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 or call the following phone number: (069) 798 77771 (this phone number is also available in crisis).
3. 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.

4. 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 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 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

5.2. Outlook Exchange for Windows Domain

You can use the Outlook Web App (OWA) if you work with Outlook Exchange in the Windows Domain (FB 03 and Normative Orders) to check and write emails. Choose any browser you prefer to 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 necessarily be 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 from anywhere to go to the log in website. This functionality is free available for all users of this system.

- 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 over the Microsoft browser „Edge“ or the „Internet Explorer“.

Please do not forget to start with „https://“!

In case you have any questions concerning Outlook Exchange, please contact our IT Support for the GU Administration: IT-Support@verwaltung.uni-frankfurt.de or make a call: (069) 798 77771 (this phone number is also available in the actual 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, you can access your emails over the following address:

- For the employees that works with 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

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 in case of doubt.

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. 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 a “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 (such as 0171 2345678) you need to type in the following in your office phone:

81001712345678
In case you have locked your office phone, please type in your PIN code.

Please be aware of the fact that the person, who calls you on the office number and is forwarded to your chosen phone or mobile, will see your personal number. This is something we cannot technically prevent from happening.

Please note as well, that only certain amounts of phone lines are available in parallel at Goethe University.

External conference calls

- You can choose external service provider for external conference calls. Please find further information on the following website: https://www.teltarif.de/i/konferenz.html?page=all.
- In the HRZ we have tested the following service provider successfully: www.detefoko.de
- Please keep in mind possible call charges of external providers.
- After dialing an access number and getting an introduction, you are asked for room and access numbers.
- If you call from 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".
- This function is automatically deactivated at the end of your call.
- Alternatively, you can activate the multi-frequency dialling, if you press the following combination "88" 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

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

Please discover further information for OLAT-course design on the following website:

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

You also find key information about the central learning management system OLAT in our FAQs: 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.
7.2. BSCW

You might also have cooperative projects on the BSCW Shared Workspace Server. Access your workspaces with the HRZ-Account (login 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/

Moreover, please note as well that you do not need the VPN-Client if you work with OLAT or/and BSCW.

8. Video Conferences

8.1. Vidyo

8.1.1. Software

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 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 at Goethe University as they also have a HRZ-Account (login and password). If you like 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/0ClJRaK8. You can copy this link and send it 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) in the field "select" on VidyoConnect. Then you are directly connected to the DFN conference.

8.1.2. Hardware

In the following university buildings PA, PEG, HOF, HZ and OSZ we offer special conference systems in particular rooms in addition. This is especially a service for larger groups.
8.2. 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. We 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 necessarily.

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

8.3. 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/.

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. Moreover, please avoid contacting directly individual Media Support Team members.

Detailed support via the following email address: 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 and Goethe Card Service

Please note that in the actual crisis and due to many requests, the HRZ Service Center and the Goethe Card Service have only limited resources to provide service via email and phone. Thank you for your understanding!

IT-SUPPORT ADMINISTRATION

By email: IT-Support@verwaltung.uni-frankfurt.de
By phone: (069) 798 77771

Availability: Monday – Friday: 9 – 12 and 13 – 16
IT-SUPPORT WINDOWS DOMAIN
By email: IT-Support@win.uni-frankfurt.de
By phone: (069) 798 77774
Availability: Monday – Friday: 9 – 12 and 13 – 16

ITSEC
By email: itsec@its.uni-frankfurt.de
By phone: (069) 798 34615
Availability: Monday – Friday: 9 – 12 and 13 – 16

SERVICE CENTER WESTEND
By email: westend-admins@rz.uni-frankfurt.de
By phone: (069) 798 32936, -32890
Availability: Monday – Friday: 9 – 12 and 13 – 16

SERVICE CENTER RIEDBERG
By email: beratung@rz.uni-frankfurt.de
By phone: (069) 798 40029
Availability: Monday – Friday: 9 – 12 and 13 – 16

GOETHE CARD SERVICE WESTEND
By email: goethecard@rz.uni-frankfurt.de
By phone: (069) 798 77710 (blocked card)
Availability: Monday – Thursday: 9 – 12 and 13 – 16

GOETHE CARD SERVICE RIEDBERG
By email: goethecard@rz.uni-frankfurt.de
By phone: (069) 798 77710 (blocked card)
Availability: Friday: 9 – 12 and 13 – 16

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