Introduction to the services of the Regionales Rechenzentrum (regional datacenter) of the University of Hamburg
Regionales Rechenzentrum (RRZ) (regional datacenter)

Address
Schlüterstraße 70 (S70)
20146 Hamburg

If necessary, the exit is via Rothenbaumchaussee 81 (Ro81)
RRZ Services

- E-Mail
- WiFi for BYODs
- Printing
- Recharge print credit
- Software
- UHHShare (online storage)
- Sale of IT manuals as eBooks
- Technical STiNE support
RRZ-ServiceDesk (Schlüterstraße 70)

Opens to the public on 1.4.2022!

Opening hours: Mon-Fri, 8:30 am – 4 pm

- Limited printing capabilities
- Recharging print credit
- Sale of IT manuals as eBooks
- Password reset and iTan lists for STiNE (Identity card/passport required)
- Support for WiFi setup / software installation
Other ServiceDesks

Von-Melle-Park 9 (VMP9)
- ServiceDesk VMP9 is currently still closed for public traffic

Institute of Plant Sciences and Microbiology (IPM) in Klein-Flottbek
- ServiceDesk IPM opens on 28.3.22, opening hours: Mon-Fri 9 am - 1 pm

Service offers can be viewed online
Further accessibility of RRZ

- STiNE-Line for students (tech. questions regarding STiNE), reachable via:
  - support request created in the STiNE portal
  - By phone: Mon-Fri, 9 am – 1 pm, Tel.: +49 40 42838-5000

- RRZ-ServiceLine for general Service requests regarding RRZ:
  - via e-mail: rrz-serviceline@uni-hamburg.de (please use your university e-mail)
  - By phone: RRZ-ServiceLine, Mon-Fri 9 am - 3 pm, Tel.: +49 40 42838-7790
User ID and user account management portal
User-ID

The user ID is the username for the services of the RRZ. It is structured as follows:

BBY1234

3 letters 4 numbers
User-ID

It is necessary for:

- Studies-Information-Network (STiNE)
- WiFi and VPN
- University e-mail address
- UHHShare
UHH-ID

- For new students the UHH-ID is identical to the user-ID.
- Recurring students may have to use a separate UHH-ID.
- You can check your IDs at the user account management portal.
User account management portal

- Accessible via www.bv.uni-hamburg.de

- You can
  - Change the password for your user ID
  - See the saved data about your person
  - See the correct mail alias
  - Enter a mobile phone number for the password self service
STiNE („Study information network“)

STiNE is the campus management system of the University of Hamburg for:

- Applications
- Registration for courses and exams
- Exam result management
- Access to semester documents and teaching materials
- Access via: www.stine.uni-hamburg.de

For more information visit:

- https://www.rrz.uni-hamburg.de/webportale/stine/webportal.html
STiNE – message forwarding

- Messages from STiNE can be forwarded to the university mail address.
  - Log in to STiNE
  - „Account“ tab
  - Button „Change“
  - Check the box for „Forward messages to uni-mail-account?“
STiNE – questions about the content

- For questions all about your studies
  - Relevant study offices
    https://www.uni-hamburg.de/campuscenter/beratung/weitere-beratungseinrichtungen/studienbueros.html
  - Campus Center, Alsterterrasse 1
  - Contact info via https://www.uni-hamburg.de/campuscenter/beratung.html
  - Forum https://www.cc-forum.uni-hamburg.de
  - Information and advice on the phone:
    https://www.uni-hamburg.de/campuscenter/beratung/info-beratung-telefon.html
STiNE – technical issues

- For technical questions: STiNE-Line
  - „support request" through the STiNE-Portal – replies are sent to the university email address
  - If you are not sure about your access to the university email address please make sure to add an alternative in your request
- By phone: Mon-Fri, 9 am – 1 pm, Tel.: +49 40 42838-5000 or +49 40 428 844 844
For legal and security reasons, an "indexed transaction number" (iTAN) is required for some operations in STiNE, for example to

- change personal data
- register/deregister for events with exams
- register/deregister for exams
- generate new iTANs
STiNE – new iTAN-List

There are two ways to get a new iTAN list

- Preferably: at the RRZ-ServiceDesk (S70 and in the IPM),
  - ID card/passport/driving license required

- Alternatively: online procedure (due to pandemic),
  - Create support request in STiNE
  - Ticket to rrz-serviceline@uni-hamburg.de
Printing in the RRZ

There is a limited number of printing workstations in room 15a of the RRZ. At the moment the room can be used by 3 persons at the same time.

- 1x B/W printer (DIN A4)
- 1x Color printer (DIN A3/A4)
- 1x Plotter (up to DIN A0)

More Info: https://www.rrz.uni-hamburg.de/services/drucken.html
## Printing in the RRZ - Printing fees

### B/W-/ Color printer

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 A4-sheet B/W printer one-sided</td>
<td>3 Cents</td>
</tr>
<tr>
<td>1 A4-sheet B/W printer both sides (duplex)</td>
<td>6 Cents</td>
</tr>
<tr>
<td>1 A4-sheet Color printer one-sided</td>
<td>15 Cents</td>
</tr>
<tr>
<td>1 A4-sheet Color printer both sides (duplex)</td>
<td>30 Cents</td>
</tr>
<tr>
<td>1 A3-sheet Color printer one-sided*</td>
<td>30 Cents</td>
</tr>
<tr>
<td>1 A3-sheet Color printer both sided* (duplex)</td>
<td>60 Cents</td>
</tr>
</tbody>
</table>

### Plotter

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIN A0*</td>
<td>8,00 €</td>
</tr>
<tr>
<td>DIN A1*</td>
<td>5,66 €</td>
</tr>
<tr>
<td>DIN A2*</td>
<td>4,00 €</td>
</tr>
<tr>
<td>DIN A3*</td>
<td>2,83 €</td>
</tr>
</tbody>
</table>

*only in the RRZ
Printing in the RRZ, individual faculties and departments

Part of the centrally offered printing service is the use of public printers at the Regional Computer Center (RRZ), at the Department of Chemistry, at the Faculty of Education, in the Departments of Language, Literature, Media I and II and at the Institute of Plant Sciences and Microbiology (here only B/W printing).

Many pool rooms will remain closed during Corona. Printing is also not possible then. Please follow the instructions of the operators!

Further information about opening hours and access procedures can be found at: https://www.rrz.uni-hamburg.de/services/drucken/print-stud.html
Services and software
Services and software

The RRZ offers different services and software, among others:

- Eduroam – WiFi at the university and all participating facilities
- Cisco VPN-Client – connection into the university network from home
- Microsoft Office 365 – Office software for personal computers
- University email address
- UHH-Disk – 5GB online storage
eduroam (education roaming) is a secure and worldwide roaming service which gives students and employees of the university access to the internet with their notebooks via wifi through the networks of the association partners.

Further information and instructions via:

- https://www.rrz.uni-hamburg.de/services/netz/wlan/wlan-eduroam.html
VPN – Virtual Private Network

A connection to the university network can be established from outside with the Cisco AnyConnect Client. This enables access to the online service of the university and state library and various software products protected by licensing.

Download and further information via:

- [https://www.rrz.uni-hamburg.de/services/netz/vpn.html](https://www.rrz.uni-hamburg.de/services/netz/vpn.html)
Microsoft Office 365

Students of the University of Hamburg can download Office 365 Pro Plus and use it free of charge.

Download, further information und courses via:

- https://www.rrz.uni-hamburg.de/services/kollaboration/microsoft-office-365/studierende.html

University email address must be used for the registration!

The account is also required for the use of Microsoft Teams.
University e-mail address

All students have access to a webmailer where they can process emails from any internet-enabled computer with Surfmail.

Further information:
- [https://www.rrz.uni-hamburg.de/services/e-mail/fuer-studierende.html](https://www.rrz.uni-hamburg.de/services/e-mail/fuer-studierende.html)

Access via
- [https://surfmail.rrz.uni-hamburg.de/](https://surfmail.rrz.uni-hamburg.de/)

The mailbox has a quota of 2 GB.
UHHShare

UHHShare is the RRZ service for web-based access, sharing and synchronization of data from UHH file services.

- Accessible at the address https://uhhshare.uni-hamburg.de
- 5 GB storage
- More information at:

https://www.rrz.uni-hamburg.de/services/datenhaltung/uhhshare.html
Other software

For students and employees

Software Catalog: [www.rrz.uni-hamburg.de/services/software.html](http://www.rrz.uni-hamburg.de/services/software.html)

- Instructions available online
- Sometimes a connection to the university network is necessary (VPN)
- Partly software only on request
- Assistance is available at the RRZ
IT security

IT security guidelines apply to the use of RRZ services.

Information on this can be found at:

https://www.rrz.uni-hamburg.de/services/sicherheit.html
IT manuals as eBooks

In cooperation with Leibniz Universität IT Services (formerly RRZN), the RRZ sells selected IT manuals at cost price.

- E-Books in PDF format
- Payment is **only** by cash card or EC card
- Further information under [https://www.rrz.uni-hamburg.de/beratung-und-kontakt/anleitungen/rrzn-handbuecher.html](https://www.rrz.uni-hamburg.de/beratung-und-kontakt/anleitungen/rrzn-handbuecher.html)
Further services

The RRZ provides numerous other services. You can get an overview under the following link:

- https://www.rrz.uni-hamburg.de/services.html

Please note that the measures taken because of Covid may lead to restrictions in personal contact!
Computer workstations

Computer workstations can be found:

- In the departments and faculties
- In the libraries of the faculties
- In the reading room of the State and University Library (SUB)

Please contact the departments for information on the user groups.
Digital collaboration

The following website provides information on the digital tools used at Hamburg University to communicate and collaborate via the internet:

- https://www.rrz.uni-hamburg.de/services/kollaboration.html
Digital teaching

The RRZ offers all university members digital media and media platforms to support research, teaching and administration, mainly in cooperation with other UHH institutions.

These services are listed under the following link:

- [https://www.rrz.uni-hamburg.de/services/weitere/digitale-lehre.html](https://www.rrz.uni-hamburg.de/services/weitere/digitale-lehre.html)

Please note that these services usually have their own contact forms and the RRZ is NOT responsible for user support!
Current restrictions (due to Covid 19)
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The ServiceDesk at the RRZ will be open to the public again from 1.4.2022!

According to the hygiene plan of the University of Hamburg, access to the ServiceDesk of the Regional Computing Center is only allowed to a certain number of users at the same time.

- The number of users at the ServiceDesk has not been determined yet.
- Only 3 users are allowed to be in the printer room at the same time.
- There is a possibility of queuing in front of the RRZ!
Further information and recommended contact address
Further information and recommended contact address

For more information on the services of the regional data center, please visit the RRZ website

- [https://www.rrz.uni-hamburg.de](https://www.rrz.uni-hamburg.de)

If possible, please send inquiries to:

- [rrz-serviceline@uni-hamburg.de](mailto:rrz-serviceline@uni-hamburg.de)

(Please use your university e-mail address)
The Regional Computing Center wishes you a good start to your studies and stay healthy!