Introduction into the services of the Regionales Rechenzentrum (regional data center) of the University of Hamburg
Restrictions because of the coronavirus pandemic

Due to the measures taken across the university in connection with the spread of the coronavirus, the regional data center (RRZ) including its locations in VMP9 and Mi177 will remain closed to the public until further notice.

This also applies to all computer pools maintained by the RRZ.

The times of availability stated in this presentation apply to the current pandemic situation. Current times can be found on our homepage.
How to contact the RRZ

- STiNE-Line for students, accessible via:
  - a „support request" from the STiNE portal
  - by phone: mo-fr, 9AM-1PM, tel.: +49 40 42838-5000

- RRZ-ServiceLine for general topics about the RRZ can be reached via:
  - Email: rrz-serviceline@uni-hamburg.de
    (please use the email given to you by the university)
  - By phone: RRZ-ServiceLine, mo-fr: 9AM-4PM, tel.: +49 40 42838-7790
User ID (Benutzerkennung) and user account management portal (Benutzerverwaltung)
User ID (Benutzerkennung)

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

BAY1234

3 letters 4 numbers
User ID (Benutzerkennung)

The user ID (Benutzerkennung) is necessary for:

- Studies-Information-Network (STiNE)
- Wi-Fi and VPN
- University email address
- UHHShare
UHH account (UHH-Kennung)

- For new students the UHH account (UHH-Kennung) is identical to the user ID (Benutzerkennung).
- Recurring students may have to use a separate UHH account (UHH-Kennung).
User account management portal (Benutzerverwaltung)

- Accessible via www.bv.uni-hamburg.de
- You can
  - change the password for your user ID (Benutzerkennung)
  - see the saved data about your person
  - see the correct email 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](http://www.stine.uni-hamburg.de)

For more information visit:

- [https://www.rrz.uni-hamburg.de/webportale/stine/webportal.html](https://www.rrz.uni-hamburg.de/webportale/stine/webportal.html)
STiNE – questions about the contents

For questions all about your studies

- Relevant study offices
  [https://www.uni-hamburg.de/campuscenter/beratung/weitere-beratungseinrichtungen/studienbueros.html](https://www.uni-hamburg.de/campuscenter/beratung/weitere-beratungseinrichtungen/studienbueros.html)
- Campus-Center, Alsterterrasse 1 (closed until further notice)
- Contact info via [https://www.uni-hamburg.de/campuscenter/beratung.html](https://www.uni-hamburg.de/campuscenter/beratung.html)
- Forum [https://www.cc-forum.uni-hamburg.de](https://www.cc-forum.uni-hamburg.de)
- Phone: mon-wed, 10AM-3PM; thu, 1PM-6PM, all available numbers: [https://www.uni-hamburg.de/campuscenter/beratung/info-beratung-telefon.html](https://www.uni-hamburg.de/campuscenter/beratung/info-beratung-telefon.html)
STiNE – technical issues

- For technical questions: STiNE-Line
  - a „support request“ through the STiNE-Portal – replies are sent to the university email address
  - phone: mo-fr, 9AM-1PM,
    tel.: +49 40 42838-5000 or +49 40 428 844 844
Services and software
The RRZ offers different services and software, among others:

- Cisco VPN-Client – connection into the university network from home
- Microsoft Office 365 – Office software for personal computers
- University email address
- Eduroam – Wi-Fi at the university and all participating facilities
- UHH-Disk – 5GB online storage
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
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 services 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 are enabled for Office 365 Pro Plus and can use it free of charge.

Download, further information und courses via:

- [https://www.rrz.uni-hamburg.de/services/kollaboration/microsoft-office-365/studierende.html](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 email address

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

Further information, especially for initial setup, via:
- https://www.rrz.uni-hamburg.de/services/e-mail/fuer-studierende.html

Access via
- https://surfmail.rrz.uni-hamburg.de/

Please configure the proper mail alias when using it for the first time:
- https://www.rrz.uni-hamburg.de/services/e-mail/fuer-studierende/surfmail.html
eduroam – Wi-Fi at UHH and all participating facilities

eduroam (education roaming) is a secure and worldwide roaming service which allows students and employees of the university access to the internet with their mobile devices via Wi-Fi through the networks of the association partners.

Further information and instructions via:
- [https://www.rrz.uni-hamburg.de/services/netz/wlan/wlan-eduroam.html](https://www.rrz.uni-hamburg.de/services/netz/wlan/wlan-eduroam.html)
UHH-Disk

UHH-Disk is the file service in the UHH science network. The RRZ provides storage space for all members of the university for personal use as well as data exchange in science, teaching and administration.

Further information via:
- [https://www.rrz.uni-hamburg.de/services/datenhaltung/uhhdisk.html](https://www.rrz.uni-hamburg.de/services/datenhaltung/uhhdisk.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](https://www.rrz.uni-hamburg.de/services.html)

Please note that the measures taken because of the coronavirus pandemic may lead to restrictions in personal contact!
Digital collaborations

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
The RRZ offers all 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!
Current restrictions (due to Covid 19)
Current restrictions (due to Covid 19)

Due to the university-wide measures taken to stop the spread of the coronavirus, the RRZ is closed and following services are currently suspended or carried out online:

- Issuing passwords and iTAN lists at the RRZ-ServiceDesk (online procedure, email to rrz-serviceline@uni-hamburg.de)
- Personal assistance for Wi-Fi setup and software installation
- Training courses, working, printing and plotting in the RRZ
- Sale of e-books and recharging of the printing allowance
- Use of the video editing stations in the media competence center (MCC)
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

If possible, please send inquiries to:

- rrz-serviceline@uni-hamburg.de (please use the university email address)
The regional data center wishes a good start to your studies and stay healthy!