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# What I look for

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On this page you will find an overview of the most common topics and services that students and employees of the Charles University routinely need. Everything is arranged neatly according to what you want to solve — from setting up your account and password, connecting to Wi-Fi, working with email or apps, to printing or acquiring software.

Each topic is processed simply, practically and without any unnecessary technical details. The goal is that you find the answer quickly so you can devote yourself to work or study without worrying.

## Simply choose what you need help with:

### User account and password



How to manage your university account, change your password and solve login problems.

### CharlesUni app



What the CharlesUni mobile app can do and how to start using it comfortably.

### Cards and Chips



Where to get a card, how the chips work and what you really use them for at the CU.

### Printing and copying



How to print, scan and work with print credit in a CU environment.

### Team communication



### Emails

Online collaboration tools — chat, video calls, document sharing and teamwork.



### Student information system

How to work with the university's email inbox and set it up on your own.



### Wi-Fi connection

What you do in SIS and how to easily navigate it as both student and teacher.



### Remote VPN access

How to connect to the Eduroam university network and other wireless connectivity options.



### Software, licenses

How remote access works and when you need it to work with university systems.



Overview of licenses and programs available for you at Charles University for free or discounted.  
[Certificates, electronic signatures](#)



How to get and use certificates, electronic signatures and secured documents.  
[Support, Helpdesk](#)



Where to get quick help, report a problem or solve a technical issue.