

## Regulation on Access to IT Services of the University of Porto

**This document is provided strictly for information purposes. As such, it has no legal value and should not be construed as legally binding. Only the original regulation in the Portuguese language is authentic.**

The mission of the Universidade do Porto Digital (UPdigital) is to create, provide and manage Information and Communication Technology (ICT) infrastructures and services at the University of Porto, abbreviated as U.Porto, as well as to encourage the development and use of innovative services.

This regulation aims to define guidelines regarding the access to U.Porto's IT services. U.Porto's acceptable use policy for technological infrastructures also applies to this matter<sup>1</sup>. When using this service, individual users are considered to be informed about the rules described in this Regulation.

Article 3(2) of the Foundation Statutes attached in Decree-Law no. 96/2009 of 27 April foresees that the institution elaborates all norms and carries out all actions necessary for its regular functioning, including authoritative unilateral acts in the domain of its duties, norms, and public law acts.

The option between creating operating standards and public law norms should consider the respective foundation, subject and intended users.

This Regulation acts as a set of operating guidelines intended for users such as teaching staff, research staff, students and non-teaching staff at U.Porto, generally referred to as individual users, who benefit from the IT services provided to work at U.Porto.

The Management Board of the University of Porto, after consulting with the Council of Deans, according to paragraph b) of Article 46(2) of the Statutes of the University of Porto, approved by Normative Order no. 8/2015, published in the Official Journal of the Portuguese Republic, Series 2, No. 100 of 25 May 2015, based on the generic competence foreseen in its 40<sup>th</sup> article, no. 1, in conjunction with Article (2) of the Foundation Statutes, approved in an attachment to Decree-Law no. 96/2009 of 27 April, approves the following regulations:

### **Chapter I General Provisions**

#### **Article 1 Scope and purpose**

1. This Regulation defines the norms that regulate the access to IT resources intended for the community of the University of Porto, abbreviated as U.Porto.
2. For the purposes of the preceding paragraph, the community comprises lecturers, research staff, students and non-teaching staff, generally referred to as "individual users".
3. To this end, "scholarship holders" are equivalent to research staff.
4. This Regulation is also applicable to:
  - a. external collaborators who have a temporary connection to U.Porto. They are given access to the service as long as they are active in their collaboration and registration in the information system.

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<sup>1</sup> Described in [https://sigarra.up.pt/up/pt/web\\_base.gera\\_pagina?p\\_pagina=POLITICA-UTILIZACAO-ACEITAVEL](https://sigarra.up.pt/up/pt/web_base.gera_pagina?p_pagina=POLITICA-UTILIZACAO-ACEITAVEL)

- b. retired individuals who have ended their activity as U.Porto lecturers, research staff or non-teaching staff.
- c. former students.

## **Article 2**

### **Acceptable use policy**

1. Any use of U.Porto's IT resources should respect the provisions in this Regulation and the current legislation, namely content regarding safety in cyberspace, computer crime and personal data protection.
2. The use of U.Porto's IT resources should also respect the rules established in the conditions of use of the Science, Technology and Society Network (RCTS) – a digital infrastructure for Connectivity and Computing intended for the national community of Research and Education – published on the institutional Internet site of the Foundation for National Scientific Computing (FCCN).
3. Activities and practices which may cause damage to third parties or equipment and services internal or external to U.Porto are strictly forbidden, namely:
  - a. Activities which may constitute an illegal or criminal act, in general;
  - b. Disrespecting the physical and moral integrity of U.Porto's community members or the general public by practising acts which promote harassment, xenophobia, terrorism, defamation or other acts which can be considered illegal or offensive;
  - c. Carrying out activities of a private or commercial nature, namely the sale of products and services or, in general, the use of resources for purposes not related to U.Porto's activities;
  - d. The creation, transmission or access to content disregarding intellectual property rights, copyright and trademark.
  - e. Obtaining or trying to obtain unauthorised access to technological systems or infrastructures;
  - f. Other situations which may interfere with the safety of IT resources and their responsible use.
4. It is forbidden to provide third parties with data, by any means, namely by selling information, personal data or any other type of elements or documentation accessible to individual users through their use of U.Porto's IT resources.
5. Notwithstanding the preceding paragraph, access to this data may be granted to comply with legal obligations. Also, it is possible that access may be granted to third parties, which is subject to previous and explicitly clear authorisation, namely in scientific-academic collaborations with institutions in the educational system, in science, technology and culture.

## **Article 3**

### **Security, privacy and retention of personal data**

1. The acceptable use policy of U.Porto's technological infrastructures is available at <https://www.up.pt/portal/pt/politica-de-utilizacao-aceitavel-das-infraestruturas-tecnologicas/>
2. The data protection policy is available at <https://www.up.pt/portal/pt/politica-de-protecao-de-dados-pessoais/>

## **Article 4**

### **Disciplinary procedure and preventive measures**

1. Failure to comply with the duties and obligations in this Regulation or current legislation results in a disciplinary procedure.
2. The preventive measures described in Attachment 1 may be applied by the Rector or a person with delegated power.

## **Chapter II**

### **Accounts and life cycle**

#### **Article 5**

##### **Individual user account**

1. The account of the individual user at U.Porto comprises the pair <nome utilizador>, <palavra-passe> (username, password). It is required for authentication and identification purposes in the services made available by U.Porto.
2. The format of the student account is up<NumEstudante>@up.pt, where <NumEstudante> is the mechanographic number assigned to each student. This account is unique at U.Porto.
3. In the case of teaching staff, research staff and non-teaching staff, the account format is up<NumFuncionario>@up.pt, where <NumFuncionário> is the mechanographic number assigned to teaching staff, research staff and non-teaching staff. This account is unique at U.Porto.
4. Individual user credentials to access the account are solely for personal and non-transferable use. The individual user is responsible for keeping the confidentiality and protection of the credentials assigned to him or her.
5. Any alteration to the status of the services accessible through the account is previously communicated to the individual user of the account.

#### **Article 6**

##### **Password**

1. Each individual user has a password to access IT services.
2. The password should only be requested by the account holder and delivered to him or her, in person, by electronic means, subject to registration and verification of the alternative electronic email address in the Information System, or through other means indicated by the IT Support services (Helpdesk).
3. The creation of passwords should follow the indications presented on UPdigital's website, and they should always at least comply with the Resolution of the Council of Ministers no. 41/2018 of 28 March, which defines technical guidelines for the Public Sector regarding the security architecture of personal data information networks and systems.
6. Individual users should not use their U.Porto account password in systems external to U.Porto.
7. To retrieve a password, each individual user should indicate and validate an alternative electronic address and/or mobile phone number, and keep that information up to date.
8. In the absence of alternative contacts, as described in the previous paragraph, the individual user should go to the IT Support services (Helpdesk) to change the password. He or she will need to provide identification that proves his or her connection to U.Porto, such as a student card or the university card for lecturers, research staff or non-teaching staff, as well as his or her citizen card or a similar identification method.

#### **Article 7**

##### **Creation/Deactivation of student accounts and access to services**

1. Student accounts are created automatically after registration in U.Porto's Information System and when registration/enrolment is completed.
2. Students are classified into two categories, which correspond to the following types:
  - Type A: students enrolled in degree-awarding courses, specialisations or advanced study courses, and mobility students.
  - Type B: students who are not included in the previous type, for example, students enrolled in individual course units/continuing education courses and exceptional students.

3. Access to services offered by U.Porto will be provided according to the category of the individual student. The services made available for each category are described in Table 1 of Attachment 2.
4. Access to services will be disabled in accordance with the criteria presented in Table 2 of Attachment 2. The end of registration corresponds to the end of the semester or academic year for type A students, and for type B students, it corresponds to the end of training.
5. If applicable, the content associated with the services described in Table 2 of Attachment 2 will be eliminated 30 days after access to services is disabled.

**Article 8**  
**Account creation/deactivation**  
**of teaching staff, research staff and non-teaching staff and access to services**

1. The accounts of teaching staff, research staff and non-teaching staff are created when the labour contract begins.
2. The accounts of external collaborators are created when their connection to U.Porto begins.
3. Access to services offered by U.Porto will be provided in conformity with the rules presented in Table 3 of Attachment 2.
4. Access to other services managed by UPdigital not included in Table 3 of Attachment 2 needs previous validation by UPdigital.
5. For the purposes of access to the services made available by U.Porto, individuals who hold the title of Emeritus Professor are considered equivalent to teaching staff, research staff and non-teaching staff with a labour contract, according to this Regulation.
6. When the contract with U.Porto expires, access to services will be deactivated in accordance with the criteria presented in Table 4 of Attachment 2. Retired staff with an active contract continue to have access to services.
7. If applicable, the content associated with the services described in Table 4 of Attachment 2 will be eliminated 30 days after access is disabled.
8. People who interrupt their activity at U.Porto (for example, unpaid leave or a work period outside U.Porto) will have access to limited services, according to Table 5 of Attachment 2.

**Article 9**  
**Exceptional accounts**

1. Lecturers and course directors may request the creation of exceptional accounts. They are responsible for the correct use of those accounts.
2. Duly justified requests should be sent to the director of the Constituent Entity (CE).
3. The request to the director should include the service(s) that the account needs to access. Access to these services requires validation by UPdigital. It is possible to request exceptional accounts for the services defined in Table 6, in Attachment 3.
4. The request for an exceptional account should be made at least 5 days before account activation.
5. These accounts are temporary, and their expiry date is previously agreed upon, but it is possible to request a renewal. The expiry and renewal of the service requested are defined in Table 6, in Attachment 3.

### **Chapter III Final provisions**

#### **Article 10 Interpretation, doubts and omissions**

1. In the case of services not explicitly defined in this regulation, access is provided upon request by the individual user according to service rules. Access to these services will be disabled at the end of the labour contract with U.Porto or when registration ends.
2. Doubts and omissions resulting from the interpretation and application of this Regulation are resolved by the Management Board of U.Porto.
3. Interpretation and integration of legal loopholes, namely omissions, in this Regulation, will be done according to the Law and general legal principles.

#### **Article 11 Announcement, entry into force and amendments**

1. This Regulation will be announced in U.Porto's information system, and will enter into force on that date.
2. This Regulation may be amended at any time, for instance, when the applicable legislation and regulation is altered, given U.Porto's technological advances and risk profile.

### **ATTACHMENT 1 – Preventive measures**

The establishment of preventive measures, according to Article 4 of the Regulation, aims to minimise and prevent behaviour which compromises the safety and proper operation of resources, infrastructures and information systems.

The levels of preventive measures associated with this Regulation are described below.

- Level I: A period of 1 week without access to IT systems;
- Level II: A period of 2 weeks without access to IT systems and a potential disciplinary process;
- Level III: Access denied to IT systems and a potential disciplinary process.

The following actions, as well as actions which violate the rules established in these regulations, will be subject to the application of preventive measures:

Level I – Leaving an open area/account in shared computers, preventing access to other users; Unauthorised installation or use of software; Unauthorised installation of hardware; Hardware alterations; Abusive submission of electronic mail messages; Borrowing an area/account;

Level II – Accessing or trying to access other people's information; Software use that aims to collect information in the network or systems; Interfering with the work of another user without his/her authorisation, irrespective of the reason;

Level III – Mistreatment of equipment, IT systems or disrespect towards whoever is ensuring that equipment and IT systems are used correctly; Taking ownership of an area/account and using it; Theft or attempted theft of equipment or consumables; Storing or viewing offensive or obscene information; A deliberate, attempted or completed action to impair the normal operation of IT services.

Cases of recurrence on the same level result in a transition to the following level.

**ATTACHMENT 2 – Conditions for access to services according to different types of individual users**

*Table 1 – Students - Enabling access to services*

	Type A students	Type B students
<b>Sigarra</b>	Yes	Yes
<b>Eduroam</b>	Yes	Yes
<b>VPN</b>	Yes	Yes
<b>AD Windows</b>	Yes	Yes
<b>Moodle</b>	Yes	Yes
<b>Printing Service</b>	Yes	Yes
<b>Office 365 / MS Teams / OneDrive</b>	Yes	Not allocated*
<b>Google Workspace</b>	Requires previous authorisation from the Constituent Entity (CE)	Not allocated*
<b>Other software with a campus licence</b>	Yes	Yes
<b>Institutional Electronic Mail</b>	Yes	Yes

\* In exceptional cases, access to these services can be provided to type B students when requested by the person in charge of the course unit (CU). For example, CUs that use Teams and allow registration of type B students.

*Table 2 – Students – Disabling access to services*

	Type A students	Type B students
<b>Sigarra</b>	retain access	retain access
<b>Eduroam</b>	3 months after registration expires	3 months after registration expires
<b>VPN</b>	3 months after registration expires	3 months after registration expires
<b>AD Windows</b>	3 months after registration expires	3 months after registration expires
<b>Moodle</b>	3 months after registration expires	3 months after registration expires
<b>Printing Service</b>	3 months after registration expires	3 months after registration expires
<b>Office 365 / MS Teams / OneDrive</b>	3 months after registration expires	No access
<b>Google Workspace</b>	3 months after registration expires	No access
<b>Other software with a campus licence</b>	3 months after registration expires	3 months after registration expires
<b>Institutional Electronic Mail</b>	See specific regulation	See specific regulation

*Table3 – Teaching staff, research staff, non-teaching staff and collaborators - Enabling access to services*

	Access enabled
<b>Sigarra</b>	Yes
<b>Eduroam</b>	Yes
<b>VPN</b>	Yes

<b>AD Windows</b>	Yes
<b>Moodle</b>	Yes
<b>Printing Service</b>	Yes
<b>Office 365 / MS Teams / OneDrive</b>	Requires previous authorisation from the Constituent Entity (CE)
<b>Google Workspace</b>	Requires previous authorisation from the Constituent Entity (CE)
<b>Other software with a campus licence</b>	Yes
<b>Institutional Electronic Mail</b>	Yes

Table 4 – Teaching staff, research staff, non-teaching staff and external collaborators – Disabling access to services

	<b>Non-teaching staff and other collaborators</b>	<b>Teaching staff and research staff</b>
<b>Sigarra</b>	At the end of the contract with U.Porto, except in the case of a retired individual who retains access to services	3 months after the end of the contract with U.Porto, except in the case of a retired individual who retains access to services
<b>Eduroam</b>	At the end of the contract with U.Porto	At the end of the contract with U.Porto
<b>VPN</b>	At the end of the contract with U.Porto	At the end of the contract with U.Porto
<b>AD Windows</b>	At the end of the contract with U.Porto	3 months after the end of the contract with U.Porto
<b>Moodle</b>	At the end of the contract with U.Porto	3 months after the end of the contract with U.Porto
<b>Printing Service</b>	At the end of the contract with U.Porto	At the end of the contract with U.Porto
<b>Office 365 / MS Teams / OneDrive</b>	At the end of the contract with U.Porto	3 months after the end of the contract with U.Porto
<b>Google Workspace</b>	At the end of the contract with U.Porto	3 months after the end of the contract with U.Porto
<b>Other software with a campus licence</b>	At the end of the contract with U.Porto	3 months after the end of the contract with U.Porto
<b>Institutional Electronic Mail</b>	See specific regulation	See specific regulation

Table 5 – Teaching staff, research staff and non-teaching staff – Limitations on the access to services in the case of an interruption to work according to Article 8(8).

<b>Teaching staff, research staff and non-teaching staff</b>	
<b>Sigarra</b>	Retain access
<b>Eduroam</b>	No access
<b>VPN</b>	No access



<b>AD Windows</b>	No access
<b>Moodle</b>	No access
<b>Printing Service</b>	No access
<b>Office 365 / MS Teams / OneDrive</b>	Retain access for 3 months
<b>Google Workspace</b>	Retain access for 3 months
<b>Other software with a campus licence</b>	Retain access for 3 months
<b>Institutional Electronic Mail</b>	See specific regulation

**ATTACHMENT 3 – Exceptional accounts**

*Table 6 – Exceptional accounts, associated services with access permission and time limits*

	<b>Time limit</b>	<b>Renewal</b>
<b>WiFi Network</b>	15 days	once
<b>VPN</b>	From 15 days up to 6 months	Possible
<b>AD Windows</b>	12 months	Possible
<b>Electronic Mail</b>	See specific regulation	See specific regulation