

## 3-3. IT Services (IT Support Center)

### Who We Are

- We are the GRIPS IT Support Center. Our mission is to provide an optimal network environment with advanced technology for all GRIPS professors, students, and staff members on campus.

### What We Provide

- Information related to the on-campus network.
- Responses to questions about using PCs, information technology (IT), and related matters.

Please refer to the following URL for the services and information we provide.

URL: <https://gripsacjp.sharepoint.com/sites/ITSupportCenter/SitePages/en/Home.aspx> (Accessible only to GRIPS faculty, staff, and students)

### What We Do Not Provide

- Resupply or ordering of materials (e.g., printer paper, toner cartridges).
- Purchase of PC accessories and software.
- Support for personally owned PCs.
- Off-campus support.

### Information and Rules for Using Your Own PC

- Take personal responsibility for the care of your own PC.
- A virus-infected PC can contaminate other PCs. If you find that your PC is infected with a virus, disconnect your PC from all networks and remove the virus immediately.
- Do not use the GRIPS network for purposes other than your research and education.
- Do not use your PC as a server.
- Use of software in violation of the license agreement and copyright law is prohibited.
- Comply with the law in the use of information technology. Note that any activity that violates the law is prohibited.
- Please contact the Academic Support Team to request the installation of statistics software.

### Managing Your Data

- You are individually responsible for managing the data that you create. GRIPS will not be held responsible for any loss of or damage to your personal data.
- Ensure the safety of your important data by making a back-up.

### GRIPS Network Service

- Do not connect to websites that are pornographic, defamatory, or likely to carry viruses or undesirable software.

### Wireless LAN Service (grips-spot)

- Wireless LAN service is available in all GRIPS facilities.
- grips-spot adopts the latest security standard (WPA3). It may not be available for PCs manufactured approx. before June, 2018.
- Find password to connect to grips-spot in lecture rooms or the IT Support Center.
- There have been difficulties connecting to the Wireless LAN in some areas of campus.

### 3. Campus Life

#### **G-way**

- G-way, our portal site, enables access to services including syllabus, course registration, grade reference, answering survey, and GRIPS Library.

#### **GRIPS Mail Account**

- Your email account is your GRIPS ID (in lower-case letters) followed by @grips.ac.jp.
- Your GRIPS email address is valid only while you are a student of GRIPS. It will become invalid once you leave GRIPS.

#### **Multi-Factor Authentication**

- G-way and GRIPS Mail have implemented multi-factor authentication (MFA). For MFA, the following are required depending on the authentication method. Please prepare so that authentication can be set up for both G-way and GRIPS Mail, as each has different authentication methods available.
  - Call authentication [GRIPS Mail]: A SIM card for domestic use in Japan or foreign SIM with international roaming capability.
  - SMS authentication [GRIPS Mail]: A SIM card for domestic use in Japan or foreign SIM with international roaming capability.
  - App Authentication (such as Microsoft Authenticator) [G-way/GRIPS Mail]: Android or iOS device.
  - Email authentication [G-way]: A device capable of receiving emails.

#### **Shared PC**

- There are shared PCs in lecture room A and the library. Several statistical softwares are installed in the PCs in lecture room A.
- The data saved in shared PC will be deleted automatically when the PC is shut down or restarted.
- Do not use the shared PCs for purposes other than your research and education.

#### **Printer**

- Printers are installed on the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> floors.
- To print, connect your USB device to a printer or use a shared PC. You can only print PDF files via the USB drive.
- For resupply of paper or toner, and for copy points, contact the Academic Support Team (AST).

#### **Scanner**

- You can save scanned data to your USB devices from all Xerox printers except the one in the library.

#### **IT Support Center (3F)**

Extension: 6092/2501

Tel: 03-6439-6092

E-mail: [support@grips.ac.jp](mailto:support@grips.ac.jp)

URL: <https://gripsacjp.sharepoint.com/sites/ITSupportCenter/SitePages/en/Home.aspx> (Accessible only to GRIPS faculty, staff, and students)

Office hours: 9:00–18:00 Monday to Friday