

FAQs of IT-Focal Points

Item #1: Student ICT Services (including Wi-Fi):

Q: What is the Procedure of Continuation/Registration through AMU Intranet Portal

A: Work-flow for Continuation/Registration through AMU Intranet Portal (<https://myamu.ac.in/>) for all bonafide students of AMU.

Procedure for new registration on AMU Intranet Portal are as follows:

Stage-1: Bonafide Student of AMU registers him/her-self on intranet portal (<https://myamu.ac.in/>).

Stage-2: Student Verifies their email address and mobile number.

Stage-3: Student uploads his/her documents (Photo, Signature, X Martsheet, Admission/Cont.).

Stage-4: Verifying authorities (Chairperson and Provost), verifies students profile.

Stage-5: Student updates his/her MAC details on intranet portal (<https://myamu.ac.in/>)

Stage-6: User credentials are issued on students registered email address and mobile number.

Procedure for continuation (in case student is already registered on AMU Intranet Portal in 2016-17)

Stage-1: Students applies for the continuation.

Stage-2: Chairperson approves the continuation.

Stage-3: Provost approves the continuation.

Stage-4: Confirmation message is sent to student by computer centre.

Item #2: SSPR (Self Service Password Reset):

Q: How do employees reset their Internet Service password?

A: Internet Service Request (Wi-Fi/LAN) for Employees and Self-Service Password Reset through AMU Intranet Portal (<https://myamu.ac.in/>)

- Internet Service Request Proforma is available at <https://www.amu.ac.in/pdf/Wi-Fi-continuation-Emp-form.pdf>
- Self-Service Password Reset Manual is available at https://myamu.ac.in/public/uploads/userguides/sspr_doc.pdf

Item #3: Identification Based Access to Campus ICT-Resources:

Use of Inventum for Wired/Wireless users.

- FAQ is available at <https://www.amu.ac.in/pdf/cc/Inventum.pdf>

Item #4: Useful Proformas:

Other useful proforma's are available on Computer Centre Page of AMU Website under the following sections:

- Useful Proforma (For Employees)

- Useful Proforma (For Students)

Item #5: How view your Salary Slip Online:

Procedure to View Salary-slip is available at <https://www.amu.ac.in/pdf/cc/epayslip.pdf>

Item #6: How to view your PF Statement Online:

Procedure to view PF Statement is available at <https://www.amu.ac.in/pdf/PF%20Statement%20Handout.pdf>

Item #7: How to view your Leave Balance Statement Online:

Procedure to view Leave Balance Statement is available at <https://www.amu.ac.in/pdf/leavehandout.pdf>

Item #8: Procedure for new/additional ICT-Infra Requests Fulfilments:

For any new requirement/augmentation of Active or Passive Networking (like Access Point/Switch/LAN Cabling etc.), the procedure is detailed below:

Stage-1: Onsite survey to be done jointly by authorized staff of Computer Centre along-with nominated staff of user department, as assigned by Chairperson/HoD.

Stage-2: Layout diagram and BoQ of surveyed requirement to be made and signed jointly by both after paying attention to details.

Stage-3: BoQ to be reviewed and Verified by relevant senior technical staff member from Campus Networking team of Computer Centre.

Stage-4: Technical specifications and quantification of Budgetry Estimates will be rendered by technical team of Computer Centre (if required).

Stage-5: Arrangement of budget is the sole responsibility of End-User Department.

Stage-6: Relevant purchase procedure of University (orders/bills/tendering etc.) will be executed by the end-user department at their-end only, for procurement of materials (as per BoQ).

Stage-7: Nominated technical experts will render reasonable support to assigned staff of the department for successful ITC (Installation, Testing and Commissioning) if required by the department.

Item #9: How to maintain Research Scholar's Data:

Research Scholar's data published on AMU Website as per UGC's requirement as demonstrated during the meetings, the procedure for its future maintenance through "myamu.ac.in" be followed accordingly. Going forward, IT Focal Points are expected to handhold Ph.D coordinators of the departments under their faculty to manage changes and updates as and when applicable.

Item #10: Migration of Computing to FOSS (Free and Open Source Softwares):

FOSS workshops to be conducted to migrate the Computing needs of various department/offices of the University from proprietary softwares to FOSS alternatives at earliest feasible, as emphasised by the Director, Computer Centre.