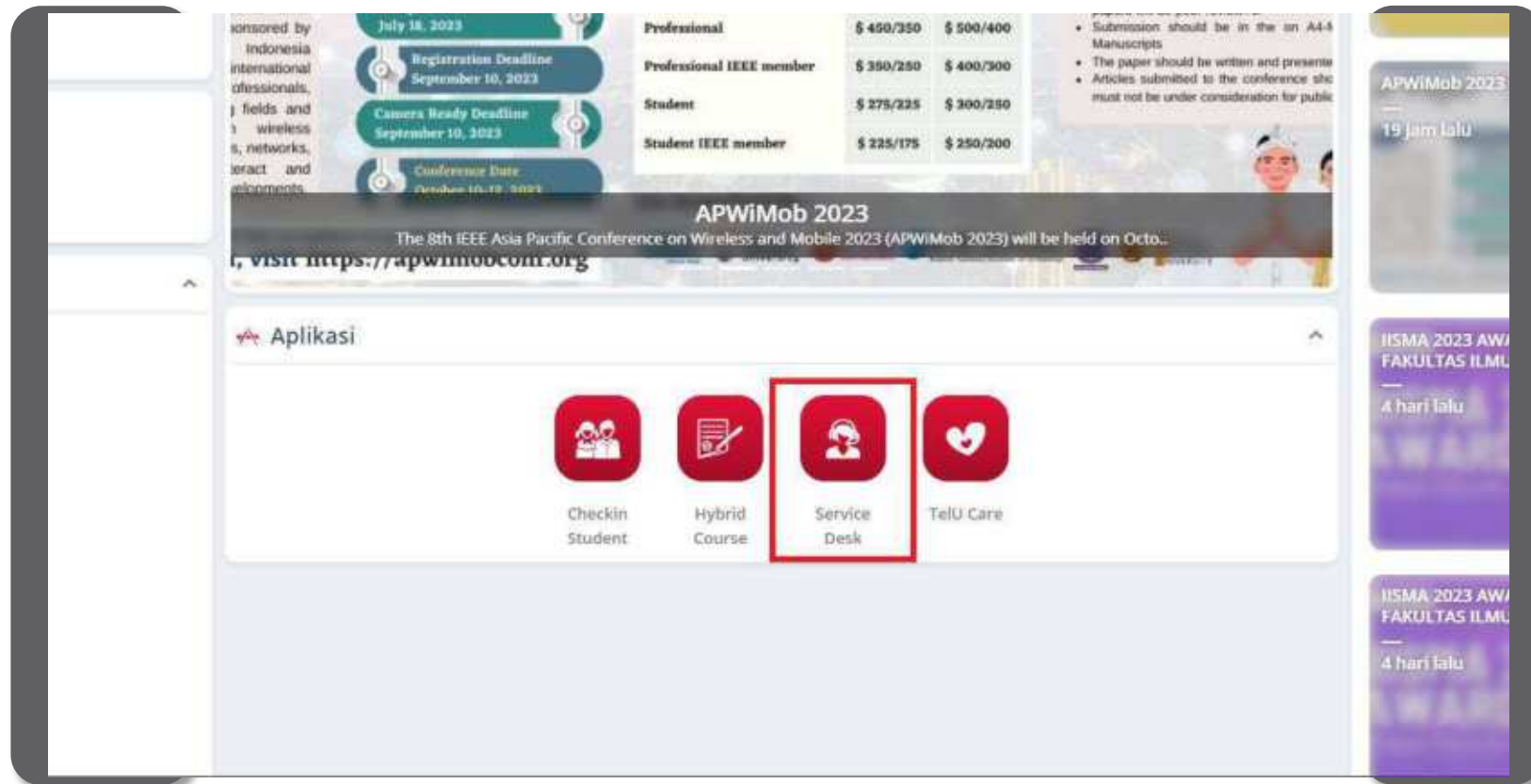
Access satu.telkomuniversity.ac.id >> Input SSO username + password >> Select **Login SSO**



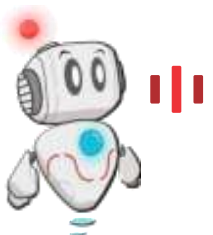


The menu to change the language to English is in the top right corner

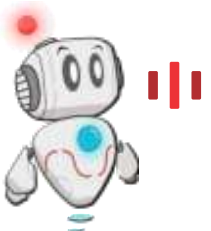




Through the **Applications** section, select **Service Desk**



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



CO service-desk

Tiket Saya

Menu Utama

- Beranda
- Tiket Baru
- Tiket Saya**
- Tiket Selesai

Show: 10 data

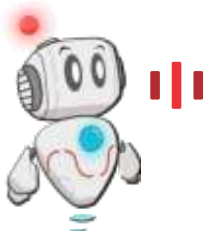
Search:

#	LAYANAN	DESKRIPS	TANGGAL PEMBUATAN	STATUS	Aksi
			Sel, 18 Jul 2023 11:22 WIB	SELESAI	Detail Uraian
			Sel, 18 Jul 2023 10:41 WIB	IN PROGRES	Detail Uraian
			Sab, 19 Jul 2023 14:24 WIB	IN PROGRES	Detail Uraian

Show 1 of 3 from 3 data

FIRST Previous 1 NEXT LAST

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



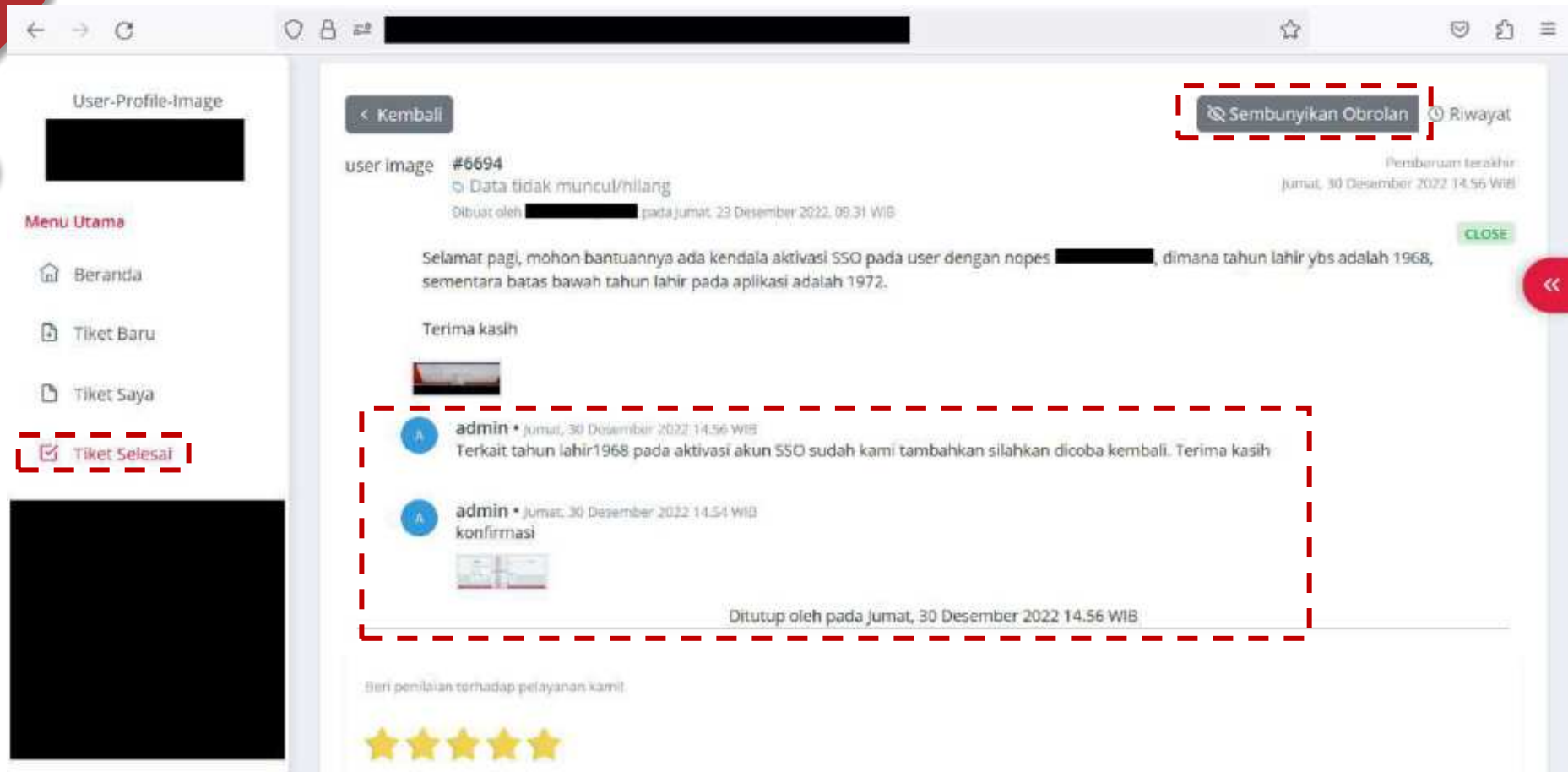
Service Desk Ticket Status

#	LAYANAN	DESKRIPSI	TANGGAL PEMBUATAN	STATUS	AKSI
#3786	All Lisensi	Mohon bantuannya untuk bisa menggunakan ms word	Selasa, 09 Agustus 2022 11:50 WIB	ASSIGNED	Detil Obrolan

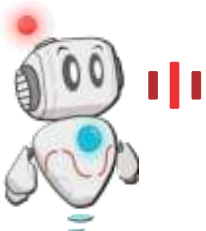
#	LAYANAN	DESKRIPSI	TANGGAL PEMBUATAN	STATUS	AKSI
#3786	All Lisensi	Mohon bantuannya untuk bisa menggunakan ms word	Selasa, 09 Agustus 2022 11:50 WIB	CONFIRMATION	Detil Obro..

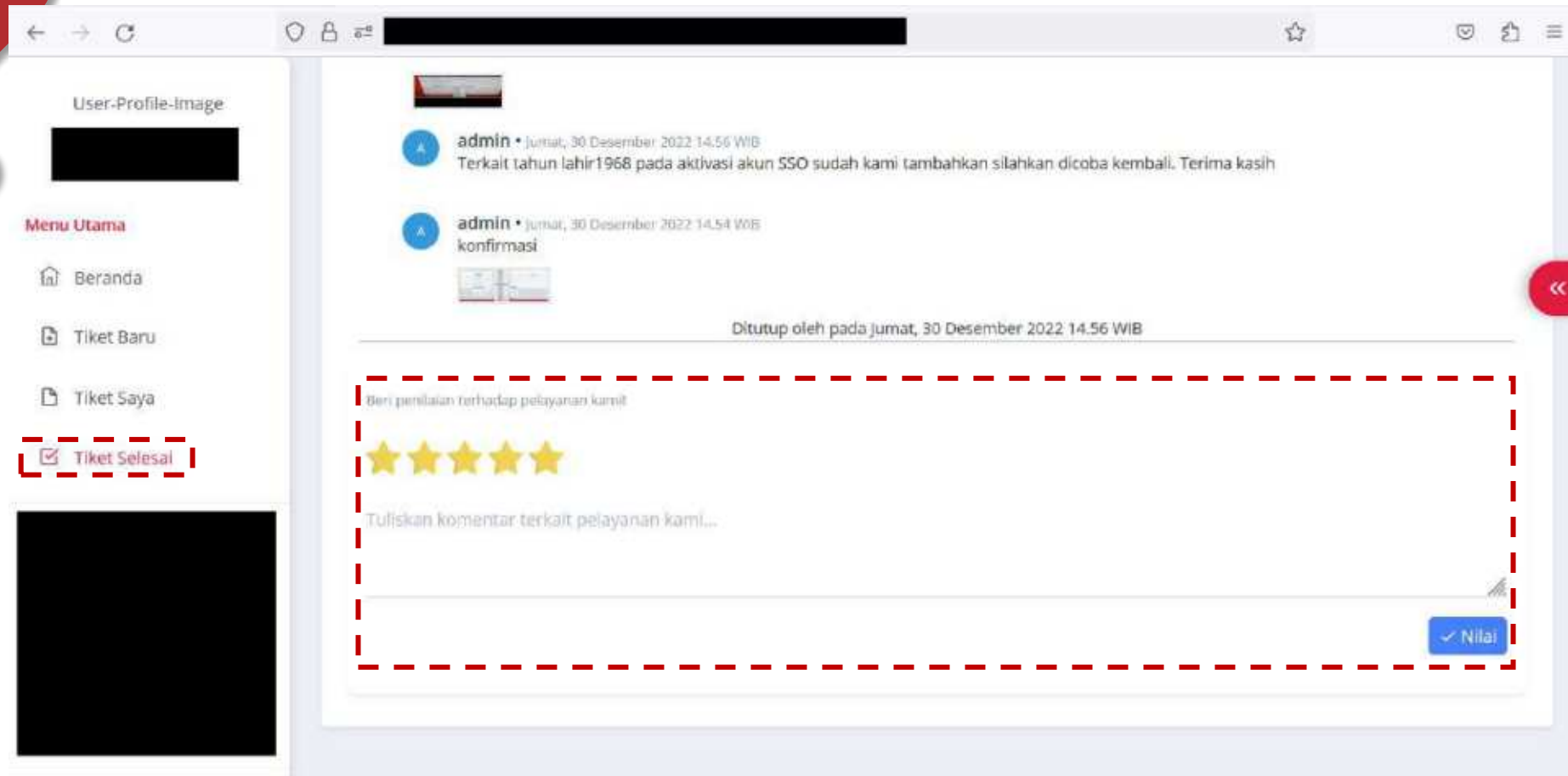
[Ticket Status]

- 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

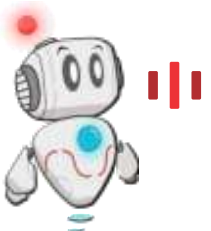


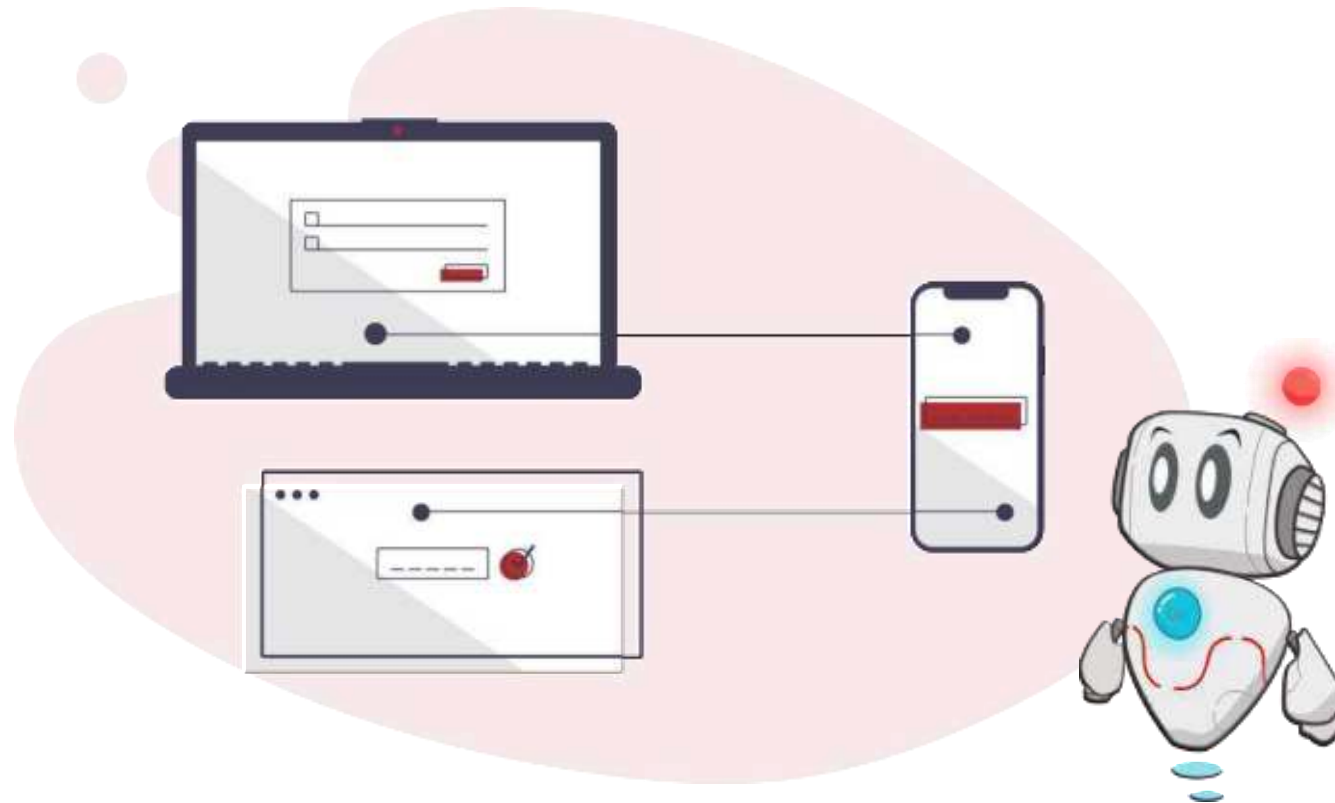
Select Closed Ticket >> Detil >> Tampilkan Obrolan to view ticket responses





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



July 27, 2023



July 26, 2023



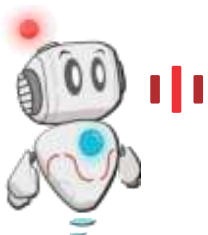
July 26, 2023



July 26, 2023



<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

Our Team



Nur Anggorowati



Fathan Abdul Shodiq



Nurul Hidayati



**Pramana Putra
Batubara**



Niesya Yulianny



**Taufiq Gilang
Adhitama**

