



西安交通大学
XI'AN JIAOTONG UNIVERSITY

网络信息中心用户服务手册

Network Information Center
User Service Guide

(留学生版)

(International Students)



西安交大网络信息中心公众号

WeChat Official Account of Xi'an Jiaotong University
Network Information Center

24/7 Service Hotline: 82667777

Service Email: nic@xjtu.edu.cn

Website: nic.xjtu.edu.cn

编 印: 用户服务培训部

Compiled by:
User Service & Training Department





NETWORK INFORMATION CENTER

网络信息中心

西安交通大学网络信息中心于 1996 年在原计算中心基础上建立，处级建制，承担学校网络安全和信息化工作的统筹规划和综合协调。具体包括学校校园网络基础设施运行和管理、应用系统研发、网络安全、网络舆情管理、公共信息资源服务、高性能计算平台建设及运维，综合校情统计上报、信息化培训等工作。中国教育科研计算机网 (CERNET) 西北中心也设在网络信息中心，主要提供西北高校及科研单位的网络接入等服务。

The Network Information Center of Xi'an Jiaotong University was established in 1996 on the basis of the former Computing Center. It is at the departmental level and is responsible for the overall planning and comprehensive coordination of the university's network security and informatization work. Specifically, it includes the operation and management of the campus network infrastructure, the research and development of application systems, network security, network public opinion management, public information resource services, the construction and operation and maintenance of high-performance computing platforms, comprehensive school situation statistics and reporting, and informatization training. The Northwest Center of China Education and Research Network (CERNET) is also located in the Network Information Center, mainly providing network access services for universities and research institutions in the northwest region.university-wide operational.

现已建成 100G 核心互联、40G/10G 汇聚到楼宇、千兆 / 百兆到桌面、全网统一认证、IPv4/IPv6 双栈、网络全面覆盖的新型校园网络。校园网出口总带宽 $\geq 40\text{G}$ ；有线覆盖了所有教学区、学生区和生活区，20000 余台 无线 AP 覆盖教学区，有线无线最高并发终端设备超过 10 万台。在占地面积 5000 亩的中国西部科技创新港—智慧学镇采用了 SDN/VXLAN 的云化技术架构，在一张 100G 互联的高速物理骨干网上承载了园区有线无线、物联网、业务专网，实现了一网多用，业务自动化部署。建成了连接四校区的 100G 高速环网，打破校区的地理限制，为跨校区教学、科研提供了大带宽网络支撑。

A new type of campus network with 100G core interconnection, 40G/10G aggregation to buildings, gigabit/hundred megabit to desktops, unified network authentication, IPv4/IPv6 dual stack, and full network coverage has been built. The total bandwidth of the campus network exit is $\geq 40\text{G}$: wired coverage of all teaching areas, student areas, and living areas, and over 20,000 wireless APs covering teaching areas, with a maximum concurrent terminal device of over 100,000 for wired and wireless networks. In the 5,000-acre China Western Innovation Harbor - Smart Town, a cloud-based technology architecture of SDN/VXLAN is adopted, carrying the campus wired and wireless networks, Internet of Things, and business private networks on a 100G interconnected high-speed physical backbone network, achieving multi-purpose use of one network and automated business deployment. A 100G high-speed ring network connecting the four campuses has been built, breaking the geographical restrictions of the campuses and providing high-bandwidth network support for cross-campus teaching and research.

基于校园网，网信中心为全校师生用户提供了多样的公共网信服务，包括统一身份认证、校园一卡通、电子邮件、校外 VPN 访问、校园正版软件等。以校园网络为平台，建设办公自动化 (OA)、教务管理、研究生管理、科研管理、财务管理、校园一卡通等 20 余个校务管理信息应用系统，有效服务学校人才培养、科学研究、社会服务、文化传承创新以及国际交流与合作的五大职能。

Based on the campus network, the Network Information Center provides a variety of public network information services for all teachers and students, including unified identity authentication, campus card, email, off-campus VPN access, and licensed software, etc. Using the campus network as a platform, more than 20 university administrative information systems such as office automation (OA), teaching management, postgraduate management, scientific research management, financial management, and campus one-card have been built, effectively serving the five major functions of the university: talent cultivation, scientific research, social services, cultural inheritance and innovation, and international exchanges and cooperation.

网络信息中心 用户服务手册

01 统一身份认证账号相关业务

Unified Identity Authentication Account Related Services

1.1 账号激活

Account Activation

1.1.1 网页版激活

Web based Activation

浏览器推荐 Recommended Browsers

谷歌、Microsoft edge、360 极速、IE10+ 浏览器。
Google Chrome, Microsoft Edge, 360 Extreme Speed, IE10+ browsers.

登录地址 Login Address <https://login.xjtu.edu.cn/cas/login>

System login address: <https://login.xjtu.edu.cn/cas/login>



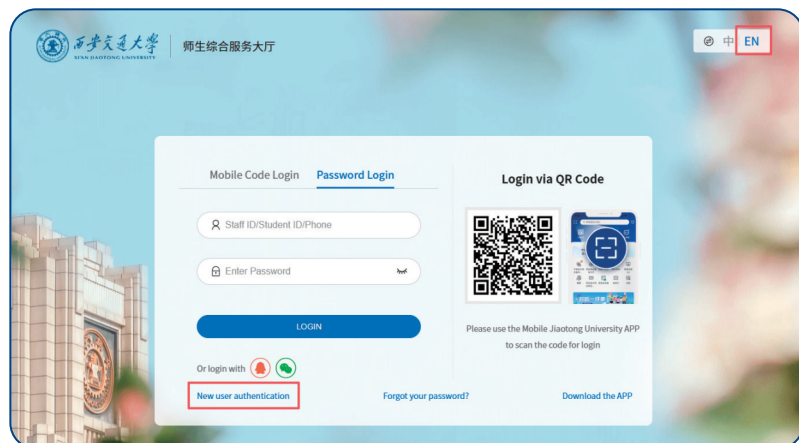
统一身份认证账号激活页面

Unified Identity Authentication Account Activation Page

详细登录步骤 Detailed Login Steps

●**第一步**：点击【新用户认证】，填写学号 / 工号，点击“下一步”。此时，系统后台将对用户输入的学工号信息进行核查。

●**Step 1**: Click [New User Authentication] to enter the new user account activation interface, then fill in the student number/staff number, and click "Next Step". At this time, the system will verify the entered student number/staff number information in the background.



●第二步：基础信息核验

再次输入学工号、姓名、证件号进行信息核验，核验通过之后，点击“下一步”，绑定安全方式。

●Step 2: Basic Information Verification

Enter your student ID/staff ID, name, and ID number again for information verification. After verification, click "Next" to bind a security method.

●第三步：绑定安全方式

用户绑定安全手机，需要验证码验证。

●Step 3: Bind Security Methods

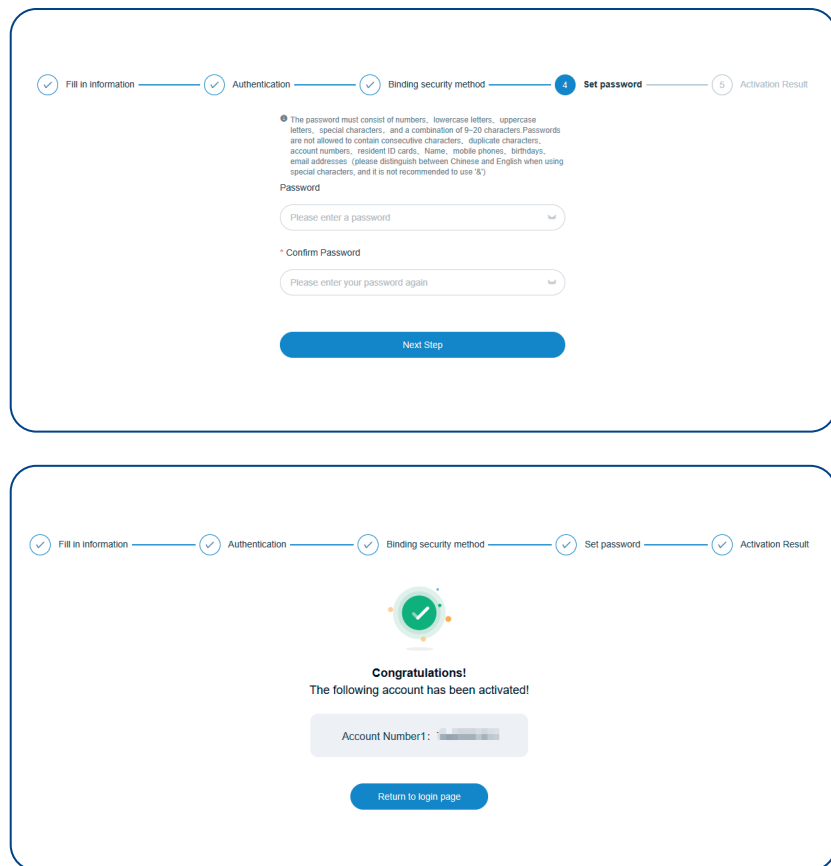
Users need to verify via verification codes when binding a security mobile phone.

●第四步：设置密码以及激活成功。

用户完成身份认证后，页面将自动跳转至设置密码页面，在此页面依照提示进行密码设置操作。

●Step 4: Set Password and Activation Success

After the user completes identity authentication, the page will automatically jump to the password setting page. On this page, set the password according to the prompts.



1.1.2 移动端激活

Mobile Activation



“移动交通大学” App
Mobile Jiaotong University App

●第一步：下载并安装“移动交通大学”App。Download Mobile Jiaotong University App.

●Step 1: Use WeChat to scan the QR code below, and then download Mobile Jiaotong University App.

●第二步：打开“移动交通大学”App，在登录首页点击【新用户认证】，根据指引开始新用户认证激活操作，具体操作方法同PC端。

●Step 2: Open the 【Mobile Jiaotong University】 App, click 【New User Authentication】 on the login homepage, and follow the guidelines to start the New User Authentication and activation operation. The specific operation method is the same as that on the PC.




学生统一身份认证账号
激活流程

Student Unified Identity Authentication
Account Activation Process

1.2 账号密码更改/找回

Password Modification & Password Recovery

1.2.1 PC 端操作说明

PC Operation Instructions

浏览器推荐 Recommended Browsers

谷歌、Microsoft edge、360 极速、IE10+ 浏览器。
Google Chrome, Microsoft Edge, 360 Extreme Speed, IE10+ browsers.

登录地址 Login Address <https://login.xjtu.edu.cn/cas/login>

System login address: <https://login.xjtu.edu.cn/cas/login>

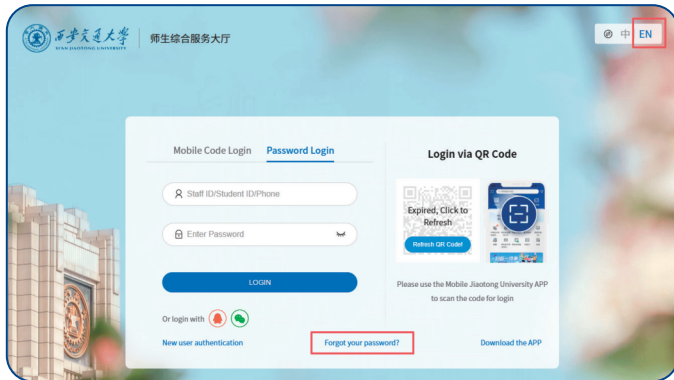


统一身份认证账号激活页面
Unified Identity Authentication Account Activation Page

● PC 端密码找回方式 PC Password Retrieval Method

用户忘记密码时，仅需三步即可完成找回密码：进入统一身份认证登录首页，点击“忘记密码？”开启找回密码流程。

When you forget your password, you can retrieve it in just three steps: enter the unified identity authentication login homepage and click 【Forgot Password?】 to start the password retrieval process.

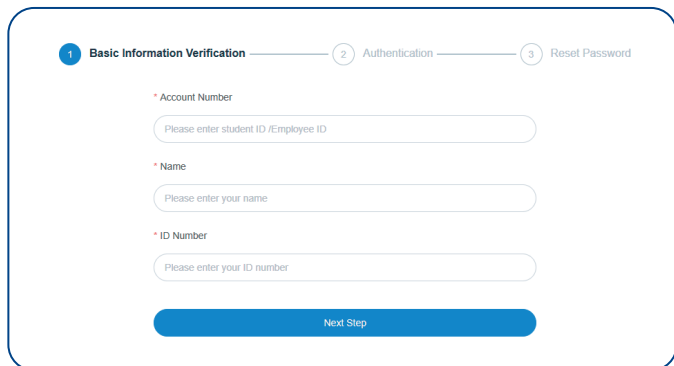


●第一步：基础信息进行验证

输入账号、姓名、证件号，点击进入下一步。

●Step 1: Basic Information Verification

Enter your account, name, and ID number, then click "Next".

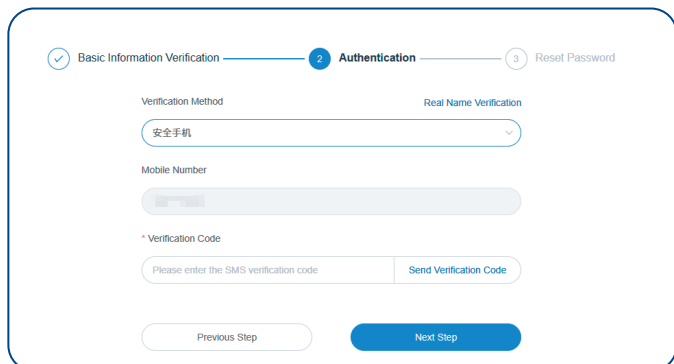


●第二步：验证身份

选择安全手机进行身份验证（无安全手机可以选择实名方式认证）。

●Step 2: Identity Verification

Verify your identity via your secured mobile phone. If you do not have a secured mobile phone, you may authenticate through real-name verification.

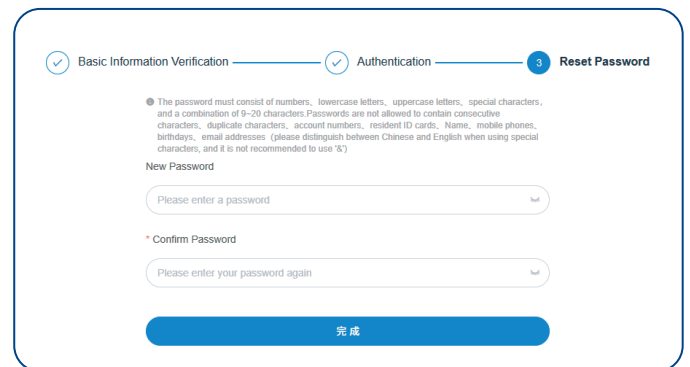


●第三步：重置密码

输入包含数字、小写字母、大写字母、特殊字符，8-20 位组合的新密码，密码不允许包含连续字符、重复字符、账号、身份证件号码、姓名、手机、邮箱（使用特殊字符请注意区分中英文，不建议“&”）。密码强度越高，账号越安全。

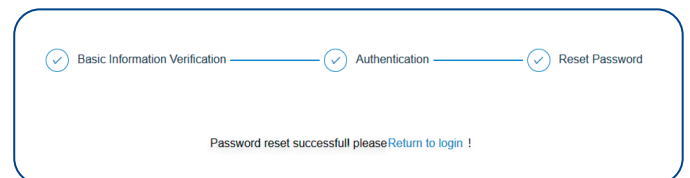
●Step 3: Reset Password

Enter a new password of 8-20 characters containing numbers, lowercase letters, uppercase letters, and special characters. Do not include consecutive or repeated characters, your account number, your identity document card number, your name, your phone number, or your email address. (When using special characters, be sure to distinguish between Chinese and English; "&" is not recommended.) The stronger the password, the more secure your account



点击完成，密码验证通过后，提示您重置密码成功，可以登录统一身份认证。

Click "Finish" to complete the password reset and log in to the unified identity authentication.



1.2.2 移动端操作说明

Mobile Operation Instructions

移动端用户打开“移动交通大学”App，在登录首页点击“登录遇到问题”→“忘记密码”，根据指引开始找回密码操作，具体操作方法同 PC 端。

Mobile users open the 【Mobile Jiaotong University】 App, click 【Login Problem】 → "Forgot Password" on the login page, and follow the guidelines to start the password retrieval operation. The specific operation method is the same as that on the PC side.



学生统一身份认证
账号密码更改流程

Student Unified Identity Authentication
Account Password Change Process



1.2.3 现场办理找回密码

On-site Service

本人办理：请携带本人有效身份证件至网络信息中心前台办理。

兴庆校区：网信中心小楼 105 室

雁塔校区：财经主楼 115 室

创 新 港：涵英楼东侧一楼综合服务大厅网络信息中心窗口

Application in person: Please bring your valid ID to the front desk of the Network Information Center.

Xingqing Campus: Room 105, Network Information Center Building

Yanta Campus: Room 115, Main Building of Finance and Economics Campus

iHarbour: the network information service window of comprehensive service hall at 1st Floor, East Side of Hanying Building .

1.2.4 委托他人找回密码

Entrust others to retrieve the password

被委托人登录一网通办 (<https://ywtb.xjtu.edu.cn>), 选择 “更改统一认证账号密码或安全手机委托申请” 表单, 根据要求填写相关信息并上传委托人证件照片, 提交审核, 经单位负责人和网信中心审核通过后找回密码。

The authorized agent shall log in to the One-stop Service Platform (<https://ywtb.xjtu.edu.cn>), select the form titled Authorized Application Form for Modifying Unified Identity Account Password & Security Mobile Number, fill in relevant information as required, upload photos of the entrustor' s identity documents, and submit the application for review. After the application is approved by the department supervisor and the Network Information Center, the password can be recovered.



一网通办

One-Stop Online Service Platform

1.3 账号延期

Account Extension

进入西安交通大学官网 (<https://www.xjtu.edu.cn/>)→选择 “一网通办” →选择 “访客服务” →点击 “学生、 离退休教职工统一认证账号延期申请” 办理入口 →微信扫码登录, 根据要求填写相关信息并提交审核, 经相关单位负责人和网信中心审核通过后即可成功延期统一身份认证账号。

To extend your unified identity authentication account, visit the Xi'an Jiaotong University official website (<https://www.xjtu.edu.cn/>), select “One-Stop Online Service Platform” then “Visitor Services,” and click the application entry titled “Application for Extension of Unified Identity Authentication Account for Students and Retired Faculty/Staff.” Log in by scanning the WeChat QR code, provide the required information, and submit for review. The extension takes effect upon approval by the responsible unit head and the Network Information Center.



学生统一身份认证账号延期流程

Student Unified Identity Authentication Account Extension Process

1.4 关联手机号更换

Bound Mobile Number Replacement

打开并登录 “移动交通大学” App, 依次点击 “我的” → “安全设置” → “安全手机” → “更换”, 输入统一身份认证登录密码 → 输入新手机号, 点击 “发送验证码” → 输入验证码, 点击保存。

Open and log in to the "Mobile Jiaotong University" App then click "My" → "Security Settings" → "Security Mobile Phone" → "Change" in sequence. Enter the Unified Identity Authentication login password → enter the new mobile phone number and click "Send Verification Code" → enter the verification code and click "Save".



02

校园一卡通相关业务

Campus Card Related Services

2.1 校园卡管理中心

Campus Card Center Location

校园卡管理中心：

Campus Card Center Location:

兴庆校区：东三宿舍一楼 电话：029-82668372

Xingqing Campus: 1st Floor, East Third Dormitory (029-82668372)

创新港：涵英楼西侧财务服务大厅 电话：029-88966990

iHarbour: Financial Service Hall, West Side of Hanying Building (029-88966990)

校园卡自助机分布地点：

Location of campus card self-service machine:

兴庆校区：行政主楼 E207 门口 梧桐苑南门口内侧 学生事务大厅

Xingqing Campus: Entrance E207, main Administration Building

Inside the south entrance of Wutong Yuan

Xingqing Comprehensive Service Hall for Teachers and Students

雁塔校区：行政楼一层大厅

Yanta Campus: 1st Floor of Administration Building

创新港：涵英楼西侧一楼综合财务大厅 涵英楼东侧一楼综合服务大厅

iHarbour: Financial Service Hall at 1st Floor, West Side of Hanying Building

Comprehensive Service Hall at 1st Floor, East Side of Hanying Building

2.2 校园卡办理

Campus Card Application

学生获得学号后，持本人有效身份证件前往校园卡中心办理。

After getting the student ID, you should go to the campus card center to apply for the campus card with your valid identity document.

2.3 绑定银行卡

Bank Card Binding

持本人有效身份证件、银行卡（中行 / 工行）以及校园卡在校园卡中心柜面绑定。

Bind your valid identity document, bank card (Bank of China/ICBC) and campus card at the counter of the campus card center.

2.4 校园卡充值

Campus Card Recharge

方法一：登录“移动交通大学”App，从首页选择“充值”模块进行充值，或选择“交晓助”，输入“我要充值”等相关口令，唤起充值服务。

Method 1: Log in to the "Mobile Jiaotong University" App. Select the "Recharge" module on the home page to make a recharge, or choose "XJTU Assistant", enter keywords like "I want to recharge" to activate the recharge service.

方法二：登录支付宝，搜索“支付宝校园卡”→“添加新卡”→搜索“西安交通大学”，填写个人信息，输入充值金额，点击“同意校园身份验证服务协议”提交进行充值。

Method 2: Log in to Alipay, search for "Alipay Campus Card," select "Add New Card," search for "Xi'an Jiaotong University," enter your personal information and the recharge amount, then agree to the Campus Identity Verification Service Agreement and submit to complete the recharge.

方法三：登录“中国银行”手机银行 App，选择“生活”→“生活缴费”→“校园卡”→选择或搜索“西安交通大学”→输入学工号进行充值。

Method 3: Log in to the Bank of China mobile banking App, select "Life" → "Life Payment" → "Campus Card," choose or search for "Xi'an Jiaotong University," and enter your student/staff ID to recharge.

方法四：前往校园卡中心柜面办理充值。（校园卡自助一体补卡机亦支持现金充值。）

Method 4: Recharge over the counter at the Campus Card Center. (The integrated campus card self-service kiosk also supports cash recharge.)

2.5 校园卡挂失/解挂/补办

Report Loss of Campus Card, Reissue Campus Card

2.5.1 校园卡挂失 / 解挂

Report /Unreport Loss of Campus Card

校园卡遗失 / 找回后，请立即通过以下方式进行挂失 / 解挂：

After the campus card is lost/recovered, please report it lost or unreport it immediately through the following methods:

方法一：登录“移动交通大学”App，点击“服务”→“校园卡”→“挂失解挂”→“立即挂失”。

Method 1: Log in to the "Mobile Jiaotong University" App, then tap "Services" → "Campus Card" → "Report Loss / Unblock" → "Report Loss Immediately."

方法二：本人持有效身份证件到校园卡中心或校园卡自助一体补卡机办理挂失 & 解挂 & 补卡。

Method 2: Go to the Campus Card Center or use the Campus Card Self-service Machine in person with your valid identity document to handle Report Loss, Unreport Loss, or Card Replacement.

2.5.2 校园卡补办

Reissue Campus Card

持本人有效身份证件前往校园卡中心或校园卡自助机办理。

Go to the campus card center or campus card self service machine to reissue with your own valid identity document.

2.6 校园门禁相关业务

Campus Access Control Services

2.6.1 门禁授权

Access Authorization

创新港园区内门禁闸机问题请联系后勤处理，可去各园区 / 巨构物业中心报修或登录“移动交通大学”App→“西交报修”→“我要报修”→“物业报修”，按要求填写报修单。

For malfunctions of access turnstiles within the iHarbour campus, please contact Property Management. You may submit repair requests at the property service center of each complex, or log in to the Mobile Jiaotong University App → Campus Maintenance → Submit a Request → Property Maintenance, and fill out the repair form as required.

2.6.2 门禁报修

Access Repair Requests

创新港巨构门锁授权问题请与各单位院办联系，巨构门锁故障问题请联系物业报修。

For door lock authorization issues in iHarbour complexes, please contact the administrative office of your faculty/department. For hardware failures of such locks, submit repair requests to Property Management.

03 校园网相关业务

Campus Network Services

3.1 申请校园网账号

Campus Network Account Application

学历生(具有正式学籍和学号)和短期留学生均适用

Degree students (with official student status and student ID) and short-term international students

● **第一步** : 激活统一身份认证账号后, 登录上网自助平台

(<http://nethelp.xjtu.edu.cn>), 选择“学生网络”→“校园网申请”。认真阅读“上网基本承诺”和“入网注意事项”, 并按照提示进行申请操作。

● **Step 1**: After activating your Unified Identity Authentication Account, log in to Campus Network Self-service Platform (<http://nethelp.xjtu.edu.cn>), select "Student Network" → "Campus Network Application". Read the "Basic Commitments for Internet Access" and "Notes for Internet Access" carefully, and follow the prompts to apply.

● **第二步** : 当状态显示“等待缴费”时, 及时缴纳费用。

● **Step 2**: When the status displays "Waiting to Pay", pay the fee promptly.

方法一 登录“移动交通大学”App, 点击首页“财务专区”→“缴网费”, 或登录网信缴费平台(<https://wxjf.xjtu.edu.cn>), 选择“学生区”→“入网费”→创建订单进行缴费。

Method 1: Log in to the “Mobile Jiaotong University” App and tap “Finance Zone” on the home page → “Pay Network Fee.” Alternatively, log in to the Network Information Center Payment Platform (<https://wxjf.xjtu.edu.cn>), select “Student Area” → “Network Access Fee,” and create an order to complete the payment.

方法二 登录网信缴费平台(<https://wxjf.xjtu.edu.cn>) 选择“学生区入网费”→选择订单→“创建订单”→微信缴费。

Method 2: Log in to the Network Information Center Payment Platform (<https://wxjf.xjtu.edu.cn>), select "Student Area Network Access Fee" → select an order → "Create Order" → complete payment via WeChat.

● **第三步** : 缴费成功 30 分钟后登录 <http://nethelp.xjtu.edu.cn> 查询上网账号和密码。

● **Step 3**: Log in to <http://nethelp.xjtu.edu.cn> 30 minutes after successful payment to check your network account and password.

注意:

- ① 每个学号只能申请一个上网账号, 不可重复申请。
- ② 每个账号入网须缴纳 100 元入网费。
- ③ 完成规定学制离校后上网账号自动注销。

Notes:

- ① Each student ID can only apply for one network account; no duplicate applications are allowed.
- ② Each account must pay a 100 yuan network access fee.
- ③ The online account will be automatically cancelled after completing the required study period and leaving the university.

3.2 上网方式

Internet Access Methods

3.2.1 兴庆、雁塔、曲江校区

Xingqing, Yanta, Qujiang Campuses

教学区有线网: 电脑拨号上网

PPPoE Access Wired Network in Teaching Area: PPPoE Access

● **第一步** : 连接网线, 测试端口: 用网线连接墙上网络端口和电脑接口。

● **Step 1**: Connect the network cable and test the port: Use a network cable to connect the network port on the wall and the computer interface.

● **第二步** : 电脑设置: 点击宽带链接→设置新链接→点击“连接到 Internet”→创建新连接→选择“宽带 PPPoE 拨号”→输入账号密码。

上网账号: 校园网账号@stu

密码: 系统生成密码

(学生上网账号可登录上网自助平台(<http://nethelp.xjtu.edu.cn>)自行查看和修改上网账号密码。)

● **Step 2**: Computer settings: Click on the broadband link → set a new link → click "Connect to the Internet" → create a new connection → select "Broadband PPPoE dial-up" → enter the account and password.

Network account: Campus network account@stu

Password: System-generated password

(Students can log in to the Campus Network Self-service Platform (<http://nethelp.xjtu.edu.cn>) to check and modify their network account passwords by themselves.)

教学区无线网: 连接 xjtu-stu, 在弹窗中出入账号密码。

Wireless Network in Teaching Area: Connect to xjtu-stu and enter the account and password in the pop-up window.

兴庆校区 Xingqing Campus

上网账号: 校园网账号@stu

密码: 系统生成密码

(如未弹出认证界面, 则需用浏览器搜索10.6.21.2)

Network account: Campus network account@stu

Password: System-generated password

(If the authentication interface does not pop up, you need to search for 10.6.21.2 in your browser.)

曲江校区、雁塔校区 Yanta, Qujiang Campuses

上网账号: 校园网账号

密码: 系统生成密码

(如未弹出认证界面, 则需用浏览器搜索10.184.6.61)

Network account: Campus network account

Password: System generated password

(If the authentication interface does not pop up, you need to search for 10.184.6.61 in your browser.)

宿舍区有线网:

Wired Network in Dormitory Area:

方法一 使用校园网

Method 1: Use Campus Network(The network authentication address is 10.6.8.2)

● **第一步** : 连接网线, 测试端口: 用网线连接墙上网络端口和电脑接口。

● **Step 1**: Connect the network cable and test the port: Use a network cable to connect the network port on the wall and the computer interface.

●第二步 电脑设置：开始菜单→设置→网络和 Internet, 进入网络设置页面。
依次点击：拨号→设置新连接→连接到 Internet→下一步→选择宽带 PPPoE 方式→输入上网账号及密码, (勾选“记住此密码”, 以后拨号就不用重复输入账号密码)→点击连接, 即可成功连接网络。(IP 地址和 dns 设置为自动获取)

上网账号: 校园网账号

密码: 系统生成密码

●Step 2: Computer settings:

Go to Start Menu → Settings → Network & Internet to access the network settings page. Click Dial-up → Set up a new connection → Connect to the Internet → Next → choose Broadband (PPPoE) → enter your Internet account and password (check "Remember this password" so you won't need to re-enter them for future dial-ups) → click Connect to successfully access the network. (Set the IP address and DNS to obtain automatically.)

Network account: Campus network account

Password: System-generated password

●第三步：访问外网需进行二次认证, PPPoE 拨号连接成功后自动弹出二次认证页面 (如果认证页面无法正常弹出, 可以在浏览器中输入地址: 10.6.8.2 进行手动跳转)。

●Step 3: After the PPPoE dial-up connection is successful, the two-factor authentication page will pop up automatically (if the authentication page fails to pop up normally, you can enter the address: 10.6.8.2 in the browser for manual redirect).

方法二 使用运营商网络, 在上网自助平台 (nethelp.xjtu.edu.cn) 或者 wenet 服务中心微信公众号购买校园网套餐。

上网账号: 校园网账号@yd/lt/dx (购买套餐所属运营商的拼音首字母)

密码: 系统生成密码

Method 2: Purchase a campus network package on the Campus Network Self-service Platform (nethelp.xjtu.edu.cn) or the WeChat official account of the wenet service center, use the operator's network.

Network account: Campus network account@yd/lt/dx (the first letter of the pinyin of the operator of the purchased package)

Password: System-generated password

宿舍区无线：

Wireless Network in Dormitory Area:

连接 STU, 输入上网账号和密码 (需购买运营商套餐) 连接上网。(认证地址为 10.6.11.8)

Connect to STU, enter the network account and password (need to purchase an operator package) to connect to the Internet. (The network authentication address is 10.6.11.8)



3.2.2 创新港

iHarbour

有线网络使用：用网线连接电脑接口和墙上 (或工位) 网络端口, IP 地址和 dns 设置为自动获取, 打开电脑浏览器访问任意网址, 在弹出的认证网页 (p.xjtu.edu.cn) 输入上网账号和密码认证登录。

Wired network use: Connect the computer interface and the network port on the wall (or workstation) with a network cable, set the IP address and DNS to be automatically obtained, open the computer browser to visit any website, and enter the network account and password on the pop up authentication webpage (p.xjtu.edu.cn) to log in.

无线网络使用：用电脑或手机连接 SSID 为“XJTU_STU”的无线信号, 打开手机浏览器访问任意网址, 在弹出的认证网页 (p.xjtu.edu.cn) 输入上网账号和密码认证登录。(如果认证页面无法正常弹出, 可以在浏览器中输入地址: 1.1.1.1 或 10.184.6.32 进行手动跳转)。

Wireless network usage: Use a computer or mobile phone to connect to the wireless signal with SSID "XJTU_STU", open the mobile browser to visit any website, and enter the network account and password on the pop-up authentication webpage (p.xjtu.edu.cn) to log in. (If the authentication page fails to pop up normally, you can manually jump by entering the address: 1.1.1.1 or 10.184.6.32 in the browser.)

3.2.3 图书馆无线网络使用

Library Wireless Network

兴庆校区钱学森图书馆：学生在图书馆使用无线网络请连接无线网络标识：“xjtu_lib”。图书馆无线账号和密码为学生上网账号 @xjtuilib 和本人上网账号密码, 认证成功后可正常上网。(认证地址为 10.6.18.5)

Qian Xuesen Library, Xingqing Campus: Students using the library's wireless network should connect to the wireless network identifier: "xjtu_lib." The library's wireless username and password are the same as the student's campus network username and password (wireless account format: campus network account @xjtuilib). After successful authentication, you can access the internet normally. (The network authentication address is 10.6.18.5)

创新港图书馆：连接校园网络 XJTU_STU, 打开手机浏览器访问任意网址, 在弹出的认证网页 (p.xjtu.edu.cn) 输入上网账号和密码认证登录, 认证成功后可正常上网。

iHarbour Library: Connect to the campus network XJTU_STU, and enter the network account and password after the window (p.xjtu.edu.cn) pops up to connect to the Internet.

3.2.4 其它注意事项

Other Notes

①每个账号由注册申请人使用和管理, 不得随意转让或使用他人账号, 以保障网络的正常秩序。如出现使用他人账号情况, 一旦被举报, 将按学校规定进行处罚。

②每个账号最多允许 3 个终端同时在线。

③请规范用网, 如果出现违规操作可能存在账号封禁危险。

① Each account is used and managed by the registered applicant. Accounts may not be transferred or used without authorization to maintain network security. Any use of another person's account will be reported and sanctioned according to school regulations.

② Each account is allowed to have a maximum of three devices online simultaneously.

③ Please exercise reasonable internet usage. Any violations may result in account suspension.

3.3 上网账号查询、上网密码查询/更改

Campus Network Account Password Query/Change

- **第一步**：使用统一身份认证账号登录上网自助平台 (<http://nethelp.xjtu.edu.cn>)，选择“学生网络”→“校园网账号信息”。
- **Step 1**: Log in to Campus Network Self-service Platform (<http://nethelp.xjtu.edu.cn>) using your Unified Identity Authentication Account and select "Student Network" → "Campus Network Account Information".
- **第二步**：查询上网账号、上网密码查询或者更改。
- **Step 2**: Check the campus network account or click "change the password".



上网自助平台
Campus Network Self-service Platform

3.4 网络故障报修

Network Problem Report

方法一 扫描并关注“西安交大网信中心公众号”，点击“报修缴费”→“西交报修”→“我要报修”→选择校区和“网信服务”，按要求填写报修单。

Method 1: Scan the following QR code and follow the "Network Information Center of Xi'an Jiaotong University", click "Repair Request" → "I want to Repair Request" → select the campus and "Network Information Service", and fill in the repair form as required.



西安交大网信中心公众号
WeChat Official Account of Xi'an Jiaotong University
Network Information Center

方法二 下载并登录“移动交通大学”App，点击“报修”→“校园生活”→“西交报修”→“我要报修”→选择校区和“网信服务”，按要求填写报修单。

Method 2: Download and log in to the "Mobile Jiaotong University" App, click "Repair Request" → "Campus Life" → "Xi'an Jiaotong University Repair Report" → "I Want to Repair Request" → select the campus and "Network Information Service", and fill in the repair form as required.



“移动交通大学”App
Mobile Jiaotong University App

方法三 拨打网络信息中心 24 小时服务热线 82667777 进行电话报修。

Method 3: Call the Network Information Center service 24-hour hotline 82667777 to Repair Request.



3.5 WebVPN

Campus VPN Usage

3.5.1 Web VPN（学生需先申请权限后使用）

WebVPN (students must apply for access permission before use)

免插件安装，支持电脑、PAD、手机等终端直接使用。推荐用于校外访问图书馆电子资源、网络数据库和校内应用系统。

No plug-in installation is required; it can be used directly on computers, tablets, mobile phones, and other terminals. It is recommended for off-campus access to library electronic resources, network databases, and campus application systems.

登录账号：统一身份认证账号

Login account: Unified Identity Authentication account

● **第一步**：登录一网通办 (<https://ywtb.xjtu.edu.cn/>)，搜索“校园 WebVPN 服务申请”，填写并提交审核。

● **Step 1**：Log in to the One-Net Office (<https://ywtb.xjtu.edu.cn/>), search for "Campus WebVPN Service Application," and complete and submit the request for review.

● **第二步**：审核通过后访问 WebVPN (<http://webvpn.xjtu.edu.cn/>)，点击“统一身份认证登录”。

● **Step 2**：After the application is approved, visit WebVPN (<http://webvpn.xjtu.edu.cn/>), and click "Unified Identity Authentication Login."

● **第三步**：输入统一身份认证账号和密码，点击“登录”。

● **Step 3**：Enter your unified identity authentication account and password, then click "Log in."



3.5.2 SSLVPN

使用前先安装 EasyConnect 客户端，推荐用于校外远程桌面办公、站群平台管理、高算平台计算、正版软件激活以及服务器远程管理运维等。

The EasyConnect client must be installed before use. It is recommended for off-campus remote desktop work, website-cluster platform management, high-performance computing platform operations, genuine software activation, and remote server management and maintenance.

登录账号：统一身份认证账号

Login account: Unified Identity Authentication account

首次登录 First-time login

● **第一步**：访问 SSLVPN(<https://sslvpn.xjtu.edu.cn>)，点击登录 SSLVPN，（后台自动下载 EasyConnect 客户端），首次登录时输入统一身份认证账号和密码，弹出动态口令认证页面，点击“下一步”，弹出绑定动态口令二维码。

● **Step 1**: Visit SSL VPN (<https://sslvpn.xjtu.edu.cn>), click “Log in to SSL VPN” (the EasyConnect client is downloaded automatically in the background). Upon first login, enter your unified identity authentication account and password; a dynamic-password authentication page appears. Click “Next” to display the QR code for binding the dynamic password.

● **第二步**：使用微信小程序“TOTP 安全认证器”（一定要先登录！防止下次登录时动态口令丢失）扫描动态口令二维码，进行绑定。

● **Step 2**: Use the WeChat mini-program “TOTP Authenticator” (make sure you are logged in first, to avoid losing the dynamic password at next login) to scan the dynamic-password QR code and complete the binding.

● **第三步**：输入小程序上的动态口令，完成登录。

● **Step 3**: Enter the dynamic password shown in the mini-program to complete the login.

日常登录 Daily login

访问 SSLVPN(<https://sslvpn.xjtu.edu.cn>)，点击“登录 SSLVPN”，输入统一身份认证账号和密码，EasyConnect 客户端自动运行，使用“TOTP 安全认证器”查看并输入动态口令，SSLVPN 成功登录。

在使用 VPN 期间，不要关闭登录界面。

Visit SSL VPN (<https://sslvpn.xjtu.edu.cn>), click “Log in to SSL VPN,” enter your unified identity authentication account and password; the EasyConnect client launches automatically. View and enter the dynamic password via the “TOTP Authenticator” to complete the SSL VPN login.

Do not close the login interface while the VPN is in use.

3.5.3 SSLVPN 动态口令解绑流程

SSL VPN Dynamic Password Unbinding Procedure

① 登录一网通办 (<https://ywtb.xjtu.edu.cn>)，搜索“SSLVPN 动态口令解绑申请”，点击“立即办理”，完成填写并提交审核。

① Log in to the One-Net Office (<https://ywtb.xjtu.edu.cn>), search for “SSLVPN Dynamic Password Unbinding Application,” click “Handle Now,” complete the form, and submit for review.

② 审核通过，原动态口令解绑。重新访问 (<https://sslvpn.xjtu.edu.cn>)，点击登录 SSLVPN，（后台自动下载 EasyConnect 客户端），输入统一身份认证账号和密码，弹出动态口令认证页面，点击“下一步”，弹出绑定动态口令二维码。

② Upon approval, the original dynamic password is unbound. Revisit (<https://sslvpn.xjtu.edu.cn>), click “Log in to SSL VPN” (the EasyConnect client is downloaded automatically in the background), enter your unified identity authentication account and password; a dynamic-password authentication page appears. Click “Next” to display the QR code for rebinding the password.

③ 微信搜索小程序“TOTP 安全认证器”，点击“扫描二维码”，输入动态口令，重新绑定成功。

③ In WeChat, search for the mini-program “TOTP Authenticator,” click “Scan QR Code,” enter the dynamic password, and the rebinding succeeds.



04 电子邮箱相关业务

Email Related Service

4.1 获取电子邮箱账号

Obtain an Email Account

申请人激活统一身份认证账号后，登录“移动交通大学”App，点击“邮箱注册及密码修改”，填写个人信息及邮箱账号密码并提交，即可获得电子邮箱账号和密码。

After activating Unified Identity Authentication Account, log in to the "Mobile Jiaotong University" App, click "Email Registration and Password Modification", fill in personal information and email account password, then submit to obtain the email account and password.



学生电子邮箱申请流程
Student Email Application Process

4.2 学生邮箱密码更改

Student Email Password Change

方法一 记得原邮箱密码情况下，登录学生邮箱系统 (<http://stu.xjtu.edu.cn>)，点击“设置”→“个人信息”→“邮箱密码”→“修改密码”，输入现用密码及两遍新密码，保存更改。

Method 1: If you remember the original email password, log in to the Student Email System (<http://stu.xjtu.edu.cn>), click "Settings" → "Personal Information" → "Email Password" → "Change Password", enter your current password and the new password twice, then save the changes.

方法二 忘记原邮箱密码情况下，登录“移动交通大学”App，点击“邮箱注册及密码修改”→按邮箱密码要求设置并填写两遍新密码，提交修改，完成密码更改。

Method 2: When you forget your original email password, log in to the "Mobile Jiaotong University" App, click "Email Registration and Password Modification" → set and fill in the new password twice in strict accordance with the email password requirements, submit the modification, and complete the password change.

方法三 持本人有效证件，到网信中心前台进行更改（兴庆校区：网信中心小楼105室；雁塔校区：财经主楼115室；创新港：涵英楼东侧一楼综合服务大厅网络信息中心窗口）。

Method 3: Take your valid ID to the front desk of the Network Information Center for change (iHarbour: the network information service window of comprehensive service hall at 1st Floor, East Side of Hanying Building; Xingqing Campus: Room 105, Network Information Center Building; Yanta Campus: Room 115, Main Building of Finance and Economics Campus; iHarbour: the network information service window of comprehensive service hall at 1st Floor, East Side of Hanying Building).

邮箱账号及密码设置要求：

Requirements for email account and password setting:

邮箱账号要求：包含字母、数字、特殊字符（_-. 允许，其他不允许，不区分大小写，长度 3-25 位）

Email account requirements: Contains letters, numbers, and special characters (only _-. are allowed, others are not allowed, case-insensitive, 3-25 characters in length.)

邮箱密码要求：包含大写字母，小写字母、数字或特殊字符中的至少三种，密码位数不低于 8 位。

Email password requirements: Contains at least three of uppercase letters, lowercase letters, numbers, or special characters, and the password length is not less than 8 characters.



学生邮箱密码获取 & 更改流程
Student Email Password Acquisition & Change Process



4.3 学生邮箱创建别名

Creating an Alias for Student Email

方法一：持本人身份证明文件 / 学生卡到网信中心前台办理。

(兴庆校区：网信中心小楼 105 室；雁塔校区：财经主楼 115 室；创新港：涵英楼东侧一楼综合服务大厅网络信息中心窗口)。

Method 1: Go to the front desk of the Network Information Center in person with your valid identification document/student ID card to handle the application.

(Xingqing Campus: Room 105, Network Information Center Building; Yanta Campus: Room 115, Main Building of Finance and Economics Campus; Iharbour: the network information service window of comprehensive service hall at 1st Floor, East Side of Hanying Building).

方法二：发邮件到网信中心服务邮箱 (nic@xjtu.edu.cn) 申请创建邮箱别名，邮件标题：申请创建学生邮箱别名，邮件中需提供原邮箱地址、学号、本人身份证明文件 / 学生卡照片和三个邮箱别名作为备选（别名不能包含大写字母、空格和特殊符号）。

Method 2: Send an email to the service mailbox of the Network Information Center (nic@xjtu.edu.cn) to apply for creating an email alias.
Email Subject: Application for Creating a Student Email Alias
Required Information in the Email: Provide your original email address, student ID number, photos of your valid identification document/student ID card, and three alternative email aliases (aliases must not contain uppercase letters, spaces, or special characters).

4.4 学生邮箱解绑/换绑手机号

Unbinding/Re-binding a Mobile Phone Number for Student Email

方法一：持本人身份证明文件 / 学生卡到网信中心前台办理。(兴庆校区：网信中心小楼 105 室；雁塔校区：财经主楼 115 室；创新港：涵英楼东侧一楼综合服务大厅网络信息中心窗口)。

Method 1: Go to the front desk of the Network Information Center in person with your valid identification document/student ID card to complete the process. (Xingqing Campus: Room 105, Network Information Center Building; Yanta Campus: Room 115, Main Building of Finance and Economics Campus; iHarbour: the network information service window of comprehensive service hall at 1st Floor, East Side of Hanying Building).

方法二：发邮件到网信中心服务邮箱 (nic@xjtu.edu.cn) 申请创建邮箱别名，邮件标题：申请解绑 / 换绑学生邮箱手机号，邮件中需提供邮箱地址、学号、本人身份证明文件 / 学生卡照片。

Method 2: Send an email to the service mailbox of the Network Information Center (nic@xjtu.edu.cn) to apply for unbinding/re-binding the mobile phone number of your student email.
Email Subject: Application for Unbinding/Re-binding the Mobile Phone Number of Student Email
Required Information in the Email: Provide your email address, student ID number, and photos of your valid identification document/student ID card.

4.5 开启邮箱二次验证功能和手机端专用密码

Enabling Two-Factor Authentication and Client-Specific Password for Student Email

具体操作流程请参考《二次验证和客户端专用密码功能设置说明和操作截图》。

For the specific operation process, please refer to the document Instructions and Screenshots for Setting Up Two-Factor Authentication and Client-Specific Password Functions.



二次验证和客户端专用密码功能设置说明和操作截图
Instructions and Screenshots for Setting Up Two-Factor Authentication and Client-Specific Password Functions

注意：谷歌邮箱、Gmail 等国外邮箱无法使用。

Note: Overseas email services such as Gmail are not supported.

4.6 学生邮箱常见登录失败原因

Common Causes of Student Email Login Failures

4.6.1 邮箱登录提示“用户名或密码错误，或登录受到限制”

Login prompt: "Incorrect username or password, or login restricted"

可能原因是密码强度不够，需更改邮箱密码（参考“4.2 学生邮箱密码更改”）按照邮箱密码要求重置密码后再登录。

The possible cause is insufficient password strength. You need to change your email password (refer to "4.2 Changing Student Email Password") and log in again after resetting it in accordance with the email password requirements.

4.6.2 邮箱登录提示“邮箱已锁定”

Login prompt: "Email account locked"

需要先在“移动交通大学”App 修改邮箱密码（参考“4.2 学生邮箱密码更改”），改完密码后发送邮件到网信服务邮箱 (nic@xjtu.edu.cn) 申请解锁（邮件标题：申请邮箱解锁。邮件中需明确提供本人邮箱账号和学号信息，附件上传本人身份证明文件或者学生卡照片）。

First, modify your email password via the "Mobile Jiaotong University" App (refer to "4.2 Changing Student Email Password"). After changing the password, send an email to the NIC service mailbox (nic@xjtu.edu.cn) to apply for unlocking.

Email Subject: Application for Email Account Unlocking
Required Information: Clearly provide your email address and student ID number in the email, and attach a photo of your valid identification document or student card.

05

交晓智

Jiaoxiao Zhi

交晓智 (DeepEdu2.0, 寓意“通晓天下, 智慧开启”) 是西安交通大学自主打造的 AI 教育平台, 由人机混合增强智能全国重点实验室、人工智能与机器人研究所和网络信息中心联合研发。平台兼容多种大模型, 支持“搭积木”式的智能体开发, 集成科研、教学、组织管理等智能插件, 师生可自行定制个性化 AI 代理智能体, 覆盖教学、科研、管理、服务等诸多场景, 为在校师生提供了诸多 AI 能力的支撑与生活工作的便利。

平台地址: <https://agent.xjtu.edu.cn> ;

登录方式: 广大师生使用校园网直接登录使用, 校外环境需经过 SSLVPN 途径登录使用。

使用过程中若有疑问可直接致电: 029-82668827。

Jiaoxiao Zhi (DeepEdu 2.0, meaning “to comprehend the world and unlock wisdom”) is an AI education platform independently developed by Xi'an Jiaotong University, jointly created by the National Key Laboratory of Human-Machine Hybrid Augmented Intelligence, the Institute of Artificial Intelligence and Robotics, and the Network Information Center. Compatible with multiple large language models, the platform supports building-block-style agent development and integrates intelligent plugins for research, teaching, and organizational management. Faculty and students can customize personalized AI agents covering teaching, research, administration, and services, thereby providing AI capabilities and convenience across academic and daily activities.

Platform URL: <https://agent.xjtu.edu.cn>.

Access: faculty and students may log in directly via the campus network; off-campus access requires login through the SSL VPN.

For inquiries, please call 029-82668827.

06

一网通办

One-Stop Online Service Platform

一网通办平台是学校统一线上办事入口, 整合了办事服务、系统应用、日程提醒、流程审批、消息通知、校园邮箱、电子证明等各类线上服务, 平台依托 AI 智能服务持续简化办事流程, 面向学生提供课表查询、活动申请、学籍异动、场馆预约、报修、电子成绩单等高频服务, 覆盖学生学习生活各类场景, 实现学生事务一站式线上办理。

平台地址: <https://ywtb.xjtu.edu.cn> ;

使用过程中若有疑问可直接致电: 029-82664996/82668827。

The One-Stop Online Service Platform is the university's unified online service portal. It integrates various online services—including administrative services, system applications, schedule reminders, workflow approvals, message notifications, campus email, and electronic certificates. Leveraging AI-powered intelligent services, the platform continuously streamlines procedures and provides students with high-frequency services such as class schedule queries, activity applications, student status changes, venue reservations, Repair Request, and electronic transcripts, covering diverse scenarios of student life and enabling one-stop online handling of student affairs. Platform.

URL: <https://ywtb.xjtu.edu.cn>.

For inquiries, please call 029-82664996/82668827.





07

高频咨询问题

Frequently Asked Questions (FAQs)

7.1 校园无线网络登录失败

Campus Wireless Network Login Failure

遇到无线网络登录失败，可能是由于某些网络代理工具（如 VPN）与校园网络系统冲突所致。

建议您：

Unable to log in to the campus wireless network
This may be caused by conflicts between certain network proxy tools (e.g., VPN) and the campus network system.
We recommend the following steps:

- **第一步：** 请检查并确保完全退出电脑和手机上的所有 VPN 软件。
- **Step 1:** Check and ensure all VPN software on your computer and mobile device is completely closed.
- **第二步：** 重启您的设备。
- **Step 2:** Restart your device.
- **第三步：** 再次尝试连接校园网无线信号。
- **Step 3:** Try to connect to the campus wireless network signal again.

如果问题依然存在，请联系 82667777 获取进一步帮助。
If the issue persists, please contact 82667777 for further assistance.

7.2 校园正版软件使用

Usage of Campus Licensed Software

学校提供丰富的正版软件资源（如操作系统、办公软件、专业工具等）。如您在下載、安装或激活过程中遇到任何问题，您可登录学校正版软件平台（ms.xjtu.edu.cn），在首页底部使用 QQ 扫描二维码加入“正版软件服务群”，服务群里有专业技术人员即时提供支持。

The university provides abundant genuine software resources (e.g., operating systems, office software, professional tools, etc.). If you encounter any issues during download, installation, or activation, you can log in to the university's genuine software platform (ms.xjtu.edu.cn). Scan the QR code with QQ at the bottom of the homepage to join the "Genuine Software Service Group", where professional technicians will provide immediate support.



正版软件平台
Genuine Software Platform



群名称：正版软件服务 4 群
群 号：1050995540
Group Name: 4th Genuine Software Service Group
Group Number: 1050995540

7.3 文献、下载使用问题

Issues with Document Retrieval and Usage

在访问文献资源过程中，如遇文献下载、数据库登录与使用权限等问题，请联系学校图书馆（电话 82668103/82668105）。图书馆负责文献资源的统筹管理，能够为您提供专业的解答与帮助。

When accessing literature resources, if you encounter issues such as document download, database login, or access permission problems, please contact the Library (Tel: 82668103/82668105). The Library is responsible for the overall management of information resources and can provide you with professional advice and assistance.

7.4 国际学生申请与招生系统问题

Problems with the Application & Admission System for International Student

国际学生申请与招生系统有独立的账号密码，账号管理等问题请咨询国际教育学院相关老师。

Application & Admission System for International Student has an independent account and password. For account management-related issues, please consult the relevant teachers from the School of International Education.

部分图片来源于网络，如有侵权，敬请告知：nic@mail.xjtu.edu.cn，我们将及时处理。

移动交通大学App



移动交通大学 App 是西安交通大学网络信息中心官方推出的校园综合服务平台，旨在面向全校师生提供便捷、安全、智能的移动校园服务。

The Mobile Jiaotong University App is an official campus comprehensive service platform launched by the Network Information Center of Xi'an Jiaotong University, aiming to provide convenient, secure and intelligent mobile campus services for all teachers and students.

服务整合更丰富：

Richer service integration:



聚焦师生核心需求，深度整合教学、科研、财务、生活等 10 大类共 144 项服务，接入 OA 待办、经费报销、外事服务、电子印章等多系统审批流程，实现移动端高效事务办理。

Centered on the core needs of faculty and students, the app deeply integrates ten major categories comprising 144 services spanning teaching, research, finance, and daily life. It connects approval workflows from multiple systems—including OA to-do items, expense reimbursement, foreign affairs services, and electronic seals—enabling efficient transaction handling on mobile devices.

交互体验更便捷：

More convenient interaction experience:

采用全新扁平化 UI 设计，界面简约、分类清晰，新增“消费区”快捷入口，扫码付款、余额充值、账单查询等操作可一键直达。

It adopts a brand-new flat UI design with a simple interface and clear classification. A new "consumption area" quick entry is added, allowing one-click access to operations such as scanning code payment, balance recharge and bill inquiry.



AI 助手更智能：

More intelligent AI assistant:

上线 AI 助手“交晓助”，配备 AI 写作、会议助手、PPT 生成、编程助手等多款特色 AI 工具。

The AI assistant “XJTU Assistant” has been launched, providing a range of featured AI tools including AI Writing, Meeting Assistant, PPT Generation, and Programming Assistant.



系统兼容更全面：

More comprehensive system compatibility:



iOS



安卓
(Android)



纯血鸿蒙
(Pure HarmonyOS)

全面兼容 iOS、Android、HarmonyOS 系统，师生可通过苹果 App Store、华为、小米等主流应用市场或扫码下载。

It is fully compatible with iOS, Android and HarmonyOS systems. Teachers and students can download it through mainstream app stores such as Apple App Store, Huawei and Xiaomi, or by scanning the code.