

## Frequently Asked Internet Questions For Freshmen -FAQ

1. Q:What is the WeChat official account for the ECUST Informatization Office?

A:The WeChat official account is called "华理信息办", and it includes three sections:

- ★ **Mobile Terminal Portal:** Integrates the mobile terminal functions into a one-stop service that will bring students various practical services and timely school information, such as virtual campus card consumption, portal account recharge, electricity recharge, student class schedule, score query, etc.
- ★ **Common Services:** Provides quick access to campus card WeChat Recharge. "Unbinding" can log out the current account.
- ★ **About Us:** Informatization Office will be updated, especially the network security information. This section also provides information related to applications and service operation instructions as well as important technical personnel contact information.

QR code for the official account is as follows:



2. Q:What is unified identity authentication?

A: Unified identity authentication is the identity authentication information for students. The account name is your student number, and the initial password is S + the last 8 numbers of the ID card (if the end number is x, use capital X instead); the password for students without an ID number is S + user name (all letters are capitalized).

The one-stop service system ([i.ecust.edu.cn](https://i.ecust.edu.cn)) is a platform for managing unified identity authentication information, which can help you reset or retrieve your password. Campus internet accounts and VPN access also will use the same unified identity authentication.

3. Q:What is the one-stop service platform?

A: The one-stop service platform (<https://i.ecust.edu.cn>) integrates many important ECUST systems, such as the educational administration system, academic system, college students innovation activity practice platform, campus card system, instrument sharing platform, etc. Users can access the integrated system after logging in to the one-stop service platform. This account is a general account for many campus systems. The user name for your account will be your student number, and the initial password is S + the last 8 numbers of your ID card (if the end number is x, use capital X instead).

4. Q:What is the campus internet account for freshmen?

A: The account name is the student number, and initial password is S + the last 8 numbers of the ID card (if the end number is x, use capital X instead), the password for students without an ID is S + user name (all letters are capitalized)

5. Q:How can I connect the Internet in the dormitory?

A:All dormitories are covered with wired and wireless networks (ECUST-dorm.1x ECUST-dorm-web). Students can use the free 4M internet, or pay for the high speed, 20M internet. There are also China Telecom,China Mobile and China Unicom available.

6. Q: How can I connect to the campus Internet while in school buildings?

A: You can log into the campus network by connecting to the Wlan named ECUST.1x or ECUST; select the 12M (free) package or pay for the 20M package.

7. Q: How can I bind my campus card and recharge its credit?

A: Open the“华理信息办” official WeChat account, click "Common Services"- "Campus Card" and input all required information to bind the campus card (initial password: last 6 numbers of ID numbers; replace x with 0. For those who have no ID card, the initial password is 666666);

Click "Common Services"- "Campus Card" to select the recharge amount.

You can also recharge after binding the campus card through the Alipay campus life module.

8. Q: How I can I recharge and inquire about the dormitory electricity bill?

A: Enter the " 华理信息办" WeChat official account- Mobile Terminal Portal -my application-more; click "electricity recharge" to recharge and check the electricity bill.

9. Q: Do freshmen have ECUST Email address?

A: New undergraduate and postgraduate students (excluding online education colleges and continuing education college students) will get an ECUST email address. After a student has left the university, his or her account will be automatically transferred to the alumni mailbox.

Student email address: <http://stu.mail.ecust.edu.cn>

Email address format: student number@mail.ecust.edu.cn

Student email space: 10G

10. Q: How can I connect to library resources when I'm off campus?

A: You can log in to SSLVPN to access library resources off campus.

URL: <https://sslvpn.ecust.edu.cn>

This service covers all undergraduates, full-time graduate students and doctoral students.

Currently, it only supports access to library digital resources.

Note: The user name and password for SSLVPN are the same as the unified identity authentication account.

11. Q: How can I report network or system problems?

A: The Information Office has various repair channels, and the WeChat official account has a smart customer service. When you need help, you can directly type in number codes to the service to obtain relevant solutions ("01"campus card, "02"electricity bill, "03" Email, "04" network, "05" unified identity authentication, "06" wireless, "07"VPN, "08"other questions); you can also send

the keyword "0" or "contact customer service" to ask for help immediately during working hours.  
You can also request on-site repairs by phone or email.

Contact information is as follows:

Office address and public Email address:

Room 127, 1<sup>st</sup> lab building, Fengxian campus

Tel No: 33612030

Room 104, 2<sup>nd</sup> teaching building, Xuhui Campus

Tel No: 64252850

Email: [xxb@ecust.edu.cn](mailto:xxb@ecust.edu.cn)