When you are new at the Lorentz Institute

New arrivals workflow

New members of the Lorentz Institute (IL) are expected to observe the following steps to gain access to the IT facilities provided by the istitute

- Notify the IL secretariat located in Oort 251 (IL office map) of your arrival.
- Read this documentation carefully, download our IT pocketcard
  here
  and do not hesitate to ask questions to your colleagues or the support department.
- Change your temporary password as soon as you are given one by visiting Account Services.
- Beware of phishing email attempts. Please read here carefully.
- **Do not** email directly any member of the IT support staff because your request for help could go unanswered for a long time especially during holiday periods. Use instead the communication channels listed below

WEB	https://helpdesk.lorentz.leidenuniv.nl
EMAIL	support@lorentz.leidenuniv.nl
TEL	+31 (0)71 527 8484

How to use your Lorentz Institute credentials

Lorentz Institute (IL) credentials give you unprivileged [1] access to all IL GNU/Linux workstations. These credentials can also be used to access your departmental email address, which has the form

username@lorentz.leidenuniv.nl

Make sure you check your Lorentz Institute INBOX folder on a regular basis in order not to miss out on important communications. **If you obtained a Lorentz Institute account just to use the `maris` cluster, please note that all official communications regarding the cluster will occur via your Lorentz Institute email account.**

To further protect the IL IT facilities from cyber criminals, you are required to setup 2-Factor Authentication (2FA) before accessing any of the provided IT services. Read more about 2FA at the IL.

Nota Bene

Your Lorentz Institute credentials do **NOT** give you access to your ULCN account nor to the services associated to it, such as Office365, Leiden University Email, Kaltura, MSTeams, USIS, and Blackboard.
Read here on how to forward your Leiden University Email to your Lorentz Institute INBOX.
Do not ever disclose your Lorentz Institute credentials to anybody or any domains different than `lorentz.leidenuniv.nl` as this will result in a security breach.

Which credentials and where

There are two accounts with which you have to work during your stay at the Lorentz Institute

- a Lorentz Institute account for all the IT services at the Lorentz Institute
- a ULCN account for all University of Leiden centralised IT facilities

These two accounts are <u>disconnected</u>. You are in fact advised you use different passwords for the two. Also, read here on how to set up an email forwarding rule from one inbox to the other.

Here follows an overview of which account is needed where. A username does not include the @ symbol and what follows unless otherwise specified [2].

Service	Link	Credentials
IL Webmail	https://webmail.lorentz.leidenuniv.nl	Lorentz Institute
IL Intranet	https://www.lorentz.leidenuniv.nl/www/admin	Lorentz Institute
IL Account Services	https://www.lorentz.leidenuniv.nl/www/people/user/services	Lorentz Institute
IL Helpdesk	https://helpdesk.lorentz.leidenuniv.nl	Lorentz Institute
IL GNU/Linux PCs or Servers	**ssh.lorentz.leidenuniv.nl**	Lorentz Institute
UL-STRW-LION WiFi	https://qmanage.leidenuniv.nl/register	Lorentz Institute (domain: Lorentz)
UL eMail	https://webmail.campus.leidenuniv.nl	ULCN
UL ISSC Helpdesk	https://helpdesk.universiteitleiden.nl/	ULCN
EduRoam WiFi	https://cloud.securew2.com/public/13114/eduroam/	ULCN with username <ULCN>@leidenuniv.nl
UL Remote Environment (SAP etc..)	https://remote.campus.leidenuniv.nl	ULCN
Microsoft Office 365	https://www.office.com/	ULCN with username VUW\<ULCN> or <ULCN>@vuw.leidenuniv.nl

Lorentz Institute Email

https://webmail.lorentz.leidenuniv.nl or read here on how to setup your favorite email client.

Email forwarding and Auto-Reply

⚠️ Before proceeding, please make sure that Sfinx environment at Institute Lorentz is installed for your account. This is usually the case for all new IL members.

It is possible to forward all incoming mail directed to your Lorentz Institute INBOX to an alternative email address by editing your $HOME/.procmailrc file. Please **do not** edit the file $HOME/.forward to set up forwarding rules to external email addresses. The default $HOME/.procmailrc with which you are provided contains a self-explicative section to set up a forward rule.

Those who are not familiar with the GNU/Linux command line can manage both email forwarding settings and auto-replies (vacation message) via the Account Services.

Lorentz Institue Xmaris cluster

If you are planning to use the Lorentz Institute computational cluster, you should read its manual pages.

Reset your Lorentz Institute Password

You are encouraged to modify your Lorentz Institute password on a regular basis to mitigate security risks. A good password should be difficult to guess and should be usually made of mixed-case letters, numbers and special characters. There are two ways you can reset your Lorentz Institute password:

1. Via the Lorentz Institute Account Services
2. Via the GNU/Linux command line using `passwd`

The first method will also allow you to setup 2FA if you have not yet done so.

Have you forgotten your Lorentz Institute password? Please contact support@lorentz.leidenuniv.nl.

Keep your Lorentz Institute Profile Information up-to-date

It is important that your profile information in our possession is always up-to-date. To display your profile and make changes please visit the Lorentz Institute Account Services page.

[1)]
You do not have administartive rights to the workstation.
[2)]
Suppose your email address is *notexist@leidenuniv.nl*, then your ULCN is *notexist*

From:
https://helpdesk.strw.leidenuniv.nl/wiki/ - **Computer Documentation Wiki**

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