



Introduction IT@MATH - *Institute*

IT Support group	www.math.uzh.ch/support Email: support@math.uzh.ch office: Y27-K30	Phone: 55847
MFA Setup	1) MS-Authenticator, 2) Private mobile, 3) Private Email, 4) I-MATH Email	
Password Manager	1) https://keepass.info/ , 2) Setup cloud storage (drive.math.uzh.ch), 3) Save database	
Print and disk quota	www.math.uzh.ch/my	
Information (IT)	www.math.uzh.ch > MY > Information or wiki.math.uzh.ch	
WLAN	wiki.math.uzh.ch/public/wireless_WLAN	
Saving power	Please switch off light and computers at the evening. Use the remote power switch on your desk combination.	
Thinlinc: USB Stick access	~/thindrives ... (Trouble? Repair thindrives)	



UZH - Accounts

ZI – Zentrale Informatik
www.zi.uzh.ch

Accounts:

AAI
Active Directory
E-Mail / Collaboration
Identity Management
VPN
WebPass
WLAN

MNF - Dekanat
www.mnf.uzh.ch

I-MATH
Institut für Mathematik
www.math.uzh.ch

Accounts:
I-MATH

Services:

math.uzh.ch
mail.math.uzh.ch
hello.math.uzh.ch
www.math.uzh.ch/li
www.math.uzh.ch/my
wiki.math.uzh.ch
project.math.uzh.ch
tl.math.uzh.ch
ssh.math.uzh.ch
git.math.uzh.ch
drive.math.uzh.ch

Institutes Homepage
Mail & Webmail
(Video-)Chat (aka WhatsApp)
Intranet (EOL)
Intranet
Wiki's
Ticketing, News (RSS)
User Sessions (thinlinc)
SSH & SFTP
Version Control
Cloud Storage

1. Change your IMATH password <https://math.uzh.ch/account>
2. Change your ITIM passwords on <https://www.identity.uzh.ch/>



Issues

For any issue, please send a mail to support@math.uzh.ch. Often, the IT staff makes a ticket from the email on the issue tracking system under <http://project.math.uzh.ch>. You can track your own issues there.

Backup

- Central 'homes' server.
 - Backup: every night and the last 4 hours in 30 minutes intervals.
 - Your Backup is available under: `~/zfs/snapshot` ('~' means your home directory)

Computations

- **Small and short:** start locally in your terminal session.
- **Big or long:** contact the IT support first - there are different compute servers available.

Windows

- Use <https://office.com> login with your institutes email address.

Scanning

- G25: Printer/Copy Machine
- Floor J: Color Scan (Copy Machine)
- Floor K: Color Scan (Copy Machine)

Fax

- Fax devices are in the administration offices J14 and K16

Mail

- I-MATH uses an own 'fake' mailserver. The UZH mailserver is <https://outlook.com>. Every UZH person has an email account there.
I-MATH: All mails from outlook.com have to be forwarded to I-MATH mail.math.uzh.ch:
https://wiki.math.uzh.ch/public/email/office365#Email_forward
- Server: IMAP/POP=**mail.math.uzh.ch** SMTP=**mail.math.uzh.ch**
- **Calendar:** organize your dates in the Zimbra Calendar (multiple calendars are possible) and synchronize them with your mobile phone by CalDav protocol.
- **Contacts:** Import business contacts in your Zimbra address book. For members of the institute: on each personal page there is a QR Contact code. Just take your mobile phone, open a QR app, and import such an address in your phone.



Phishing Mails

- New phishing mails are posted on the intranet <https://math.uzh.ch/my> > IT News. Please refer to them if you want to check a suspicious email. If the suspicious email isn't listed there, please forward such a mail to support@math.uzh.ch.
- If you provide **your credentials** on a malicious website, often just a few minutes later it will be misused to send spam. As a consequence the institute will be automatically black listed by the ZI mail server and no one *of the institute can send mails anymore*. Please be careful.

CHANGE YOUR PASSWORD **immediately**.

- We're monitoring the amount of sent mails and in case of misuse we will lock a hacked email account.

Printing

- Printers are named according to the office number: The name of the printer in room Y27H52 is 'h52'.
- All public printers are duplex printers and will print duplex by default - which can be turned off.
- You can change the default printer under „System -> Administration -> Printing“, right click on a printer, choose „Set as Default“.
- Cancel print jobs
 - On the upper right corner you will a printer symbol as long as a print job is active.
 - Click on the icon to open the print queue, select the job and choose **CANCEL**.
- Color printing is expensive: Assistants have a print quota of 1000 credits per semester on colored pages. If a print job is not accepted, you'll be informed by email. If you need more print credits, please contact IT support.
- Paper empty: help yourself - paper should be located in the metal cabinets on floor J & K next to the printer.
- Toner empty: contact IT support.

hello.math.uzh.ch - Rocket Chat

- Like *WhatsApp*, but hosted at I-MATH.
- Via a) Browser (<https://hello.math.uzh.ch>) or b) *Applications > Internet > Rocket Chat*.
- Audio Call & Desktop Sharing (like Skype, WhatsApp, Signal).
- Create own groups.
- Send Attachments (better than by email).
- User: a) I-MATH user by default , b) self registration.



Remote Access

- Thinlinc Session@HOME: **tl.math.uzh.ch** (the second character is a lowercase 'l')
 - Client: <https://www.cendio.com/thinlinc/download/>
- Access to your data:
 - SSH: **ssh.math.uzh.ch**
copy files, text applications
 - Linux: Places (caja) *integrated, type **sftp://<user>@<host>:***
 - Windows: WinSCP <http://winscp.net>
 - Mac: Filezilla <http://filezilla-project.org>

Streaming

- **SeminarLive** – MNF / I-MATH solution – good blackboard quality, very easy to use. All Y27 seminar rooms prepared, plus Y11F06, Y25H79, Y34J01, Y34J02, Y36K08, Y42K88
- Zoom or MS-Teams: via UZH account
- jitsi.math.uzh.ch / hello.math.uzh.ch: groups <5 persons, very easy to use.

Git

Offers file version control and acts as a collaboration place: <http://git.math.uzh.ch>.

Create new private / work group or public projects via the web interface. It will show the first git commands individual adjusted to your project. Give it a try and be impressed how easy it is to use git and work with multiple persons on the same project & files. See also wiki.math.uzh.ch/public/Git.

/scratch/

'/scratch/' is a shared folder of the whole institute, with private subsections for work-groups, teaching and employees.

/scratch/share

Students do not have access to '/scratch/share'.

/scratch/share/<work-groups>

/scratch/share/seminare/<module number>/<semester>

/scratch/share/vorlesungen/<module number>/<semester> (*veranstaltungen* is a symlink)

Lecture exercise sheets

PDF files under

/scratch/share/vorlesungen/<module number>/<semester>/web/

will appear automatically on the corresponding lecture homepage.




Private Notebook

- In general there is **no** Support from the support group for private stuff - but ask ...
- Internet
 - LAN: Plug in a cable and a network port with a yellow point.
 - The first time you have to register the notebook with your I-Math password.
 - For a cable ask the IT support.
 - WLAN:
 - Net: 'UZH' or 'eduroam'
 - Authentication: use your UZH 'shortname'

Thinlinc - Desktop Session: Ubuntu (Gnome/Mate)

- **Thinlinc**
 - Don't **log-out** - to pause work, press: **F8** > **Disconnect**
 - Switching a terminal on/off don't affect your session.
 - By log in on a second terminal, the session will be moved from the first terminal.
 - Activate screen-lock by pressing **Ctrl-ALT-L**
 - USB Sticks connected to a Terminal (behind the screen) will automatically be mounted under **~/thindrives**. If not:
 - Start 'Applications > System Tools > Clean USB Stick Umount/Mount'
 - or try a windows station on the floor J (Room J11) or K (Room K49) .
 - **Trouble** with your session? Quit the session.
 - Before log in, mark the check-box '**End Existing Session**'
- Applications:
 - Please check the menu.
 - Don't hesitate to contact the IT group, if you need further applications to be installed.
- The servers are rebooted about once every 4-12 weeks (during the night). After a reboot, you have to log-in again.
- If a server fails (crash, ...) your session and any unsaved data are lost.
- Email: use the standalone email application **Thunderbird** or the **Zimbra web-interface**.
- **Alt-Tab**: switching between the applications on the current workspace.
- Quick Start: **Alt-F2** command line / terminal, a.e. firefox, xterm, xpdf, ...
- Workspaces
 - Number, size & name are configurable.
 - Switch workspace: **Ctrl-Alt-LEFT | RIGHT**
 - Application windows can be moved between workspaces.



- Create a bookmark in the file manager, f.e. for */scratch/scan* .
- **GNote** (former Tomboy Notes) = small yellow slips
- Typing umlauts (ö,ä,ü): **right win** (=compose) + **vowel** + **accent** (release each key after pressing)
- **Mendeley**: free reference manager and academic social network
- The panels can be moved, changed, customized. You can also add applets: right click, choose „Add to panel...“
- Trouble with Firefox, Thunderbird, Skype, Gnome or USB Sticks?
Please check '**Applications > System Tools > Clean ...**'
- **Dropbox**: 'Applications > Internet > Dropbox'. See: <https://wiki.math.uzh.ch/public/dropbox>
- **Drive (nextCloud)**: 'Applications > Internet > Drive(nextCloud,OwnCloud)'.
 - <https://drive.switch.ch>: 50GB, Registration via AAI
 - <https://drive.math.uzh.ch>: I-MATH Account
- **KeePass(XC)**: Store all your username/passwords locally (one encrypted file).
Hint: Save the file in a cloud synced folder (drive.math.uzh.ch) and install a KeePass App on your notebook (<https://keepass.info/>), Android (*KeePassDroid*) and/or iOS (*KeePassium*) device.
- **Flameshot** (Screenshot): 'Applications > Graphics > Flameshot', or key 'prt sc'.
- **Clipboard**:  lower right corner, last 20 entries.
- **Video Conference**
 - **Zoom & MS-Teams**: Use your I-MATH email address and AD password to login.
 - Get webcam and headset from IT-Support.
*Webcam support inside Thinlinc: **only via Y27 Terminals.***
 - Meeting rooms Y27: G28, J11, K11, K49 – Flip (electronic whiteboard), Webcam.
- **Firefox**
 - Open a link in a new tab by pressing the **middle mouse button** (scroll wheel).
 - Copying rows or columns in a table: hold down **CTRL**.

Homepage

- Each member of the institute is mentioned on the homepage (Name, Office, Tel, ...) = *personal homepage*.
- Each member of the institute can maintain an additional *private Homepage* (please ask IT for setup).
- Professors & assistants have sub-pages: *events / research / vita* (curriculum vitae).
 - Events are assigned *automatically*.
 - Entries in research and vita have to be created *manually* (by themselves) under 'Local Info'.
- The data of your homepage are maintained mainly by the people directly responsible. a.e.:
The exercise trainer uploads the scripts concerning the lecture via the web interface to the homepage under 'Local Info'.



Universität Zürich

Institut für Mathematik

- All events (seminars, lectures, ...) are already on the homepage, so that you should only exceptionally create your own homepages for a lecture/seminar (**please consult the IT first**).

Intranet: MY

<https://www.math.uzh.ch> > MY > Log-in

- edit personal homepage,
- edit seminars, lectures, exercises which are published on the Institutes homepage,
- manage exams,
- display latest tech-news.

Links & Lists

<https://www.math.uzh.ch> > MY > Links & Lists

Collection of all I-MATH mailing lists (including who is subscribed to a mailing-list), as well as some useful links for the UZH Campus, like the Mensa menu.

Public Wiki

<https://wiki.math.uzh.ch/public>

The public wiki covers all the basic topics and is for general information that are important for students as well as the whole staff. You can access it without a log-in. For editing, you have to log-in with your IMATH Account.

Institute Wiki

<https://wiki.math.uzh.ch/math>

Here are information that only can be accessed by employees of the math institute. You find information about our internal section of the website, shares and other services. For example how to handle exams, how to set up your personal homepage, etc.

You need to log-in with your IMATH account to view or edit this wiki. Students can't access the institute wiki.

Using the library collection of the Institute of Mathematics

The library collection of the Institute of Mathematics is part of the Main Library of the University of Zurich (HBZ) - you will find it in the Forschungsbibliothek Irchel (Y15) on floor K.

Access

As a member of the Institute of Mathematics you can request a 24/7 access to the library using this application form: http://www.hbz.uzh.ch/images/Benutzng_FBI/antragsformular_24hzutritt.pdf



Lending services

For lending books you must be registered as a library user. Please check the information desk and bring your UZH card with you. The lending period lasts 28 days. You can prolong it twice for further 28 days. A supplementary prolongation is possible on your personal library account in the Rechercheportal: <http://www.recherche-portal.ch>

Journals in print

The math journals from the current year are available in the Forschungsbibliothek Irchel on floor K. The members of the Institute of Mathematics have also access to the math journal archive which is placed in the building of the institute (Y27) on floor G.

E-media

The HBZ offers numerous digital documents and databases. You have access to them at the computer stations at the Institute of Mathematics. For the access from outside the university please observe the following instructions:

<http://www.hbz.uzh.ch/> > Access Information E-Media

Interlending

Media which are not at the HBZ you can order by interlending at the information desk or using this the HBZ website.

Further information

You'll find further and detailed information in German and English on the HBZ website:

<http://www.hbz.uzh.ch>

For any questions do not hesitate to contact us at the information desk, by e-mail fbi@hbz.uzh.ch or by phone: 044 63 54151.