Information Infrastructure Initiative Kyushu University
List of Inquiries

2023

https://iii.kyushu-u.ac.jp/en/

Software

Software available to students and faculty staff (Microsoft, Adobe, anti-virus, and some research-specific)

● **Microsoft Software**
  📞 Ito 90-2601 ✉ msq@iii.kyushu-u.ac.jp

● **Adobe Software**
  📞 Ito 90-6280 ✉ clp@iii.kyushu-u.ac.jp

● **Security Software**
  📞 Ito 90-2690 ✉ a-virus@iii.kyushu-u.ac.jp

Cybersecurity (CSIRT)

● **General Security Incidents**
Unauthorized access, virus infection, information leakage from on-campus/off-campus network, information leakage due to human mistake, stolen/lost PC, lost ID cards (SSO-KID, student ID card with IC, etc.), etc.
  📞 Ito 90-2617 ✉ sec-incident@iii.kyushu-u.ac.jp

● **Suspicious E-mails**
  📞 Ito 90-2617 ✉ sec-info@iii.kyushu-u.ac.jp

Microsoft 365 Services

We only support signing in to Microsoft 365, installing Microsoft 365 Apps, using OneDrive for Business, SharePoint Online, Teams (some functions), and Azure Information Protect.

● **Microsoft 365 Services**
  📞 Ito 90-2689/2692 📍 ci.iii.kyushu-u.ac.jp/en/contact/

Electronic Authentication

About use and authentication of SSO-KID and IC cards

● **University Common ID(SSO-KID)**
  📞 Ito 90-2690 ✉ id-room@iii.kyushu-u.ac.jp

● **Student/Staff IC card**
  📞 Ito 90-2691 ✉ ic-card-room@iii.kyushu-u.ac.jp

● **Dedicated E-mail Address for Lost IC cards**
  ✉ ic-rep@iii.kyushu-u.ac.jp

Educational Support

M2B learning support system, ps (programming learning server), QUEENS (virtual machine management system), BYOD policy, etc.

● **M2B learning Support System**
  ✉ lms-admin@ecs.kyushu-u.ac.jp

● **ps (programming learning server), QUEENS (virtual machine management system), BYOD Policy**
  📞 Ito 90-2695 ✉ uketsuke@ecs.kyushu-u.ac.jp

● **Online Training Services**
  📞 Ito 90-2697 ✉ el-admin@ecs.kyushu-u.ac.jp

E-mail Service and File Sharing

About Primary Mail Service, which is provided with all university members and delivers important information/ About file sharing system available to SSO-KID holders

● **Primary E-mail Service and File Sharing System**
  📞 Ito 90-2693 📍 ci.iii.kyushu-u.ac.jp/en/contact/

Scientific Computation

About common high-performance computation system, scientific calculation software, user supports and seminars

● **Academic Supercomputing System**
  📞 Ito 90-2683 ✉ request@iii.kyushu-u.ac.jp

Network

About on-campus network (KITE), on-campus wireless LAN (kitenet/edunet) and server hosting service

● **Network**
  📞 Ito 90-2686 ✉ n-room@iii.kyushu-u.ac.jp

● **Server Hosting Service**
  📞 Ito 90-2686 ✉ it-room@iii.kyushu-u.ac.jp

For other inquiries   help@iii.kyushu-u.ac.jp   Ito 90-2682

For calls from mobiles or off-campus phones, please dial "092-802" instead of "90"