

Dear Student,

Greetings!

By now, you would have received a student ID and an email account is created for you. This communication is to bridge the gap between the user and admin and to re-emphasize the importance of some of the topics discussed earlier. Also, this will enable you to get the help and support needed.

1. Student ID

At IIT Jammu, Student ID is central to identify each student. It reflects the entry year, the degree, and the discipline (engineering and sciences).

Student ID is used to create and track other ids at the institute, e.g. Email, LDAP, EG, etc. These ids will enable you to access some very important information and resources including institute communication, internet at the campus, e-Governance application (for most of the student life-cycle at the institute), intranet at the campus, LMS, the platform for online classes, library resources, and many more resources to be provisioned in the foreseeable future.

2. Email ID

To access the email account, use the information below.

Visit URL: mail.google.com

email id: student_id@iitjammu.ac.in

password: you will receive a password on your personal email id for the first time or from the office communication. If you are already logged in to any google email account, you can use add an account option.

Please change the password after the first login, and keep changing at regular intervals.

You should use 2-factor authentication and set a recovery email and mobile number.

You should not save passwords in web browsers and never on multiple-user computers in labs or elsewhere.

While you use the institute email, the usage is subject to the Acceptable Usage Policy (AUP):

https://workspace.google.com/intl/en/terms/use_policy.html

These days, you are also using this institute email id to authenticate to iitjammu.ipearl.ai for online classes, hence no separate password is required for online classes.

2.1) Each student is a member of **students_all** group. Depending on the degree, you are also a member of **mtech_all** or **phd_all** group. Never unsubscribe from these groups, even if you can.

2.2) Sometimes, an email sent to this institute mailbox can go to the **spam folder**. Kindly watch the spam folder once in a while and act accordingly.

2.3) Never share the password of your email ID with anyone. If you suspect any activity, kindly change the password first and you may let us know.

2.4) Students who have graduated shall be removed from the primary groups after receiving a confirmation from the academic office or the administration.

2.5) Email admin or any representative at the institute can not access your emails, or data you store using the services associated with GSuite/workplace for education. It is important that you are in-charge of your institute email at all times.

2.6) Institute or any of its representative does not own the content you generate or publish using the institute email account. It is your responsibility that you do not publish any content or misuse this account that can hurt the image of the institute or any of its stakeholders.

3. LDAP ID (for internet access)

While you are on campus, you can use LDAP ID (same as the Student ID) to access the internet on the wired (LAN) or wireless (WiFi) network. Most of the academic block, administration block, medical unit, and hostel accommodation have WiFi access points enabled as per directions and availability of resources.

The initial password for LDAP ID can be obtained from the C3I office using a Help Desk request in EG. This is not required when you are not on campus.

While on campus only, you can reset the LDAP password using a self-service portal ssp.iitjammu.ac.in, and if you get a certificate error to access SSP, please use incognito or private browsing mode.

3.1) Never share your LDAP ID and password with anyone. This is important and can land you in trouble if you share an id with visitors, or anyone because you are the only one responsible for any misuse and content browsed using your LDAP ID. You may be asked to explain the misuse and content accessed to the NIC/NKN coordinator.

3.2) LDAP ID is removed when you graduate or leave the institute once we receive the communication.

4. EG (e-Governance application)

We, at IIT Jammu, use a highly customized e-Governance (EG) application for process automation at the institute. The entire student life cycle is on EG from admission, fee payment to No Dues.

Please watch the video <https://www.youtube.com/watch?v=zFcZHvx41z8>

The application has your master data, fee payment, course registration, hostel management, mess ledger, monthly scholarship for M Tech and Ph.D. students, student requests, grading, and many more things. You can use the Help Desk or Student Requests in EG after getting the institute email id.

EG URL: eg.iitjammu.ac.in

user id: student_id

password: To generate the password for EG for the first time, you can use the reset password option. The instructions are available in the application itself and on the institute website iitjammu.ac.in/eg Subsequently, you can change the password in EG using Menus => My Activities => Change Password.

4.1) ERP does not have an interface with ipearl.ai, therefore changes in the course registrations (add/drop) are not reflected in real-time and these are updated by the office. ERP Technical Support cannot help with this. So, these should be brought to the office using Student Requests.

4.2) If you reset EG password and do not see an email in the Inbox, please check the spam folder once and mark emails coming from erp.noreply as safe and not spam.

4.3) Respect the timelines in EG as communicated to you, this helps all of us to do better!

Please help your fellow student friends using social handles, your network, etc.

All the best!

Some of the services that you may be interested in are provided below for reference.

We understand that sometimes new users may need help to get started. Therefore, the following help is always available to all users. Generally, a few 2nd and 3rd-year B Tech students volunteer to help new UG students through various forums.

Help Desk: We have a Help Desk in the e-Governance application for all internal users. Students and all users should log their requests. Please pay attention to Request Type. You are requested not to use email for request types in in Help Desk.

C3I Help Docs: We have informative help docs uploaded on the home page of EG application.

Student Requests: In EG, most of the help related to academic processes can be sought using a Student Request under an appropriate category. This is driven by Academic office.

Website: We have ample information on the website <https://iitjammu.ac.in/c3i> that provides most of the details on various topics.

Email: <https://iitjammu.ac.in/c3i/email>

Internet Access (within campus only): <https://iitjammu.ac.in/c3i/internet-access>

Central Labs: <https://iitjammu.ac.in/c3i/central-labs>

Mailing Lists: <https://iitjammu.ac.in/c3i/mailling-lists> and <https://lists.iitjammu.ac.in/>

Intranet (within campus only): intranet.iitjammu.ac.in