

**“QUICK HELP” FOR MRU LECTURER**

| TYPE OF SUPPORT | LINKS, CONTACTS |
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| **IT SUPPORT SYSTEM** | |
| Registration of IT problems | MRU website ->For Employees->Help System  <https://pagalba.mruni.eu/en/> e-mail: [itc-helpdesk@mruni.eu](mailto:itc-helpdesk@mruni.eu) |
| **ACCESS TO MRU SYSTEMS**  (Email, Moodle, IS Studies, Library, and others) | |
| Get logins to MRU systems for staff employed **on an employee contract** | The Academic Department manager/referent provides information on registration and recruitment.  To receive a registration code, please contact [registracija@mruni.eu](mailto:registracija@mruni.eu)  Registration <https://mail.mruni.eu/cgi-bin/vartreg.exe?lang=en> |
| Logins for **non-MRU employees** | Department submits eDVS request. IT Centre provides logins. Consultations by the Academic Department referent/manager |
| Login to MRU systems not working | IT Centre  E-mails [rims@mruni.eu](mailto:rims@mruni.eu); itc@mruni.eu |
| Links to connect to the main MRU systems | MRU website -> For Employees -> <https://www.mruni.eu/en/employees/> |
| **CONTACTS OF ACADEMIC DEPARTMENTS STAFF** | |
| Academic Departments contacts | MRU website->Academic Departments  <https://www.mruni.eu/en/akademiniai-padaliniai/> |
| Finding employee contacts | [Find staff phone numbers and emails](https://www3.mruni.eu/cgi-bin/darbuot) |
| **TECHNICAL PROBLEMS IN CLASSROOMS** | |
| * Equipment in the classrooms is not working (computers, cameras, multimedia), * MS Teams will not start/install * BigBlueButton technical issues | During working hours - **Phone** **+370 687 74212**  **Help is provided remotely**  I-IV from 16:45 to 19:30  VI from 9:00 to 12:00  **Phone +370 687 74212; +370 659 86487** |
| **VIRTUAL LEARNING ENVIRONMENT** | |
| LMS MOODLE not working | E-mails: [itc@mruni.eu](mailto:itc@mruni.eu) ; [ssg@mruni.eu](mailto:ssg@mruni.eu)  Phone +370 5 2714 514 | +370 659 89179 |
| Consultations on working in the LMS Moodle environment:   * Lecturer‘s course environment * Student enrolment in courses * Preparation of quizzes and assignments * Creating broadcast video links | Academic Affairs Centre, Digital Studies Group is available weekdays  Room C I-403, Phone +370 5 2714 514  Phone +370 659 89179  E-mail [ssg@mruni.eu](mailto:P.ssg@mruni.eu) |
| **STUDY INFORMATION SYSTEM** | |
| Problems/questions about the electronic journal | Academic faculty manager/referent  ITC Study Group e-mail [studijos@mruni.eu](mailto:studijos@mruni.eu) |
| Descriptions of study subjects | Intranet <https://stdb.mruni.eu/studiju_programu_katalogas.php?l=en> |
| Adjustment of programme descriptions  Copying programme descriptions | Academic Affairs Centre Study Programmes and Quality Assurance Group  E-mail: [[kokybe](mailto:kokybe)@mruni.eu](mailto:d.markevicius@mruni.eu) |
| **SCHEDULES AND CLASSROOM RESERVATIONS** | |
| Study timetable | MRU website->For employees->Study calendar <https://stdb.mruni.eu/tvarkarastis/index.php?l=en> |
| Changing the date or time of a class  Transfer to Moodle (distance learning)  Off-campus trip  (Available only in Lithuanian) | Lecturer **completes the online application** IS „Studijos“ (IS “Studies”) ->[Katedros/instituto/dėstytojo darbo vieta](https://apps.mruni.eu/) (Department/Institute/Lecturer‘s place of work)-> under “Informacija dėstytojams ir apie dėstytojus” (Information for and about lecturers)*,* select the option El. prašymas dėl tvarkaraščio keitimo (naujas 2020) (Electronic request for timetable change (new 2020).  **Permission to change the timetable is granted by the Vice-Dean for Studies and the Head of Academic Affairs Centre**  Instructions for completing the request **->** [Katedros/instituto/dėstytojo darbo vieta](https://apps.mruni.eu/) (Department/Institute/Lecturer‘s place of work)> section “Kiti dokumentai ir naudingos nuorodos” (Other documents and useful links) *->*sectionTvarkaraščių keitimo instrukcija (Instructions for changing timetables).  IMPORTANT: When submitting your request, please indicate in your **remarks** the manager who prepared the modified timetable and the programme in which the subject is taught. |
| Classroom reservations  (Except C I-414 classroom) | Academic Affairs Centre, Study Process Administration Group Managers,  Public Security Academy timetabling manager  NOTES: Contacts below |
| MRU Laboratories classroom reservations  (C I-414) | Consultation by the Academic faculty manager/referent  NOTES: Classrooms are reserved through the Events Calendar |
| Seek advice on timetable changes and classroom bookings | Vilnius e-mail [tvarkarasciai@mruni.eu](mailto:tvarkarasciai@mruni.eu)  Kaunas (Public Security Academy) e-mail [r.krinciene@mruni.eu](mailto:r.krinciene@mruni.eu)  Marijampolė (Sudovian Academy) e-mail dal.mili@mruni.eu |
| **LIBRARY** | |
| Help and advice from library staff on finding materials and receiving training | Subject librarians  <https://teminiaiistekliai.mruni.eu/subjects/staff.php?letter=Subject%20Librarians%20A-Z> |
| **DOCUMENT MANAGEMENT SYSTEM eDVS** | |
| Login to eDVS (Available only in Lithuanian)  Uploading documents/requests | Advice from the Academic Department manager/referent  [Login link](https://edvs.mruni.eu/DocLogix/) |
| eDVS User Guide (Available only in Lithuanian) | [User guide](https://edvs.mruni.eu/DocLogix/Common/Form.aspx?ID=248225&VersionID=11776&Referrer=5cc2eefb-9728-40e9-a709-b16be545e125) |
| **EQUIPMENT FOR CLASSROOMS** | |
| Markers, sponges, and others | Vilnius - Administrator Security Guard, 1st floor of the Central Building  Kaunas - Duty Officer Marijampolė - Duty Officer |