



“QUICK HELP” FOR MRU LECTURER

TYPE OF SUPPORT	LINKS, CONTACTS
IT SUPPORT SYSTEM	
Registration of IT problems	MRU website ->For Employees->Help System https://pagalba.mruni.eu/en/ e-mail: 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 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 rimis@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
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

TYPE OF SUPPORT	LINKS, CONTACTS
VIRTUAL LEARNING ENVIRONMENT	
LMS MOODLE not working	E-mails: itc@mruni.eu ; ssg@mruni.eu Phone +370 5 2714 514 +370 659 91543
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 91543 E-mail ssg@mruni.eu
STUDY INFORMATION SYSTEM	
Problems/questions about the electronic journal	Academic faculty manager/referent ITC Study Group e-mail 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@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 (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 (Department/Institute/Lecturer's place of work)> section “Kiti dokumentai ir naudingos nuorodos” (Other documents and useful links) ->section Tvarkaraščių 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.

TYPE OF SUPPORT	LINKS, CONTACTS
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 Kaunas (Public Security Academy) e-mail 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
eDVS User Guide (Available only in Lithuanian)	User guide
EQUIPMENT FOR CLASSROOMS	
Markers, sponges, and others	Vilnius - Administrator Security Guard, 1st floor of the Central Building Kaunas - Duty Officer Marijampolė - Duty Officer