

IT Accounts and Wifi Access (FAQ)

ITU User Documentation

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1. IT Accounts

Q: How do I request an IT account?

To request an IT account, please contact the appropriate administrative service based on your status:

- Contractual Members: Contact the human resources unit at hru@biopolis.pt
- Students: Contact Dora Bastos at etu@biopolis.pt.
- For all other cases: Sara Ferreira at ecu@biopolis.pt.

Q: I registered with the administrative services, but I haven't received my account information. What should I do?

Please allow a few working days for the administrative services to validate your registration details.

Once your data is validated, you will receive an email (in the alternative email address you provided during registration) from the ITU containing a link to the BIOPOLIS Acceptable Usage Policy (AUP). This policy outlines the rules for using the Biopolis network. You must review and confirm that you have read it.

Your account information will be sent to you **after you confirm that you have reviewed the AUP**.

Q: When will I receive my account information?

You will receive your account information after confirming that you have reviewed the BIOPOLIS Acceptable Usage Policy (AUP).

If your contract, visit, or official start date has passed, you will receive the email with the account information within 72 hours of confirming the AUP.

Otherwise, you will receive the email with the account information on the first day of your official start date.

Q: How do I update my account information (e.g., email, phone, address)?

To update your account details, please refer to the appropriate administrative service or resource based on your status:

- **Contractual Members:** Contact the Human Resources unit at hru@biopolis.pt.
- **Students:** Please find instructions at: <https://etu.biopolis.pt/info-researchers/hosting-a-student>.
- **All Other Cases:** Contact Sara Ferreira at ecu@biopolis.pt.

Important Note: When contacting any of these services **via email** regarding your account, please ensure you **use your institutional email address**. This is crucial for verification and helps us process your requests securely.

Q: My IT account has been suspended. How can I reactivate it?

A: Account reactivation is an automatic process, but it requires your administrative status to be updated first.

1. **Update your info:** Contact the administrative services (see *How do I update my account information?*).
2. **Overnight Reactivation:** Once the administration updates your profile in the database, your BIOPOLIS account (VPN, internal services) will be automatically reactivated overnight.
3. **Email Restoration:** Please note that fully restoring your email access usually takes up to one working day after the database update.

2. Visitors

Q: I have a short-term visitor (visiting for less than one month). Do they need an IT account?

IT accounts are generally not needed for visitors staying less than one month.

Q: How does my short-term visitor access the internet?

Short-term visitors can use the BIOPOLIS Guest-Wifi network. The host must request guest Wi-Fi credentials from the ITU in advance. The credentials will be sent to the visitor's email. For detailed instructions, please consult [here](#).

Q: When does a short-term visitor need an IT account?

Visitors staying longer than one week require an IT account to access lab facilities or the HPC Gaia cluster.