

# HOW TO FOR GU EMPLOYEES – ACCESS TO HRZ IT SERVICES FROM HOME

This document provides you with information on how to access the HRZ IT services remotely and how to work from home. The term GU employees refers to administrative, technical, and faculty members of the university.

Please note that this is a preliminary document, which we update continuously. You find further information on our [HRZ-Website](#), in the Messages of the Day ([MOTD](#)), and [Twitter](#).

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## HOW CAN I ACCESS AND USE THE HRZ IT SERVICES FROM HOME?

### 1. VPN University Network (GU Employees except Administration)

The central university VPN (Virtual Private Network) provides you with a secure connection to the network of Goethe University. At the same time, we would like to point out that you can use many HRZ IT services without the VPN. This relates to all services you can directly access with your preferred browser like the cloud storage service Hessenbox, the learning management system OLAT or the shared workspace server BSCW. This document will provide guidance on which services require a VPN connection.

To register for the central university VPN, you will need the following:

- 1.) Your HRZ-Account (login name and password)
- 2.) An internet connection (Modem, ISDN, DSL, WLAN or Ethernet)
- 3.) The Cisco VPN-Client AnyConnect

The VPN installation procedure is identical for different operating systems:

- Please go to the login website: <https://vpn-einwahl.uni-frankfurt.de>
- Log in with your HRZ-Account (login and password)
- Start the Cisco AnyConnect Secure Mobility Client, using the navigation buttons on the right side of the screen
- The AnyConnect Secure Mobility Client will be installed automatically

After these steps, the VPN client AnyConnect will be installed locally on your device. You can start the VPN client by selecting the Cisco folder in the menu bar of your device and clicking on the installed Cisco AnyConnect Secure Mobility Client.

Due to licensing reasons, we would like to emphasize that the VPN capacity is limited. Please log off when the VPN is not in use.

More information is available on our website: <https://www.rz.uni-frankfurt.de/vpn>

Please note: faculties or institutes at Goethe University might have different VPN installations. If you are a faculty employee and unsure about which VPN connection to use, please contact your faculty IT administrator or your IT coordinator.

### 2. VPN Administrative Network

For GU employees working in administration, a VPN network that addresses the higher security requirements than the central VPN network is available.

If you have any questions concerning the security requirements and how to access the VPN administrative network, please contact the HRZ IT Support Team for the administration at Goethe University: [IT-Support@verwaltung.uni-frankfurt.de](mailto:IT-Support@verwaltung.uni-frankfurt.de) or call the following phone number: (069) 798 77771 (this phone number is also available in crisis).

### 3. Samba Share

Samba is a service that provides access to folders in your personal home directory or group drives of Windows- or MacOS-systems, which are stored on the central file server of the HRZ.

In order to be able to use the Samba share, you need your HRZ-Account (login and password).

Additionally, **you have to use VPN**, which provides you with a secure connection to the network of Goethe University.

More information and short manuals for Windows 10 and 8.1 are available on our website:

[https://www.rz.uni-frankfurt.de/netzlaufwerk\\_verbinden](https://www.rz.uni-frankfurt.de/netzlaufwerk_verbinden)

### 4. Access Your Data in the Hessenbox (Cloud Storage Service)

As GU employees, you have access to the Hessenbox – a cloud storage service for all higher education institutions in Hesse. If you create a folder in the Hessenbox, you can upload (with drag and drop) and store documents, presentations etc. from your local device in the Hessenbox. Moreover, you can share these documents with colleagues, external project partners, or researchers. You can also work on MS Office documents in your preferred web browser. The cloud storage solution synchronizes your data anywhere you access it and regardless the device you are using.

You can register for the Hessenbox on the following website: <https://hessenbox-a10.rz.uni-frankfurt.de/login>

In order to access the Hessenbox you will need your HRZ-Account. The registration process works similarly to eduroam with credentials using the following format: „Your HRZ-Login@uni-frankfurt.de“ and your HRZ password.

**You do NOT need the VPN client to access the Hessenbox.**

### 5. Editing Documents on Private Devices

If you want to edit official university documents at home, you must consider three central aspects. These central aspects are: data security, cybersecurity, and the license terms of software providers. All of them prohibit the processing of official data and documents on private devices. However, there is a solution:

1. Move your Office document (Word, Excel, PowerPoint) from your work device to a Hessenbox folder.
2. Access the Hessenbox with your web browser and navigate to the document.
3. Please double click on your Office document in order to open OnlyOffice. The document can now be edited. All changes are saved automatically and the tools are compatible with Microsoft Office.

Please Note: currently only a few licenses for OnlyOffice are available. After editing your Word document, please close your browser tab so that other GU employees can use an OnlyOffice license!

## 5. Sending and Receiving Emails

At Goethe University there are multiple Email systems in use:

1. The central GU mail system Webmail (Horde)
2. Outlook Exchange for the Windows Domain (FB 03 and Normative Orders)
3. Outlook Exchange for the administration
4. Outlook Exchange for the House of Finance and the ITS Domain
5. Individual Email systems at different faculties and institutes

### 5.1. Central GU Mail System Webmail (Horde)

If you use the central mail system Webmail (Horde) as mail client to access your emails, please use the following URL as usual to log in:

<https://webmail.uni-frankfurt.de/login.php>

#### **VPN is NOT required to access Webmail (Horde)!**

You can also check your Goethe University emails with any IMAP capable mail client (for example Outlook, Thunderbird, Apple Mail).

As with all other IT services, you will need your HRZ-Account (login name and password) to access your Email.

You can find more information about the different Email clients on the following website:

[https://www.rz.uni-frankfurt.de/mailclients\\_einrichten](https://www.rz.uni-frankfurt.de/mailclients_einrichten)

### 5.2. Outlook Exchange for WIN and CW Domain

You can use the Outlook Web App (OWA) if you work with Outlook Exchange in the WIN Domain (Faculty 03 and Normative Orders) or the CW Domain (Faculty 6-10) to check and write emails. Choose any browser you prefer to the log on the website. This functionality is freely available for all users of this system and does NOT require a VPN connection!

If you are having problems with the appearance or functionality of the Outlook Web App, please try to log on using the Microsoft browser „Edge“ or „Internet Explorer“.

- Please access the following website to log in: <https://mail.win.uni-frankfurt.de>

In addition, please do not forget the leading „https://“!

- In a next step, you can log in with your WIN-Account.

You use the WIN-Account for the WIN Domain. It consists of a login name and WIN password. In some instances, this WIN-Account might be identical with your HRZ-Account, but this does not have to be necessarily the case.

- After a successful log in, you can open your mailbox. It has the same folder structure as in Outlook on your work machine.

Further options: You can also open functional mailboxes / or shared mailboxes

- If you would like to open another mailbox, please click in the upper right area on the profile symbol and choose „open additional mailbox“.
- In a next step, please choose a name for the mailbox and click „open“. After this, an additional mailbox opens in a new tab of the browser.

### 5.3. Outlook Exchange for the Administration

For the GU administrative employees who use Outlook Exchange, the process is nearly the same as for the WIN Domain (5.2). Choose any browser you prefer to log into the website. This functionality is freely available for all users of this system and does NOT require a VPN connection to use.

- Please access the following website to log in: <https://exmail.verwaltung.uni-frankfurt.de>

If you are having problems with the appearance or functionality of the Outlook Web App, please try to log in using the Microsoft browser „Edge“ or „Internet Explorer“.

Please do not forget the leading „https://“!

If you have any questions concerning Outlook Exchange, please contact your IT Support for the GU Administration: [IT-Support@verwaltung.uni-frankfurt.de](mailto:IT-Support@verwaltung.uni-frankfurt.de) or call: (069) 798 77771 (this phone number is also available during crisis).

### 5.4. Outlook Exchange for the House of Finance and ITS Domain

If you are a member of the faculty of Economics and Business Administration (Faculty 02), you can access your emails using the following address:

- For the employees in the House of Finance Domain:

<https://mail.hof.uni-frankfurt.de>

- For all those in the RuW / ITS Domain please go to the following address:

<https://mail.its.uni-frankfurt.de>

**VPN is NOT required to access Faculty 02 Email!**

## 5.5. Email Systems in Different Faculties

There are faculties and institutes at Goethe University that have their own email solution. Please contact the IT administrator or IT coordinator at your faculty or institute if you have any questions.

## 6. Phone Calls – Call Forwarding and External Conference Calls

If you would like to receive business calls at home, you can activate call forwarding from your office. Be aware that you have to be physically present in your office to program your office phone. There are various possibilities to do so:

Activate immediate call forwarding: code: **81**

Call forwarding with delay: code: **82** (call forwarding after 20 seconds)

Deactivate call forwarding: code: **80**

Please note that leading "0" is necessary in addition to the „81“ in order to make call forwarding work. For example, if you activate the immediate call forwarding for your mobile device (ex. 0171 2345678) you need to enter the following in your office phone:

**810**01712345678

If you have locked your office phone, please enter your PIN code to unlock your office phone.

Please be aware of the fact that the person calling you on your office number and is forwarded to your chosen number, will see your the number you have chosen. This is something we cannot technically prevent from happening.

Please be aware that the university has a limited number of available phone lines, that under normal circumstances are sufficient, but may require you to schedule calls at times that are more unorthodox.

### External conference calls

- You can choose external service provider for external conference calls. More information can be found on the following website: <https://www.teltarif.de/i/konferenz.html?page=all>.
- T the HRZ has tested the following service provider successfully: [www.detefoko.de](http://www.detefoko.de)
- Please keep in mind possible call charges from external providers.
- After dialing an access number and getting an introduction, you will be asked for room and access numbers.
- If you call from the university and a successful connection for a conference call is established, you need to activate multi-frequency dialling for remote function. Please press the soft key button "MFV" on your office phone.
- This function is automatically deactivated at the end of your call.
- Alternatively, you can activate the multi-frequency dailling, if you press the following combination **\*88** on your office phone to start a conference call and to deactivate it afterwards.

## 7. Learning Management Systems

### 7.1. OLAT

As a lecturer at Goethe University and an author of an OLAT-course, you might want to design a new course for the upcoming semester. You can do this as usual when you log in to the learning management system:

<https://olat-ce.server.uni-frankfurt.de>

**A VPN connection is NOT required to access the OLAT system!**

You only need to register with your HRZ-Account (login name and password). Then you can directly access your OLAT-courses or create a new one. This is based on the prerequisite that you have rights as an author. If you do not have author rights yet, please write an email to: [lernsysteme@rz.uni-frankfurt.de](mailto:lernsysteme@rz.uni-frankfurt.de).

More information for OLAT-course design can be found on the following website:

<https://www.olat.uni-frankfurt.de>

Key information about the central learning management system OLAT can be found in the FAQ: [www.olat.uni-frankfurt.de/faq](http://www.olat.uni-frankfurt.de/faq).

Please contact the Learning Management System Team at the HRZ via email if you have any questions concerning OLAT and eLearning scenarios: [lernsysteme@rz.uni-frankfurt.de](mailto:lernsysteme@rz.uni-frankfurt.de).

### 7.2. BSCW

The BSCW Shared Workspace Server can be accessed using your HRZ account (login name and password).

The BSCW Server is available at: <https://bscw.server.uni-frankfurt.de>

Please visit the following website to find out more how to use and work with the BSCW Shared Workspace Server: <https://www.bscw.de/support/>

**A VPN connection is NOT required to work with OLAT or/and BSCW!**

## 8. Video Conferences

### 8.1. Vidyo

At Goethe University you have the option to hold video conferences with colleagues as well as external researchers and business partners via Vidyo. To start this video conference tool, you need the following:

1. Your HRZ-Account (login name and password)
2. Please download and install the Client VidyoConnect (the client is available for [Windows](#), [Mac OSX](#), [Linux](#), [iOS](#), [Android](#))
3. Enter the following website to log into Vidyo: <https://vc.uni-frankfurt.de>

You can directly invite colleagues from Goethe University with an HRZ account (login name and password). To invite external participants, please click on the “+” symbol in your Vidyo calendar. Another possibility is to open your personal video conference room when you choose the symbol “rooms” via your name. Your virtual room is marked by a blue crown symbol. As soon as you have chosen your virtual room, a room link appears, for example: [vc.uni-frankfurt.de/join/0CIJRaK8](https://vc.uni-frankfurt.de/join/0CIJRaK8). You can copy this link and send it via Email to any participant you would like to add to the virtual conversation.

Participants, who are not allowed to download and install software on their end devices, can attend via WebRTC. In this case, please contact the MT-Support.

We would also like to point out that only a limited number of active and parallel video conferences with Vidyo are possible!

In case you would like to participate in a DFN video conference, please type: <Konferenz-ID>@vc.dfn.de> (for example [9791@vc.dfn.de](mailto:9791@vc.dfn.de)) in the field “select” on VidyoConnect. Then you are directly connected to the DFN conference.

## 8.2. Video Conference Rooms

In the following university buildings PA, PEG, HOF, HZ and OSZ special conference rooms are available with video conferencing capabilities. This is a service especially designed for larger groups.

## 8.3. DFN

As an alternative to Vidyo, which is hosted by the HRZ and is supported by the HRZ Media Support Team, you can also use the “DFNconf” service for video conferences.

Unfortunately, GU employees cannot log into the “DFNconf” automatically. If you would like to hold a DFN video conference please contact the HRZ Media Support Team via email: [mt-support@uni-frankfurt.de](mailto:mt-support@uni-frankfurt.de). They will generate a virtual meeting room for you and send you the access data. This service runs completely via browser and WebRTC. You do not need to download a software client.

This service provides an opportunity to hold larger phone and video conferences that are separate from Goethe University’s telephone network.

## 8.4. Adobe Connect

Similar to the above mentioned, the „Adobe Connect“ Service is also hosted by the DFN. If you like to work with “Adobe Connect”, the Media Support Team will generate a virtual room for you. However, we would like to point out that this virtual room is only available for a limited period and has limited administration opportunities.

Adobe Connect is particularly suitable for collaboration – for sharing documents and cooperation. It is less suitable in case you just want to do a video conference. Software clients might be necessary or the activation of „Flash“.



Please note, that you receive additional support for both the „DFNconf“ and „Adobe Connect“ service directly on the DFN website: <https://www.conf.dfn.de/anleitungen-und-dokumentation/>.

## 8.5. Zoom

Access to the web conference platform Zoom is available now for lecturers at Goethe University. Enter the following website to log into Zoom: <https://uni-frankfurt.zoom.us>. You need a HRZ-Account (login and password) to be able to access Zoom. Additional institutional accounts do not work.

At Goethe University the web conference platform Zoom is only authorized for lectures. Please use Vidyo (8.1) for official meetings. Further information on data and information security can be found in the SMT guidelines on our website.

For general technical and access questions, you can write an email to: [zoom-support@uni-frankfurt.de](mailto:zoom-support@uni-frankfurt.de). Please note that Zoom is a cloud-based service by an international service provider, therefore the HRZ can only provide limited support.

The official support website is available at: <https://support.zoom.us>

Finally, please note that Zoom is in its implementation phase at Goethe University therefore further adjustments are possible.

More information is also available on our website:

<https://zoom.uni-frankfurt.de>

## 9. Recording and Streaming of Courses

### 9.1. Recordings and Presentations with Mediasite

The media support team can do livestreams or record events from several rooms and lecture halls at Goethe University. This allows you, as a lecturer at Goethe University, to reach many students, wherever they are. You need to register nevertheless, because the capacities are limited depending on the university building and Campus! Our media website provides a detailed list with suitable rooms: <http://videoportal.uni-frankfurt.de/>

Additionally, we offer all GU employees the "Mediasite Desktop Recorder" tool for free. Please have a look at: <http://videoportal.uni-frankfurt.de/upload> for further information. This allows you to design presentations at home or in your office directly at your PC or laptop. If you wish, you can also include video, audio as well as slides at the same time, and have everything synchronized.

You can register with your HRZ-Account (login and password) as Goethe University employee. It is not necessary in this case to contact the media support team!

Please go to the following external link and find out more how the "Mediasite Desktop Recorder" works in the technical manual: [Creating a Presentation with Mediasite](#).

Another advantage of this Mediasite tool is also that you can upload videos also from your mobile as well as other devices. Moreover, the data is stored safely on our HRZ server at Goethe University. Finally, you get secure access via the learning management system [OLAT](#).

If required, lecturers can also do a livestream from anywhere with unlimited audience. Please take into account that only a few capacities are available for this scenario!

Additional information at: <https://www.rz.uni-frankfurt.de/medientechnik/videodienste>

For other recording scenarios, please have a look at the service of studiumdigitale: [eLectures by studiumdigitale](#).

## 9.2. Livestreaming from Home

In case you do not have access to Goethe University capacities, you can also use the DFNconf tool to do a livestream at home or while being outside.

This offers you the opportunity to give a lecture with many participants without the general limit of 25 participants.

The HRZ Media Support Team generates virtual lecture rooms for you on request. You can also decide whether participants are allowed to give presentations, if they are solely listeners, or if you add a text chat, and if your virtual lecture room should have a PIN code.

## 9.3. MT-Support

Please note that in the actual crisis and due to many requests, the HRZ Media Support Team has only limited resources to provide service. Thank you for your understanding!

If you have any questions, please contact first: [mt-support@uni-frankfurt.de](mailto:mt-support@uni-frankfurt.de). Moreover, please avoid contacting directly individual Media Support Team members.

Detailed support via the following email address: [videoportal@uni-frankfurt.de](mailto:videoportal@uni-frankfurt.de), you can also call the media support team: (069) 798 36111.

Further information can be found on the video portal: <http://videoportal.uni-frankfurt.de>

Updated information is also available at: <https://twitter.com/hrzmt>

## 10. HRZ Service Center, Goethe Card Service and HRZ Printing Center

In the actual situation and due to many requests, the HRZ Service Center and the Goethe Card Service can only provide IT support service via email and phone. Thank you for your patience and understanding.

The HRZ Printing Center is available for important printing requests. Please use the printing upload tool on its website. Please pay via your university cost center or invoice. The print products will be sent by internal post. It is not possible to provide on-site service. Completion period of print requests is 6 - 10 work days. More information is available at: [www.rz.uni-frankfurt.de/druckzentrum](http://www.rz.uni-frankfurt.de/druckzentrum).

PLEASE NOTE: All HRZ Service Center and the Goethe Card Service Center at Campus Westend and Riedberg remain closed until further notice.

## SERVICE CENTER WESTEND

By email: [beratung@rz.uni-frankfurt.de](mailto:beratung@rz.uni-frankfurt.de)

By phone: (069) 798 32936, -32890

Availability: Monday – Friday: 9 am – 12 noon and 1 pm – 4 pm

## SERVICE CENTER RIEDBERG

By email: [beratung@rz.uni-frankfurt.de](mailto:beratung@rz.uni-frankfurt.de)

By phone: (069) 798 40029

Availability: Monday – Friday: 9 am – 12 noon and 1 pm – 4 pm

## SERVICE CENTER BOCKENHEIM

By email: [beratung@rz.uni-frankfurt.de](mailto:beratung@rz.uni-frankfurt.de)

By phone: (069) 798 77776

Availability: Monday, Tuesday, Thursday: 9 am – 12 noon

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## IT-SUPPORT ADMINISTRATION

By email: [IT-Support@verwaltung.uni-frankfurt.de](mailto:IT-Support@verwaltung.uni-frankfurt.de)

By phone: (069) 798 77771

Availability: Monday – Friday: 9 am – 12 noon and 1 pm – 4 pm

## ITSEC (HOUSE OF FINANCE + RUW / ITS Faculty 02)

By email: [itsec@its.uni-frankfurt.de](mailto:itsec@its.uni-frankfurt.de)

By phone: (069) 798 34615

Availability: Monday – Friday: 9 am – 12 noon and 1 pm – 4 pm

## IT-SUPPORT WIN DOMAIN (Faculty 03 + Normative Orders)

By email: [IT-Support@win.uni-frankfurt.de](mailto:IT-Support@win.uni-frankfurt.de)

By phone: (069) 798 77774

Availability: Monday – Friday: 9 am – 12 noon and 1 pm – 4 pm

## IT-SUPPORT CW DOMAIN (Faculty 06-10)

By email: [beratung@rz.uni-frankfurt.de](mailto:beratung@rz.uni-frankfurt.de)

By phone: (069) 798 32890

Availability: Monday – Friday: 9 am – 12 noon and 1 pm – 4 pm

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## GOETHE CARD SERVICE WESTEND

By email: [goethecard@rz.uni-frankfurt.de](mailto:goethecard@rz.uni-frankfurt.de)

By phone: (069) 798 77710 (blocked card)

Availability: Monday – Thursday: 9 am – 12 noon and 1 pm – 4 pm

## GOETHE CARD SERVICE RIEDBERG

By email: [goethecard@rz.uni-frankfurt.de](mailto:goethecard@rz.uni-frankfurt.de)

By phone: (069) 798 77710 (blocked card)

Availability: Friday: 9 am – 12 noon and 1 pm – 4 pm

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## HRZ-DRUCKZENTRUM

By email: [druck@rz.uni-frankfurt.de](mailto:druck@rz.uni-frankfurt.de)

By phone: (069) 798 17300

Availability: Monday – Thursday: 9 am – 12 noon and 1 pm – 3 pm, Friday: 10 am – 12 noon