

# Frequently Asked Questions

**This page has been designed to help you deal with the most common IT issues. If there is some information missing, please write to the IT Services at [lvt@ff.cuni.cz](mailto:lvt@ff.cuni.cz).**

**The system will not let me log in, saying "Login incorrect"**

If you are sure that you had entered the correct password, check whether the NumLock is switched on and whether you are using the right Czech or English keyboard and whether the last line in the login dialogue box says "FF.CUNI". If all this does not help, contact IT Support or the person on duty in the computer lab.

**Where do I find @ on a Czech keyboard?**

Use shortcut Alt+64 (numbers on the numerical keyboard).

**Can I send an email to all CU FA students?**

No. Academic network rules do not allow distribution of unsolicited emails.

**The computer did not switch off and it does not respond when pressing Power.**

If you hold the Power button for about 5 seconds, the computer will switch off. If this problem occurs frequently, contact IT Services.

**I want to connect new equipment to the computer (printer, scanner, etc.)**

You have leave the purchase up to IT Service. Just inform the

office about the required equipment and how much money can be used for the purchase.

**I am looking for an email address of a CU FA employee**

You will find the contact data of full-time CU FA staff on the website [is.cuni.cz/webapps/whois](http://is.cuni.cz/webapps/whois). Fill in a part of the name (it can be without diacritics) into the search box and click on people search. Information on external staff is posted on the home pages of the constituent components of the CU FA.