

# NOTICE TO STUDENTS USING ONLINE LEARNING PROGRAM

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## Internet Connectivity

- Poor internet connectivity at times is mostly due to issues related to your Internet Service Provider's (ISPs) coverage. Real time services such as Zoom sessions are affected resulting in interruption of audio & video quality.
- Academic staff will be recording real-time zoom lectures & uploading to the LMS. These can be downloaded and watched later.

## Zoom & LMS

- There is no data charge for accessing the LMS, University of Colombo web sites.
- Participating in zoom meetings through your university email account is usually free of charge.
- However, there may be a data cost to you under the following circumstances;
  - when you are routed through outside servers, in the event the local servers are overloaded due to heavy traffic.
  - if background services (eg. automatic updating of apps) are running while participating in zoom meetings. Turn off other apps and services during zoom sessions.
- To reduce data consumption and heavy data traffic for your zoom meetings we suggest;
  - turn off video and mute audio unless when you are t
  - use a low-resolution video option. Avoid HD (high definition) video.
  - avoid peak hours (weekdays 9.30 – 12.30 AM) as much as possible.
- You can claim a refund from your internet service provider (ISP) if you have been charged. You may, in writing complain to
  - your ISP with relevant proof,
  - TRC (Telecommunication Regulatory Commission) if you have not received a reply from the ISP.
- There is no need to log in through SSO (single sign-on) to join the zoom meetings. All you need is your university email account.
- Meeting scheduling for Zoom has been restricted for students.
- Please refer to the link, [Notice for Data Usage Charges](#) for more updates.

## HELP DESK

- For assistance, you may contact the personnel listed on the schedule.

The IT Team  
Faculty of Medicine  
University of Colombo

## IT Help Desk for the Students

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Issue	Name	Email	Phone
Internet & Network Issues Internet Data Charging	Mr. Kalpa	kalpa@med.cmb.ac.lk	0718 476 587
	Mr. Supun	supun@pharm.cmb.ac.lk	0717 772 632
Reset email passwords	Mr. Kalpa	kalpa@med.cmb.ac.lk	0718 476 587
	Mr. Pradeep	pradeep@med.cmb.ac.lk	0779 276 961
LMS Issues	Ms. Dawpadee	dawpadee@med.cmb.ac.lk	
	Mr. Sangeeth	sangeeth@med.cmb.ac.lk	0718 773 339
SSO/ Zoom Login Issues	Mr. Kalpa	kalpa@med.cmb.ac.lk	0718 476 587
Zoom help for Features and configurations	Mr. Kalpa	kalpa@med.cmb.ac.lk	0718 476 587
	Mr. Suspun	supun@pharm.cmb.ac.lk	0717 772 632
	Mr. Prasad	prasad@med.cmb.ac.lk	0770 334 021
	Ms. Pinipa	pinipa@med.cmb.ac.lk	0778 207 100
Software & Hardware Issues	Mr. Kalpa	kalpa@med.cmb.ac.lk	0718 476 587
	Mr. Sangeeth	sangeeth@med.cmb.ac.lk	0718 773 339
General Inquiries	Mr. HMWGPRA Bandara (Deputy Registrar)	dr.bandara@cmb.ac.lk	0717 754 971