
Support, Helpdesk

If you have not found answers to the questions you are looking for on this website, please contact the specific support that deals with the issue.

What do you need advice on?

CAS user account and password

Please contact Servicedesk via the [Login issue](#) form.

CharlesUni mobile app

If you encounter any problems while using the app, you can report them directly to the app via the **Send Feedback** function.

Cards and chips

www.ukpoint.cuni.cz

For further questions, please contact [ServiceDesk](#) .

Printing and copying

In case of problems with printing, logging in or credit, always contact the **IT support of your faculty or dormitory** that runs the printing service.

You can find the IT support contacts and system manager on your faculty or unit's website.

Team communication

If you have problems logging in, sharing or setting up an account, contact your faculty helpdesk (you can find contacts on the faculty website) or [IT support of Charles University](#) .

Emails

If you have problems logging in, sharing or setting up an account, contact your faculty helpdesk (you can find contacts on the faculty website) or [IT support of Charles University](#) .

Student information system

In case of problems with the SIS, we recommend that in the first step, always consult the issue with your [faculty study department](#) .

Only then, if the problem cannot be solved, enter the request into the [helpdesk](#) by logging in through the CAS account.

Wi-fi connection

Please contact IT support according to the type of network:

Eduroam - use [on-line form for Eduroam](#)

uk-events - send an email to info@events.cuni.cz

Remote VPN access

If you cannot connect or an installation error occurred, contact your faculty IT support or central [ServiceDesk](#) .

Software, licenses

Primarily contact **your faculty or unit IT support**.

Certificates, electronic signatures

TCS - for questions and support, please contact the [TCS administrator](#) for Charles University. Please, write to tcs@cuni.cz

PostSignum - in the first step we recommend **always** contacting the IT support of the faculty or unit (you can find contacts on their website). Only then, if the problem cannot be solved, contact [Servicedesk](#) .

ServiceDesk

ServiceDesk is used for entering requests and queries on various topics.

You can find areas such as **IT**, **HR** and **Object Management**, as well as **Open Science** and much more.

You can enter requests both directly via the ServiceDesk website (requires a CAS login) and by email, to servicedesk@cuni.cz . If you use the same email address as you registered in the CAS system, it will be included in the ServiceDesk list of requests you have entered.

At the same time, you can monitor the status of your requests on the ServiceDesk website, add comments and close your pending requests.

Detailed instructions **How to enter a service request** can be found [here](#) .