
Computer Management and IT

The IT administration at Charles University is divided between **central IT services** (provided by the ICT) and **local IT administrators** at individual faculties and units. This gives you support where you need it most — whether it's a business laptop, network connections, system permissions or dedicated technical solutions.

The goal of this section is to explain **who takes care for what and who to contact in different situations**.

How IT management works at the CU

There are two main types of IT administrators at Charles University:

Faculty IT Department

The main contact point for most users.

Each faculty and department of Charles University has its own IT team that helps staff and students on the spot. It mainly handles your devices, classrooms, local network, printing and faculty systems.

Information and Communication Technologies

Central IT Authority of Charles University.

The ICT manages what is common to the whole university: CAS, Microsoft 365, SIS, Eduroam Wi-Fi, VPN, licenses, servers, cybersecurity, central infrastructure.

*Simply put: **the faculty handles their technology and operations, the ICT handles the university services and infrastructure.***

What does IT administration provide?

Devices (Computers, Laptops, Classrooms)

- installation and configuration
- security, updates, antivirus
- fixes and troubleshooting
- connection to the university network

Mobile devices

- email settings
- access to CU apps and services
- VPN settings and security rules

Printing and copying

- installation and setup of printers
- troubleshooting and malfunctioning printing
- access to faculty printing systems

Network and Connection

- [Eduroam](#)
- [UK-events](#)
- cable connection
- network drives and storage

Specialised systems and infrastructure

- faculty databases and laboratories
- multimedia classrooms
- local and central servers
- integration of specific applications

When to contact the IT administrator and which one?

Contact the faculty IT administrator when:

- business computer, laptop or classroom equipment does not work

- you have a problem with your Eduroam Wi-Fi settings, VPN connection or printer
- you need to install software or licenses
- you need access to faculty systems and repositories
- you deal with a security incident involving the faculty

Faculty = my device, my classroom, my building, our local systems.

Each faculty has its own contacts and rules — you can always find them on the website of a particular faculty.

Contact the Information and Communication Technologies when:

- logging in via CAS does not work
- when university services are not working (Office 365, Eduroam, VPN, SIS...)
- you need central access or permissions
- you report a security incident that extends beyond the faculty and may affect multiple workplaces.

ICT = university systems, logins, infrastructure, central services.

Frequently Asked Questions (FAQ)

I can't log in to CAS – what do I do?

- Check your password or reset it. If the problem persists, contact the [Central Authentication Service CU - Login Problem](#).

Who can help me with a broken laptop?

- Faculty IT. The central helpdesk does not deal with individual devices.

I need to install software – where to write?

- Faculty IT administrators. They have an overview of licenses and permissions.

When I report an IT problem, what are the most important things to report?

- Where, when and what exactly stopped working. A screenshot will also help.

Who is in charge of Eduroam Wi-Fi?

- The ICT manages the infrastructure, faculties their local coverage.

How to proceed with 5 points when you need help

3. Write when the problem arose

it will help to trace the log error

1. Describe the problem specifically

"can't turn on notebook", "SIS reports error 403", "won't load Eduroam"...

4. Attach a screenshot or photo

if possible

2. Indicate where the error occurred

room, building, PC number or device type

5. Contact the correct workplace

faculty vs. central helpdesk