

RRZ – Department Userservice

Introduction to the services provided by the Regional Computing Center of the University of Hamburg

Regional Computing Center (Regionales Rechenzentrum / RRZ)

Address

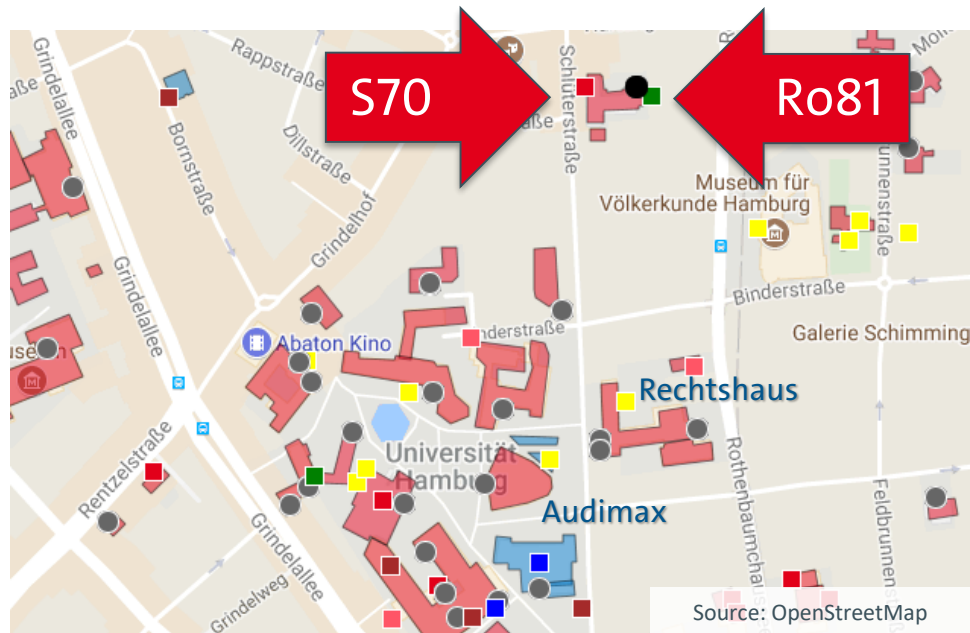
Schlüterstraße 70 (S70)

20146 Hamburg

Barrier free access

Rothenbaumchaussee 81 (Ro81)

20148 Hamburg



RRZ Services

- E-Mail
- WiFi for personal devices
- Printing
- Recharge printing credit
- Software
- UHHShare (online storage)
- Technical STiNE support



Photo: UHH, RRZ/MCC, Mentz

RRZ-ServiceDesk (Schlüterstraße 70)

Opening hours:

Mon-Fri, 8:30 am – 4 pm

- Password reset and iTan lists for STiNE (valid Identity card/passport required)
- Support for WiFi setup / software installation
- Limited printing capabilities
- Recharging print credit



Photo: UHH, RRZ/MCC, Mentz

Other ServiceDesks

Von-Melle-Park 9 (VMP9)

- **ServiceDesk VMP9**

Institute of Plant Sciences and Microbiology (IPM) in Klein-Flottbek

- **ServiceDesk IPM**

Service offers can be viewed online

<https://www.rrz.uni-hamburg.de/beratung-und-kontakt/rrz-servicedesk.html>

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 – 4 pm, **Tel.: +49 40 42838-7790**



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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)
- Semester public transport pass
- WiFi and VPN
- University e-mail address
- UHHShare

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



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Two-Factor Authentication

Two-Factor Authentication (2FA)

To protect your user accounts, the University of Hamburg has introduced an additional security factor for logging in since August 2024.

For some services, a second factor will be requested in addition to the password. Currently 2FA is required for the following services:

- OpenOlat, Moodle
- RRZ ServicePortal
- VPN
- Access to semester public transport pass

Two-Factor Authentication (2FA)

The protection of other services is being planned and will be continuously expanded.

Implementation will take place gradually, i.e. students will be activated for 2FA one after the other.

You will receive all important information via university e-mail when 2FA is activated for your user account.

Two-Factor Authentication (2FA)

In this e-mail you will receive a 2FA code list with which you can then register your devices (e.g. smartphones, tablets, laptops) as additional factors.

The code list will then be deactivated for security reasons.

You can find further information at:

<https://www.rrz.uni-hamburg.de/kennung-authentifizierung/2fa.html>



STiNE

STiNE („Study information network“)

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

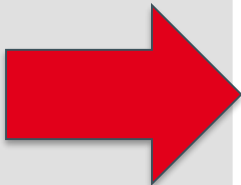
- Applications
- Registration for courses and exams
- Exam result management
- Access to semester documents and teaching materials
- Access via: www.stine.uni-hamburg.de

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?“



UHH > STiNE - Das Studieninfonetz Mobile Version

Startpage Scheduler Messages Application Administration Account Course catalogue FAQ Service Cont

▶ iTAN-Manager

▶ Change password

Name: Max Mustermann **on:** 19.93.2022 **on:** 16:20

Personal Data

Max Mustermann

Information	
Academic title	
First name	Max
Last name	Mustermann
Forward messages to uni-mail-account?	<input checked="" type="checkbox"/>
Photo 120 x 160 Pixel	
Email	
Homepage	
Handy	
Unimail	

STiNE – questions about the content

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

STiNE – iTAN-lists

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 iTAN-lists

STiNE – new iTAN-list

To obtain a new iTAN list

- Visit a RRZ-ServiceDesk
- You **must** identify yourself with a **photo ID!**
 - Valid photo IDs: Identity card / passport /drivers license



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Printing

Printing in the RRZ

At the moment there are 3 workstations available in room 15a of the RRZ. Printing jobs can be executed on the following types of printers.

- 1x B/W printer (DIN A4)
- 2x 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 (No Copycard required)

B/W-/ Color printer

- | | |
|---|----------|
| ▪ 1 A4-sheet B/W printer one-sided | 5 Cents |
| ▪ 1 A4-sheet B/W printer both sides (duplex) | 10 Cents |
| ▪ 1 A4-sheet Color printer one-sided | 25 Cents |
| ▪ 1 A4-sheet Color printer both sides (duplex) | 50 Cents |
| ▪ 1 A3-sheet Color printer one-sided* | 50 Cents |
| ▪ 1 A3-sheet Color printer both sided* (duplex) | 1,00 € |

Plotter

- | | |
|-----------|---------|
| ▪ DIN A0* | 10,00 € |
| ▪ DIN A1* | 7,08 € |
| ▪ DIN A2* | 5,00 € |
| ▪ DIN A3* | 3,54 € |

**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).

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
- UHHShare – 100GB online storage

Eduroam – WiFi at UHH and all participating facilities

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 campus using the Cisco Secure 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>

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:

[Microsoft Office 365 für Studierende : RRZ : Universität Hamburg \(uni-hamburg.de\)](https://www.uni-hamburg.de/rrz/microsoft-office-365-fuer-studierende)

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>

Access via

- <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>
- 100 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

- Instructions available online
- sometimes a connection to the university network is necessary (VPN)
- partly software only on request, some orders are placed via the RRZ-ServicePortal
- 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>

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>

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>

Please note that these services usually have their own contact forms and the RRZ is **NOT** responsible for user support!



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Further information and recommended contact addresses

Further information and recommended contact addresses

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

- <https://www.rrz.uni-hamburg.de>

If possible, please send inquiries to:

- rrz-serviceline@uni-hamburg.de

(Please use your university e-mail address)

The Regional Data Center wishes you a good start to your studies!