

# Brief notice about the IT at the math's department

- **First login to the computer**

On Linux please sign-in with the Guest-Account (without any password)

On Windows use your own account and the password 'unsicher' to sign-in. The password has to be changed at the first login.

- **Kerberos-registration**

Please start a webbrowser and enter the following web address:

<https://www.math.uni-hamburg.de/it/reg>

At this page please register with your university's identifier (beginning with 'fm...')

You need the university identifier together with the password that you received when signing the employment contract. RRZ-password)

- **Changing the Kerberos-password**

You can change your password at the following web address:

<https://www.math.uni-hamburg.de/it/passwd>

At the webpage your Kerberos-password as well as the RRZ-password (password of the local computing centre) for Email and WLAN will be changed.. Please follow the recommendations for password-security on the webpage. For Windows-users we suggest to use the same password for computer-login as for Kerberos.

- **Email / Webmail**

Via the Webmail-interface of the RRZ (local computing centre) you can send and receive Emails: <https://webmail.rrz.uni-hamburg.de> (login with university identifier and RRZ-password). Nevertheless we recommend the use of the 'Thunderbird'-mailing-program at the Mathematics department.

- **AFS-Homedirectory:**

At the Mathematics department we utilize the AFS-network-filesystem. This means, that your home-directory isn't constrained to your local computer. Thus you can access your data from any computer (including your computer at home). On a Windows-system this requires that you store all your data to drive 'H:'. On a Linux-system the AFS will be used automatically.

## The Request-Tracker:

For any questions and problems related to the IT, please send an Email to:

[rt@math.uni-hamburg.de](mailto:rt@math.uni-hamburg.de)

**Important!** Please enter the following informations to the subject-line:

- surname
- room-number
- phone-number for response
- the yellow number of the devices which produces the problem (small yellow sticker on a computer, printer, etc.)

Please describe the problem that occurred as detailed as possible and inform us what type of device is affected. For Software, please tell us the name of the program.

We're happy to help you to configure the 'Thunderbird'-mailprogram and our network-printers.

## IT-Support

<http://itwiki.math.uni-hamburg.de>:

On this website you'll find several tips, instructions and answers to IT-problems, that you might apply yourself. (Unfortunately there is still an SSL-warning when you open this site. Please confirm at 'I know th risks' and press 'OK')

### Email-Support:

- [rt@math.uni-hamburg.de](mailto:rt@math.uni-hamburg.de) (is read by the entire IT-staff)

### 1st-level-Support:

- assisting students, room 146
- Inga Thede, room 212

### Administration and 2nd-level-Support:

- Gaja Peters, room T16

## Useful links

- <http://www.math.uni-hamburg.de/it/> (IT-homepage)
- <http://www.math.uni-hamburg.de/afs/> (Information to the AFS-File-System)
- <http://www.math.uni-hamburg.de/it/rt/> (the Request-Tracker)
- <http://www.rrz.uni-hamburg.de> (homepage of the local computing centre)
- <http://webmail.rrz.uni-hamburg.de> (Webmail of the local computing centre - RRZ)

## Information on the use of private IT-devices at the Mathematics department

If you want to connect to the internet via the network of the University of Hamburg using your own notebook, tablet or smartphone, at first please connect via WiFi to the 'UHH'-network (unprotected). Start your browser and call a random webpage. You'll be forwarded automatically to the website of the local computing centre (<http://wpad.wlan.uni-hamburg.de>). There you'll find instructions on how to establish a secure internet-connection for various systems.

For the use of a private notebook in the cable-network at the Mathematics department, please fill-in the form from the following link and hand it over to the IT-staff.

[http://www.math.uni-hamburg.de/it/docs/forms/Anschluss\\_privater\\_Notebooks.pdf](http://www.math.uni-hamburg.de/it/docs/forms/Anschluss_privater_Notebooks.pdf)