

# Guide to the University Computer Services



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3. Edition

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## BEFORE YOU CONTINUE...

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The purpose of this booklet is to introduce the available facilities and services offered by the University Computer Services (RHÍ) to the students of the University of Iceland (HÍ). Its content is especially useful for those students who have little or no experience with the use of computers within HÍ.

**The primary precondition for monitoring your own progress within the University is to adopt the use of e-mail and the Internet. New students get their username and password when registering into the University at the Student Registration Office.**

If you are not familiar with the rules for use of the RHÍ computer equipment and the HÍ-network (HÍN) please read this booklet through before starting your work in a computer lab. The rules can be found on the RHÍ web site:

**[www.rhi.hi.is](http://www.rhi.hi.is)**

## UGLA - THE UNIVERSITY'S INTRAWEB

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Ugla is the name of the internal web system (*in-traweb*) of the University of Iceland. Its purpose is to combine a number of information systems that exist within the University and bring them together into an information centre accessible on the web. Further more, it serves as a communication gateway for students and the employee of the University. In this booklet Ugla is often mentioned regarding different services and tasks. All students have access to Ugla when getting their username and password. Further discussion about Ugla is on page 9.

**Familiarize yourself with Ugla from the beginning of your studies! In Ugla you can access information regarding your studies, registration, grades and more.**

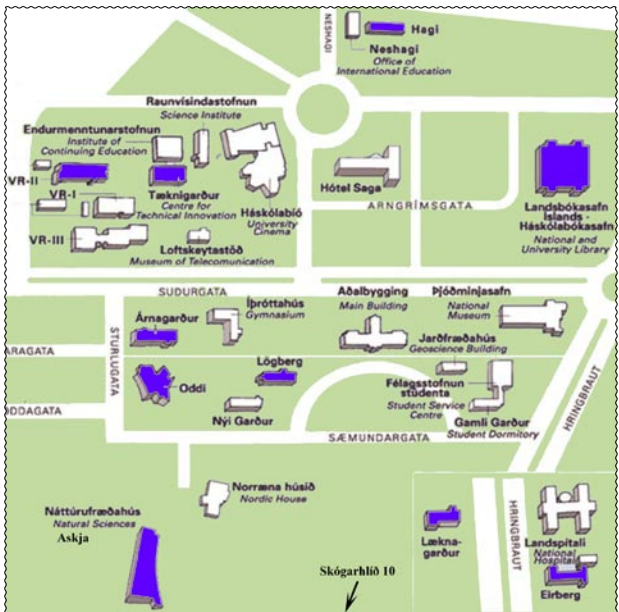
**The address is:**

**[www.ugla.hi.is](http://www.ugla.hi.is)**

## RHÍ'S COMPUTER LABS

Around 20 computer labs can be found in the University area. In the RHÍ computer labs, computers are accessible for the students of HÍ. In the labs, besides the computers, which are mainly PC's, you can find laser printers and CD-writers. The locations of the labs are displayed on the map below. In addition to the labs displayed on the map there is also a computer lab at the Department of Physiotherapy in Skógarhlíð 10.

In the computer labs various types of software can be found. Certain basic software such as word processors and spreadsheets are installed on all of the computers in the labs. In some of the labs specialized software adapted to different needs of different departments of the University can be found. Therefore, users are more likely to find financial or bookkeeping software in Oddi, where business and economics are taught than in VR-II which houses the faculties of engineering and science and users can find math and design software. List over all available software in the labs can be found on the RHI Web.



Computer labs are located in the coloured buildings.

## COMPUTER LABS SETUP

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The Computers in the RHÍ computer labs are a part of the University's intranet (HÍ-net) and connected to the Internet. The connection to the Internet opens up a wide range of possibilities for the students, such as sending and receiving e-mail and browsing the World Wide Web. All computers in the labs have software installed for these tasks.

On RHÍ's website ([www.rhi.hi.is](http://www.rhi.hi.is)), all information regarding the computer labs can be found. This includes information about opening hours, system upgrades, hardware description and announcements directed to students and employee. The website is accessible through a web browser, such as Internet explorer, installed on the computers in the labs. Students are encouraged to familiarize themselves with this information.

Before students can start using computers in the computer labs, they have to obtain their *username* and their *password*.

## USERNAME

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Username (login name) is the users identification for the University's intranet (HÍ-net). It is partly made from the users name or the first letters in his given- and family names. No two users within the University have the same username. The username does not contain CAPITAL or special Icelandic letters. The username is used to identify the user when he is working in the computer labs, or on the University's intranet (HÍ-net). For gaining access to the computers and printers, users will have to enter their username and password. The password will be discussed more closely in the next chapter.

**Username and password can only be obtained by showing identification at the Student Registration Office in the main building of the University (Aðalbygging).**

The username is also a part of the user's e-mail address. The e-mail address is used for electronic mail deliveries. The e-mail addresses at the University of Iceland are in the form:

*username@hi.is*

A student by the name of Elvis A. Presley could therefore get the username `elvis` and the e-mail address `elvis@hi.is` given that this username was not already taken! In that case his username would be made from both his names, i.e. `elvisa@hi.is`, `elvisap@hi.is` etc.

## PASSWORD

The username alone is not sufficient for accessing the computers in the RHÍ labs. The user's identity must be confirmed before an access is granted. The password gives this confirmation.

Every user has his/her own specific password. When a user requests to use a computer in RHÍ's labs, he's asked to enter his username and password. The computer checks whether the password is correct before giving the user access to the computer and the network.

**Unlike the username, the password is to be kept secret. Never tell others your password or "lend" it to someone else!**

The purpose of the password may not be obvious at first but it is meant to insure that a user does not have access to data belonging to other users. Without the password it would also be easy to give false impression of oneself in e-mail relations since there would be no guarantee that the right person was sending the e-mail. The password also prevent unauthorized persons from utilizing services paid for by students such as printing.

**Passwords are case sensitive, be sure to use correct upper and lower case!**

## WORKING IN THE COMPUTER LAB

Working in the computer lab is very similar to working on your own personal computer at home. The main difference is that the user cannot control the setup of the computer, but, on the other hand, the user has access to multiple printers, software and servers in addition to the Internet. The Windows operating system is installed on all computers in the RHÍ's computer labs as well as the Microsoft Office package, the Microsoft Outlook e-mail software and the Microsoft Internet explorer web browser. In some of the computer labs the Linux operating system is installed as well.

**Log off when you finish your work. Do not turn off the computer!**

### To start a Windows session (login):

After the computer has turned on (it should be running already) a window appears on the screen welcoming you to the RHÍ's computer lab. To continue you must press simultaneously the CTRL+ALT+DEL buttons to go to the login window, where the you type your user-name and password, in the appropriate boxes. After which you click the OK-button, and then you can start working on on the computer.

For detailed information on the Windows and Linux systems in the computer labs, see the RHÍ webpage ([www.rhi.hi.is](http://www.rhi.hi.is)).

### To finish a Windows session (logout):

When you finish a windows session it is necessary to log out to prevent the next user from accessing your data and using your print quota. To log out press CTRL+ALT+DEL and click the "Logoff" (logout) button displayed on the screen.





The following rules are valid for all the RHÍ's computer labs:

*Show consideration towards other users.*

*The consumption of food and drink is not allowed in the computer labs.*

*Smoking is forbidden.*

*The use of mobile phones is not permitted, with the exception of the employees of RHÍ.*

*Evacuate the computer labs immediately when the building is being closed and by request from teachers or other University employees.*

*Clean up after yourself when you leave the lab.*

*Reservation of computers is not allowed. If a user abandons a computer for a considerable time, other users are free to use the computer.*

### **Computer games**

Playing computer games on computers belonging to RHÍ is not prohibited, but a game players must give way to other users when asked, without comments! Computer games that take a lot of bandwidth by connecting to foreign servers are not allowed, and will be stopped if noticed.

### **Downloads**

Please keep in mind that the overseas internet connection of the HÍ-net is a limited resource. Users should consider the effect of their download activity on the total bandwidth of the HÍ-net, and the possibility of a slower response time for other users.

## PRINTING

All the RHÍ computer labs are equipped with laser printers. Students must own a printing quota to be able to print on the printers. The quota can be bought online through Ugla, the University's Intraweb (see pages 8-11) and paid for using a credit card. It is also possible to buy printing quota from the Student Registration Office in the main building (Aðalbygging) of the University.

## WHERE IS THE DATA STORED?

Students can choose between three locations to store their data. These locations are hard disk drives commonly named as the F:, V:, and C: drives.

**The F: Drive** is a space for long-term storage. Each user has his own F: drive which is accessible only by him. The F: drive is located on a server that serves the entire HÍ-net and is, therefore, accessible from all of the computer labs, as well as from locations outside the University, when using a VPN connection (see page 12). The F: drive is a part of a larger hard drive where a special quota system distributes a certain amount of data storage to individual users. Information on the quota system can be found on the RHÍ website. Your data status in the quota system can be found on your own homepage in Ugla (see page 9).

**The working folder (C: drive) is automatically deleted when the next user logs on. Therefore users can not store data permanently on c:\vinna!**

**The V: Drive** is intended for the users to work with and save their own webpages.

**The C: Drive** is only in the computer labs, where the c:\vinna is a temporary folder which a user can work with while logged on.

**Other data storage equipment.** All the computer labs are equipped with at least one CD-writer, which may be used to write data on CD-R and CD-RW disks.

## MAINTENANCE OF THE LABS

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The computer labs are run and maintained by Reiknistofnun Háskóla Íslands, RHÍ, which is one of the University's service institutes. Reiknistofnun handles the setup and maintenance of the computers in the computer labs, as well as maintaining the University's intranet (the HÍ-net), the intraweb (Ugla) and other computer related tasks within the University. Reiknistofnun runs a website where detailed information about the institute and its services is provided.

[www.rhi.hi.is](http://www.rhi.hi.is)

## PROBLEMS AND FAILURES

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If problem occur while working in one of the computer labs, users can send a help request to the RHÍ's user service. The e-mail address is [help@hi.is](mailto:help@hi.is). Users can also phone the user service at **525-4422** between the hours of 8-12 and 13-16. In addition error reports and general requests can be sent through the Ugla's service system (see page 10).

## MORE ABOUT UGLA

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As mentioned on page 1, the University's intraweb or information gateway, Ugla, gives students access to various information and service sources within the University. In Ugla each user has his own personal webpage, only accessible by him. The username and password, which are given to the student when he registers in the University, grants this access (see pages 3 & 4). Students are encouraged to familiarize themselves with Ugla when they start the University. The first step is to visit Ugla's home page:

[www.ugla.hi.is](http://www.ugla.hi.is)

When accessing Ugla's home page (login page) the student must enter his/her username and password.

The Ugla login page ([www.ugla.hi.is](http://www.ugla.hi.is)). Click English in the upper right corner to access the remaining pages of UGLA in English.

After doing so the user's home page appears entitled "My pages". On the left hand side of the screen the user can choose between different menu items, i.e. a calendar including diary, an overview of the courses in which the student is registered, file manager and the students phonebook. Lower on the list a link to the library system Gagnir and the University's e-mail service on the web (webmail) can be found.

The student's home page in Ugla (My pages).

### Settings – changing the password

Students may want to change the password, which they were given, at the beginning of their studies. In Ugla, that is done under the menu item "Settings", where students can access the status of their printing and disk quotas as well.

**Users should change their password regularly!**

### **Webmail – forwarding e-mail**

The University- web e-mail system (webmail) gives students the ability to access their e-mail inbox at any online location in the world. The webmail system is, therefore, similar to Internet e-mail services like Hotmail and Yahoo. The webmail system is only a web-based interface for accessing the basic e-mail system used by the University. Webmail users use therefore the same username, password and e-mail address as usually.

The webmail system can be used for modifying several settings, like e-mail filtering and specifying a forwarding address for incoming mail. Users can access the webmail system from Ugla's main page or go directly to:

<http://mail.hi.is>

### **Service pages - failures and connections**

On RHÍ's service pages, students can apply for or order various services offered by RHÍ. The service pages are accessible through the student's home page in Ugla. In the service pages, students can for example apply or terminate their ADSL connection, wireless connection and send failure reports to the RHÍ user service.

The screenshot shows the 'UNIVERSITY INFORMATION GATEWAY' interface. On the left, there is a 'Services Overview' menu with items like 'My Home', 'My Calendar', 'My Courses', 'My Files', 'Student Phonebook', 'Announcements', 'News', 'File Cabinet', 'Wireless Connection Application', 'Notice of Malfunction in Computer Lab', 'DHCP Application', 'ADSL Cancellation', 'Domain Application', 'Domain Cancellation', 'IP Number Cancellation', 'IP Number Application', and 'Dial-Up Connection'. The main content area is divided into three columns of service cards. The first column includes 'Almenn verkbeirni', 'ADSL', 'Sími', and 'Tenging við þráðlaust net'. The second column includes 'DHCP þjónusta', 'Inshringþjónusta', 'Tölvuver', and 'Lén undir hi.is'. The third column includes 'IP tala', 'Gagnagunnur', and 'VPN'. Each card has a title, a brief description, and a link to the service page.

*The RHÍ's service pages in Ugla, with service overview in English on the left.*

## My courses – registration and course list

Under “My courses”, students can look at a list of courses. Courses in which the student is currently registered are displayed, as well as finished courses with grades. Finally, courses in which the student has been registered at some point of his studies are displayed.

## Instruction web – announcements and instruction data

If you click on the name of a course under “My courses” the instruction web of Ugla opens, where detailed information about the course can be found. Students can read about the courses from the course catalogue, get information about the teacher of the course, read announcements from the teacher and access instruction data for the course. If the student has finished a certain course and clicks on its name, statistics for the course are displayed.

The screenshot shows the 'UNIVERSITY INFORMATION GATEWAY Student system' interface. The main content area is titled 'Course Statistics' and displays data for the course 'Atferlis- og samskiptafæði, Sólarfræði I, 02.01.09 - Des. 2000'. The data is organized into four sections:

Course Registration (Atferlis- og samskiptafæði, Sólarfræði I, 02.01.09 - Des. 2000)		
Course Number: 02.01.09	Passed: 106	Registered: 240
Term: Des. 2000	Evaluated: 0	Absent: 8
Number of grades: 171	Failed: 5	Cancelled: 60

Grade distribution (Atferlis- og samskiptafæði, Sólarfræði I, 02.01.09 - Des. 2000)	
Grade average: 7.31	Standard Deviation: 1.00

Grades by order (Atferlis- og samskiptafæði, Sólarfræði I, 02.01.09 - Des. 2000)		
Highest grade: 9.0	Lowest grade: 4.0	Most common grade: 8.0

Median, quartiles etc. (Atferlis- og samskiptafæði, Sólarfræði I, 02.01.09 - Des. 2000)		
Median: 7.5	Lower Quartile: 7.00	Upper Quartile: 8.00

The left sidebar contains navigation links such as 'My Home', 'My Calendar', 'My Courses', 'My Files', 'Student Handbook', 'Announcements', 'News', 'File Cabinet', 'Services Overview', 'Settings', 'Kennslukonnum', 'Webmail', 'Vefur Hill', 'Gegnir', 'Logout', and 'Information'.

Course statistics can be displayed in the Instruction web.

## THE USE OF SOFTWARE

Users who need information about the use of software installed in the computer labs, are directed to the University Bookstore (Bóksala Stúdentna) for reference literature. The Bookstore has various books on most if not all of the software installed on the University's computers.

## MULTI-USER COMPUTERS

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Multi-user computers (generally called servers) are computers, which many users can log on simultaneously. Students at the University of Iceland have access to several servers, managed by RHÍ. These computers are of different types, but mainly run on the UNIX operating system. Information regarding the UNIX operating system and related systems like LINUX, can be found on the Internet.

## NET CONNECTIONS FOR STUDENTS

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**R**HÍ offers students different types of Internet connections. Student must apply for these services through the RHÍ's service system in Ugla (see page 10).

**Wireless connection** - A powerful wireless computer service is operated in the University area. It is especially useful for students using laptop computers.

**ADSL** – Students can connect to the HÍ-net with a conventional ADSL connection, which can be bought from telecommunication services like Síminn or Og Vodafone.

**VPN** – It is possible to access the University's net through an ADSL router with a VPN connection (Virtual Private Networking). This connection enables students to access their F: drive from home (see page 7).

**Analog connection** – Students can connect to the HÍ-net using analog modem by dialling 525-5150. The maximum transfer rate of this type of connection is limited to 56 kb/s.

**Stúdentagarðar** -The Icelandic Student Service provides high speed networking connections to students living in student houses in the University area.

*Foreign students should not hesitate to contact the RHÍ office for further information on the above mentioned services!*



## Useful hyperlinks:

**[www.ugla.hi.is](http://www.ugla.hi.is)**

The intraweb of the University hosting your personal web pages.

**[www.rhi.hi.is](http://www.rhi.hi.is)**

The web site of the University Computer Services. Rules and opening hours of computer labs etc.

**[www.hi.is](http://www.hi.is)**

The University of Iceland runs a very efficient and powerful web, where students and staff can find useful information regarding the curriculum, rules, structure of the University community etc.

**[www.kennsluskra.hi.is](http://www.kennsluskra.hi.is)**

The web version of the University Course Catalogue in Icelandic and English

