



IT RESOURCES

UFR IM²AG - 2026-2027

IT Services: opening hours and support

IT Services reception: room 207a

Monday:	9:00–12:30 / 13:30–18:00
Tuesday to Thursday:	8:00–12:30 / 13:30–18:00
Friday:	8:00–12:30 / 13:30–16:30

Outside opening hours or remotely:

Email: im2ag-service-informatique@univ-grenoble-alpes.fr

Open a ticket: <https://im2ag-incidents.univ-grenoble-alpes.fr> (VPN Only)

IM2AG Wiki

You will find a great deal of useful information on our Wiki:

<https://im2ag-wiki.univ-grenoble-alpes.fr/>

- About IT resources
- The printing system
- How to connect to IM2AG resources from home
- Various technical details about software, servers and working environments at IM2AG

The Wiki is only accessible from an UGA network or via VPN, and you must log in with your university account.

Computer Rooms



The IM2AG department has 22 rooms with computers, mainly on the 2nd floor of Building F, plus 3 rooms in the Mathematics building.

Opening hours: 7:30–18:30, Monday to Friday

You may use the rooms freely when they are not reserved.

Self-service room: F021

Access with your student card from October to June

Open from 18:30 to 21:00

Please **do not unplug any equipment in the rooms**: use only the available power and network sockets.

Wired network access is available, but only using the **red RJ45 cables**: once connected, you will be redirected to a login portal. Use `yourlogin@cuga` and your password as your credentials. These cables are not yet available in all rooms; installation work is ongoing.

Ubuntu

Ubuntu 26.04 is installed on all computers.

Windows (eBureau)

To access Windows:

- Either through the vHorizon client (installed on Ubuntu in the computer rooms)
- Or via the web > <https://ebureau.univ-grenoble-alpes.fr/>

AGALAN login (temporary accounts cannot access it).

Access to your IM2AG HOME and UGA HOME + roaming profile (so your documents are available).

VPN access from anywhere.

A VDI solution that simulates Windows on your local PC; all resources are handled by UGA servers (so it works even with a low-performance PC).

Personal storage space at IM2AG



Each student has 10 GB of storage space at IM2AG.

This space is accessible and shared across all environments:

- On virtual Windows environments, in the list of drives.
- On Ubuntu and on servers: directory named `/home/`.

Automatic backups of your space are available under `/home/.snapshots/` as follows:

- 1 weekly backup
- 6 daily backups

In case of a storage issue or over-quota, consult the Wiki for useful commands to clean up your space, especially temporary/hidden files:

<https://im2ag-wiki.univ-grenoble-alpes.fr/doku.php?id=infra:espace>

IM2AG Portal

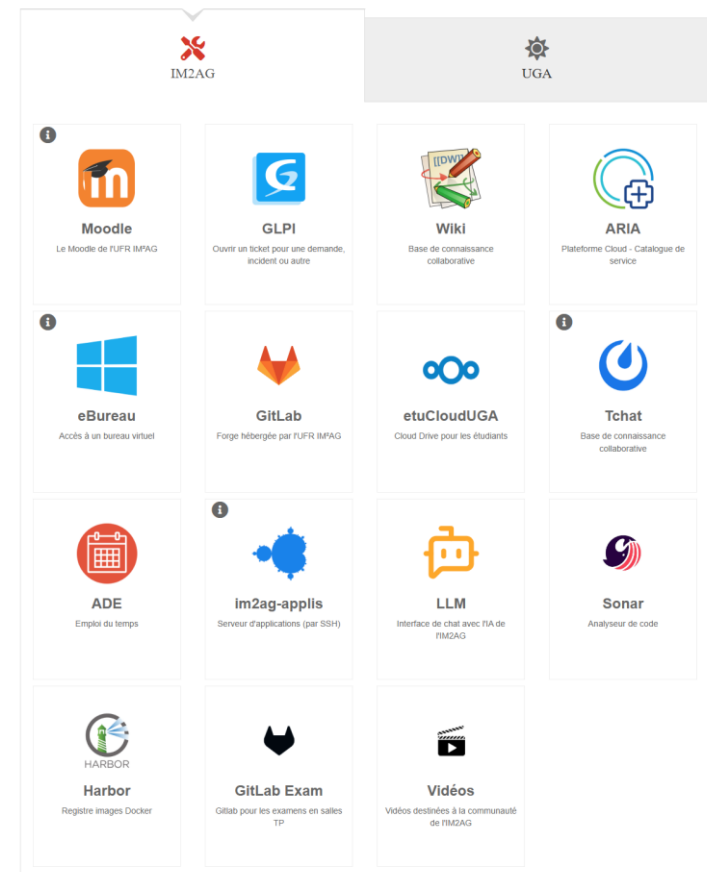


<https://im2ag-portail.univ-grenoble-alpes.fr/>

Access to the various IM2AG services and their associated documentation.

Access to some UGA services useful to students as well.

Keep this link handy; it is also quickly accessible from a shortcut on your Ubuntu desktop.



UGA Account and Student Portal



You will have a UGA account once the administrative registration process is complete.

To retrieve your login details, use the link provided on your enrolment certificate. If you do not find a link on this document, it means you already know your account credentials (for example, if you were already a UGA student last year).

Your account gives you access to the student portal <https://leo.univ-grenoble-alpes.fr>

It allows you to:

- Access your student email
- Access your timetable
- Change your password
- Access a wide range of information for students
- Access all UGA web services (Moodle, Alfresco, etc.)

Accounts – During the first month of classes

In some special cases (late enrolment, etc.), you may need to access IT resources before you have an official account.

If this is the case, please ask your teachers or the IT service to issue you with a temporary account. The temporary account is personal and must not be shared; you are legally responsible for its use.

Temporary accounts give you access to IM2AG computers and servers, **but not to:**

- UGA shared resources (email, printing, etc.)
- Educational platforms (Moodle, Alfresco, etc.)

Temporary accounts are only intended to help you until your official account is available. Stop using the temporary account once your official account has been issued, as it will be deleted.

UGA Webmail



To access your university email address, go to:

<https://leo.univ-grenoble-alpes.fr>

You will find a link to your mailbox on your dashboard.

You can also configure access through a mail client (Thunderbird, mobile phone, etc.); the settings are available on the Wiki:

<https://im2ag-wiki.univ-grenoble-alpes.fr/doku.php?id=infra:messagerie>

Complete Zimbra documentation is available here:

<https://services-numeriques-etudiants.univ-grenoble-alpes.fr/menu-principal/applications/zimbra-messagerie-/>

In any case, the university will always contact you via your university email address, so you must check it regularly.

Printing



A printer is available on the second floor: you can print from the computers in the rooms using the printer named “IMPRESSION_UGA”.

When your print job is sent to the printer, you must log in on the printer screen and validate it for printing to start. Log in using your university account or your student card.

<https://impression.univ-grenoble-alpes.fr>

You need to add funds to your account (using a bank card) before you can print via the link above.

The printer can also be used as a photocopier: you can either print the copied document directly (which uses your quota), or send it to your email address as a PDF (free and unlimited).

WiFi access: wifi-campus



SSID: wifi-campus

Available from all buildings on campus.

1st connection method: captive portal (web access only)

- Connect to the WiFi network
- Try visiting a web page in a browser
- You will be redirected to a login portal
- Authenticate with your UGA account

2nd connection method: VPN (for access to educational resources)

- Follow the instructions at <https://vpn.grenet.fr> to install the VPN client
- Authenticate with your UGA account in the VPN client
- Note that this connection method works from any network, not just the UGA network, so you can use it off campus as well.

WiFi access: eduroam

SSID: eduroam

Available from all buildings on campus.

To authenticate on eduroam:

- Username: yourlogin@univ-grenoble-alpes.fr
- Password: the one associated with your UGA account

Eduroam is generally more stable than Wifi-Campus, especially when many people are connected. Note that Eduroam is also available at other universities in France.

ADE for students: your real-time timetable

To log in:

- You have your AGALAN credentials:
- <https://leo.univ-grenoble-alpes.fr>
- You do not have your AGALAN credentials:
- <https://www.univ-grenoble-alpes.fr/formation/admissions-et-inscriptions/candidater-et-s-inscrire/etape-4-emploi-du-temps/>

To help you, you will find:

- An ADE user guide to download
- A video: “I explain ADE”
- A guide to synchronize ADE with your calendar
- Help: sos-etudiants@univ-grenoble-alpes.fr

IT Regulations and Security

- IT resources usage policy
- <https://services-numeriques-personnels.univ-grenoble-alpes.fr/menu-principal/securite-protection-donnees/charte-d-usage-du-systeme-d-information/charte-d-usage-du-systeme-d-information-217870.kjsp>
- Rights and responsibilities of everyone
- Users are responsible for their resources and for protecting their data (Article 3)
- Appropriate behavior is required (e.g. no abusive emails)
- Respect for the confidentiality of information (Article 5.1)
- IT security (e.g. strong password) (Article 5.1)
- Respect for property rights (Articles 6.4 and 9)
- Access rights are temporary and are withdrawn in the following cases:
 - The user's role no longer justifies access
 - Failure to comply with these regulations

**!/\\ You accepted this IT charter when you first used your UGA account.
You are legally responsible for the use and security of your account.**

Security awareness

We ask you to be particularly vigilant when using IT hardware and software resources:

- **Mutual vigilance against theft or damage to equipment**
- **Phishing / password management**
- **Hacking / pentesting (criminal and disciplinary risks)**
- **Unconsidered use of AI**

Useful links

IM2AG website: <https://im2ag.univ-grenoble-alpes.fr/>

UGA website: <https://www.univ-grenoble-alpes.fr/>

IM2AG portal: <https://im2ag-portail.univ-grenoble-alpes.fr/>

UGA student portal <https://leo.univ-grenoble-alpes.fr/>, where you will find:

- Access to your university email address
- Access to your timetable
- Account management (password changes, etc.)

IM2AG Moodle: <https://im2ag-moodle.univ-grenoble-alpes.fr/>

WIKI: <https://im2ag-wiki.univ-grenoble-alpes.fr/>

Incident management: <https://im2ag-incidents.univ-grenoble-alpes.fr/>