

ITS Guide For Students

This guide provides a very conceptual introduction to ITS objectives, mission, and services. It is supplemented by the documentation, tutorials, and other informational links provided to help new users in order to facilitate and enhance their experience using our services.

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Students Guide - IT Services (ITS)

1. Our Mission

IT Services department is committed to align its services with the Alfaisal objectives to provide excellent IT services. The investment made in People, Processes, and Technologies to develop the IT infrastructure coupled with effective IT leaderships will enable the university to achieve its goals and objectives for quality teaching and research.

2. Our Vision

The ITS strategy is to early adopt new technologies to cater for all IT needs of our faculties, researchers, and students. For this, ITS vision is to become an EFFECTIVE IT service provider and a LEADER in IT management for higher education.

3. Objectives

The key purpose of this document is:

To provide an overall summary of the services provided by ITS to assist students with most common IT related issues.

4. IT Services (What we do)?

ITS is the central facility at Alfaisal University responsible for providing IT services to support all faculties and business areas. The offered services are grouped into five categories:

5. Getting Started

5.1 Internet Access

Students can have WiFi access offered by ITS. The wireless password will be mailed to you by Student Affairs or can be obtained from the IT Services anytime during the regular working hours 9 A.M to 5 P.M

5.2 MS Office 365

Under the Alfaisal Campus agreement with Microsoft, students can avail their Office 365 at <https://o365.alfaisal.edu> access Microsoft office suite from any device anywhere.

5.3 Printers, Scanners and Faxes

Students can utilize the Multi-Function printer . Each student would be provided with a prepaid account of SAR 50 which gets deducted based on the number of pages printed.

To check your print usage click the link following
(this link can only accessible through Alfaisal Network)

[Click Here](#)

At the beginning of each semester you will be provided a balance of SAR 50 in your print accounts which can be utilized for the printing and copying, upon utilization of this Free Balance you can recharge your accounts through the Library staff as per your convenience. Please note that the minimum balance to maintain is 0.68 SAR to use the services.

This facility can be availed from the Library Copiers / Printer by using your Alfaisal ID card to authenticate, for the complete guide please

[Click Here](#)

Print / Copy rate Matrix

#	Size & Type	Cost per page
1	B/W Print, Copy (A4)	0.20 SAR
2	B/W Print, Copy (A3)	0.40 SAR
3	Color Print, Copy (A4)	0.34 SAR
4	Color Print, Copy (A3)	0.68 SAR
5	Scanning	Free

Note: The free balance is not transferable from a student to other student nor to be transferred to the new semester.

5.4 Alfaisal Portal –Students Corner

Students are encouraged to publish their articles and content on Alfaisal website. Publishing content on the official website requires approval from the Dean of your college and PR Department.

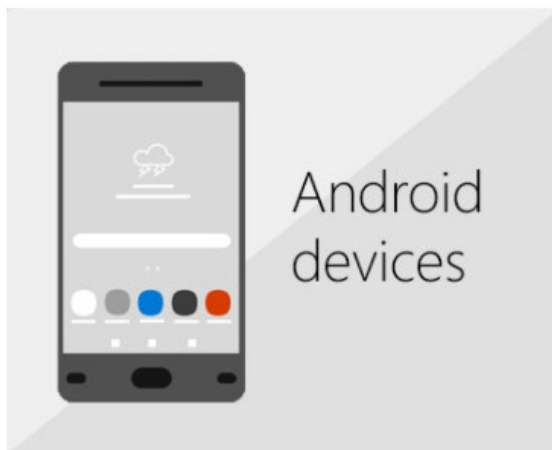
5.5 Email Access

[Click Here](#)

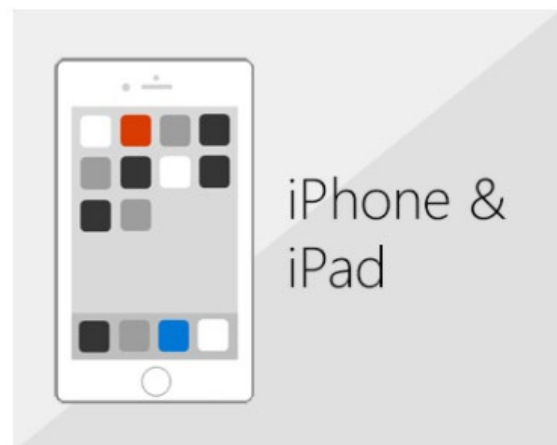
Your Alfaisal email ID and password will be mailed to your personal email by Student Affairs. Students can access their emails using webmail from anywhere. <https://smail.alfaisal.edu/>

How can I configure Alfaisal Office apps and email on a mobile device?

Choose your mobile device:



Android devices



iPhone and iPad

Have a different device?

Please [Click Here](#) for detailed steps to configure Alfaisal email on your smart phone

5.6 Changing the Alfaisal email password

Go to <https://passwordreset.alfaisal.edu> and follow the instructions

5.7 Access to e-Learning (Moodle)

In order to access e-Learning Portal please click here <http://elearning.alfaisal.edu/>

5.8 Netclassroom Portal

Netclassroom Portal Netclassroom gives our students easy access to the Calendar, Assignments, Grades and Report Cards. This service can be accessed by clicking the blue icon above.

Please note that Netclassroom uses its own set of credentials; the Username and password required for access and will be provided by Student Affairs

<http://swa.alfaisal.edu/NetClassroom7/>

5.9 IT Support

E-mail: itsupport@alfaisal.edu (Only in case the Helpdesk is inaccessible)

Phone: 215-7888 (Only in case of Emergency or Support required for Classrooms)