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it.kaust.edu.sa

KAUST IT



Studying from Home Guide

The Information Technology Department at King Abdullah University of Science and Technology (KAUST) has created this guide to support Masters and PhD students in their academic journey and to support remote learning. This guide outlines essential tools, resources, and information to ensure students can maintain the same level of support and access while away or off campus. Topics include: IT support, remote access solutions, collaboration tools, and cyber security, all aimed at facilitating an effective and secure remote learning experience for KAUST's students.

1: Contacting IT Service Desk



KAUST IT Service Desk is the centralized single-point of contact for any IT related queries, requests and problems.

Customers can contact the IT service desk via:

Phone: 012-808-0910 or internally dialing 910

IT Website: <https://it.kaust.edu.sa>

IT Chatbot: <https://vita.kaust.edu.sa> (available off the KAUST Network without the need for VPN and DUO)

2: TeamViewer QS installation



TeamViewer QS (quick support) is used for instant remote desktop support. This does not require installation or administrator rights — simply download, double click, and give the provided ID and password to your Service Desk Agent. Remember: Never share your password with anyone, including KAUST IT Service Desk agents.

[TeamViewer QS for Windows](#)

[TeamViewer QS for MAC OS](#)

3. DUO Two factor 2FA Authentication



KAUST uses DUO to provide an increased security posture while logging into KAUST applications. DUO is installed on a smart phone (iOS or Android).

The setup guide for DUO explains more:

[Duo User Guide](#)

[DUO Mobile app download for iPhone](#)

[DUO Mobile app download for Android](#)

4. VPN



Delivery of secure and controlled access to KAUST network resources to and from external networks. Requires using "DUO" two factor authentication (2FA).

[VPN more information](#)

[VPN user Guide](#)

[Cisco AnyConnect app download for iOS](#)

[Cisco AnyConnect app donload for Android](#)

5: Password reset link

To reset your forgotten or expired password using the link <https://mypassword.kaust.edu.sa/>

6: Video conferencing & collaboration tools



Microsoft Teams is cloud-based team collaboration software that is part of the Office 365 suite of applications. The core capabilities in Microsoft Teams include business messaging, calling, video meetings and file sharing.

[Quick Start Guide](#)



Extend your desk phone to your PC or Smartphone. It allows you to make both audio and video calls and hold conference calls seamlessly.

[Quick Start Guide](#)

7: Blackboard Collaborate & Blackboard Ultra for Faculty and Students

Blackboard

Blackboard
collaborate. >

Blackboard is KAUST's Learning Management System (LMS) and is a software application for the administration, documentation, tracking, reporting and delivery of all educational courses delivered in KAUST.

[What is BB Collaborate?](#)

[How to create a BB Collaborate session in your course?](#)

[User guides for Instructors \(moderators\) and Students \(participants\)](#)

[Log in to Blackboard](#)

8: Google Workspace



Google Workspace is an online subscription cloud based platform service which provides collaborative applications to improve productivity and mobility. Students email address is provided on admission. In case student email account details were not provided upon admission, please contact your Academic Advisor or the [Registrars office](#).

[For more information](#)

[Student web Gmail access](#)

[Gmail app set up](#)

[Gmail app iPhone set up](#)

9: Microsoft 365

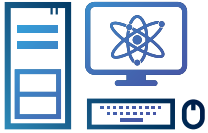


Microsoft 365 is a cloud based platform which provides collaborative applications to improve productivity and mobility.

[Learn more](#)

[Microsoft 365 login](#)

10: Research Computing



KAUST provides students with a variety of research computing platforms and systems. To access them, login using your KAUST credentials.

- [GitLab](#) Web based environment for managing source code repositories, building CI/CD pipelines, and utilizing many other features to control entire DevOps lifecycle.
- [Physical Scientific Workstations & Support](#) KAUST Information Technology assist researchers by providing access to computational resources necessary to construct, analyze and interpret complex data. We provide Scientific High-end Workstations services, which offers a configured Linux distribution (Ubuntu 16.04, 18.04), Windows and ensures to monitor machine's health and performance, and routinely apply security patches. [Guidelines for starting VNC Server](#).
- [Remote Workstations](#) Linux & Advanced Platforms manages a pool of shared servers where you can run a remote Linux Desktop. These servers have the latest INTEL processors, plenty of RAM, extremely fast and reliable access to our Scientific Application Stack, DataWaha, and Shaheen data through a 10Gbps pipe, and at least one big NVIDIA GPU where to train your Machine Learning mathematical models and/or perform pre/post 3D visualization tasks.
- [Data Backup](#) Provides a centralized data backup facility for KAUST business and scientific data.
- [Data Sharing \(External/Internal\)](#) Allow users to efficiently, securely and reliably transfer Gigabytes and Terabytes of scientific/research data with external collaborators.
- [DataWaha](#) Provide highly scalable Multi Petabyte Scale-Out NAS disk storage systems to store, share and protect KAUST business, academic and scientific data.

11: Useful links



- [IT Website](#)
- [KAUST Portal](#)
- [Remote desktop guides for Mac OS to work on Windows desktop](#)