

New Students

Where are the
computer labs?

How can I access my
email?

What is "Ugla" and
how can I get access?

How do I connect my device to
the wireless network?

Guide to the Computing Services of the University



Snúið við fyrir íslenska útgáfu



REIKNISTOFNUN
HÁSKÓLA ÍSLANDS

rhi.hi.is/en



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REIKNISTOFNUN
HÁSKÓLA ÍSLANDS

IT Help Desk 2nd floor Háskólatorg (University Center)
and Stakkahlíð.

Open Monday to Friday 8.00- 16.00.

Phone: 525 4222 | E-mail: help@hi.is

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Why read this booklet?



This booklet has useful IT information for students. The Computing service of the University of Iceland (Reiknistofnun) recommends you to take a moment to read it, perhaps while drinking a cup of coffee or tea.

Before proceeding, we would like to point out our website rhi.hi.is/en which has a lot of useful information and instructions. This booklet will include links to more detailed instructions regarding the issue at hand. The links will be marked with:

rhi.hi.is/en



About Reiknistofnun



➔ What is Reiknistofnun?

The name “Reiknistofnun” means “Computing Institute” or “Calculating Institute”. It was founded in 1964 when the University received its first computer, an IBM 1620. At the time, there was no Icelandic word corresponding to “computer”, so it was usually referred to as an “electronic brain” (“rafeindaheili”).

As the years have gone by, computing has diversified and become more common, so the Institute’s role has gradually shifted from being a computing and data center for the University to becoming an IT service center.

➔ What is the role of Reiknistofnun?

Reiknistofnun operates the computer, network and telephone systems of the University of Iceland (HÍ). The tasks include but are not limited to:

- Wireless network and other network connections
- Ugly-intranet
- Printers, computers and software in the computer labs
- University's email system
- User network drive
- User names and passwords

In addition, Reiknistofnun provides service to most HÍ organizations, departments and staff.

IT Help Desk



➔ Is the IT Help Desk something else than Reiknistofnun?

The IT Help Desk is the part of Reiknistofnun that users have direct access to.

The desk's role is to provide assistance to users (students and staff) with issues in relation to Reiknistofnun.

The IT Help Desk is located in two places:

- 2nd floor in Háskólatorg (the University Centre) diagonally opposite from service desk.
- In Stakkahlíð (School of Education) across from Skriða.

Opening hours are Mondays to Fridays between 8.00-16.00. You can also contact the desk by calling 525 4222 or by email help@hi.is. But again we point out our webpage where you can find most answers.

rhi.hi.is/en



➔ Does the IT Help Desk assist with all computer related issues?

The IT Help Desk assists students with HÍ related computer issues such as connecting to the wireless network or providing a new password. Reiknistofnun does not provide assistance with problems like fixing a student's computer or teach how to use certain computer programs, e.g. Office. But Reiknistofnun will always do it's best to guide students in order to find solutions to their problems.

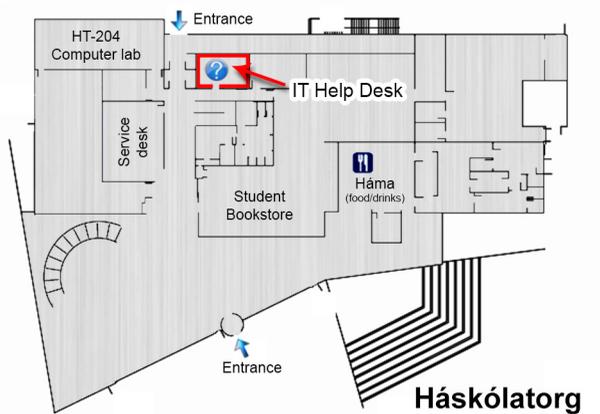
User name and password



➔ How do I get a user name?

Each student gets his/her own user name while studying at the University of Iceland (HÍ).

New students can get their username and password online on the application website nynemar.hi.is as soon as the registration fee has been paid and the application has been approved (registration fee has already been paid for exchange students). For further information please contact the Service Desk on Háskólatorg or The Office of International Education (see links on page 13).



Our computer system creates usernames by using the first letter of the given name, middle name and surname of each student, followed with a number in the end. The reason for this type of naming system is to make it possible for students to keep their access after graduation and Reiknistofnun won't have to reallocate the user names which prevents various issues related to the reallocation.

Students cannot apply for a different user name instead of the one generated online. Only if the abbreviation is lined up in an unfortunate way we will consider to change it.

We stress the importance of keeping the password to yourself and **never** show it to others and **never** send it in email, since it is not secure.

Even though our SPAM filter blocks and deletes tens of thousands of junk mail each day, occasionally mail escapes through the filter. These emails and webpages often requests user name and password where people are tricked to believe that Reiknistofnun is asking for those information. Note that Reiknistofnun or the University will never request your user name or password via email.

NOTE: NEVER give your password away via email or any non-secure website.

➔ Is it important to remember my user name and password?

Yes it is very important. It enables you to access various computer systems within HÍ e.g. Ugla (the intranet), the computer labs and Internet connections.

Your user name is also a part of an email address. As an example, a student with the user name abc12 has the email address abc12@hi.is

➔ What can I do if I lose or forget my password?

If you forget or lose your password, you need a new one. A new password can be provided at the IT Help Desk or Service Desk on Háskólatorg or at the IT Help Desk in Stakkahlíð. Remember to bring some ID. For security reasons, Reiknistofnun does not provide new passwords through email or phone. A new password can also be sent as an electronic document to your net-bank if you have access to an Icelandic net-bank.

➔ Can I change my confusing password?

Users can easily change their password by logging on to Ugla on ugla.hi.is and go to “Settings”-> “Change password”.

Note, the password is case sensitive and each password should be at least 8 characters.

 www.rhi.hi.is/en/change_password



Internet connections



There are different ways to connect a computer, tablet and/or smartphones to the network on campus (HINET):

Wireless network on campus

The Wireless network at HÍ connects through “eduroam” (educating roaming). It can be accessed from



various research and university networks around the world. If you already have an eduroam connection from another university or institution you should be able to connect directly to our wireless network (eduroam) without any extra configurations.

Users should setup the connection before they arrive to the University's buildings since you need an Internet connection to access the setup-file.

Each users can have 2 devices connected to eduroam at the time (e.g. laptop and smartphone). Detailed instructions can be found on our webpage.

 rhi.hi.is/en/eduroam

Student housing (Garðanet)

University housing residents (Stúdentagarðar) have access to wired Internet connection for either one computer or a router. Students need to apply for internet connection in Ugla but only students with a housing lease agreement can apply. Wireless network (eduroam) is not available in the housing apartments, therefore students have to get a router if they want to connect wireless in their room. However there is a wireless network in the reading facilities in

Eggertsgata 2 and 6 and in Suðurgata 121.

rhi.hi.is/en/student_housing

VPN connections from outside campus

Users can connect to HINET from almost everywhere in the world with a VPN connection (Virtual private network), as long as nothing blocks it. You don't need to apply for a VPN connection but you do have to set it up on your device.

rhi.hi.is/en/vpn_connection

ADSL connection

In order to connect to HINET from home (without using VPN) you can apply for ADSL-connection in Ugla: "Computing services" -> "Internet connection" -> "ADSL". Users need to have an active phone line from a phone company and pay for it but the traffic goes through Reiknistofnun and is for free.

rhi.hi.is/en/adsl

➔ How much can I download through HINET?

The HINET connection outside Iceland is a limited resource. Users should always bear in mind the effect their download has on the network's total bandwidth. Users can expect a warning, limited access or even a shut down on the network connection, if the traffic goes far beyond what can be considered to be normal.



Ugla



➔ What is Ugla?

The intranet of HÍ is called Ugla (Owl), where students and employees have access to various tools for their studies and work.

To access Ugla you need to log in with your user name and a password. Access to different systems and applications in Ugla varies between users. The access is directed through your user name, which means Ugla appears different to each user regarding grades, courses, and groups as an example.

In Ugla you can access information and registration systems regarding the studies and work inside the University.

We recommend that you take a look at the introduction video for Ugla which can be found here:

http://www.rhi.hi.is/en/ugla_owl

Further instructions can be found in Ugla on the "Title page" in the menu called "Ugla manual". We recommend that students take time to look at the instructions.

The Front Page

The first time you log in to Ugla it might look confusing but the front page can be rearranged to meet the needs of each user.

www.rhi.hi.is/en/rearrange_title_page_ugla

My Ugla and Settings

Under Settings you can change your password and update information about yourself such as uploading a photo.

Under "My Ugla" you will find "My timetable", "My files", "My courses" etc. It can be useful to explore this section the first time you log in to Ugla.

Teaching Web - My courses

In "My Courses" you will find a list of all the courses you are, or have been registered for. Each course has their own "teaching web" where you can look at documents and assignments from your teacher, course plan, timetable, student list, book list etc.

Course Registration

In March each year there is an annual course registration but there is also a registration review at the beginning of each semester. It is important to seize these periods because it is not possible to register after a deadline has passed.



Computer Labs



Students have access to over 300 computers, printers and software in 19 computer labs.

➔ Where are the computer labs?

Several labs can be found across campus (see map on page 14-15). In all of them you will find computers with Windows operating system. MacOS operating system is also installed on the computers in the lab in Háskólatorg (HT-204), and Linux is installed in Askja (166).

On Reiknistofnun's website you can find further information regarding the computer labs e.g. opening hours, software and hardware description and more.

 www.rhi.hi.is/en/computer_labs

➔ What do I need to know before I log on to a computer in a computer lab?

Certain rules apply for the computer labs, we expect all users to kindly respect them:

- Please be considerate of others.
- It is forbidden to eat or drink in the computer labs.
- Users should not leave any waste behind.
- It is not allowed to speak on the phone.
- Users should leave a lab immediately if either, the building is about to close or when class starts.
- Users can not reserve a computer in any way. If a user leaves a computer for a longer period, other users are free to take over the computer.

It is very important to **log out of a computer every time after use** to prevent someone else from using your account, including the printing quota and access to your files.

Printing



Printing / Scanning

➔ Where can I print and how much does it cost?

Students who have purchased printing quota can print from all the computer labs on campus. The quota can be bought at the service desk in Háskólatorg, IT Help Desk in Stakkahlíð or in Ugla with a credit card. Go to "Computing Services" in Ugla and choose "Print quota".

Each unit costs 7 Icelandic krónur (kr.).

- Black/white print: 1 unit (7 kr.)
- Black/white print on both sides: 2 units (14 kr.). The toner is more expensive than the paper and therefore the price is 2 units
- Each page printed in color costs 5 units (35 kr.)

Note when you select color printing the printer does not perceive difference between color and black/white pages. If you intend to print more than one page and a part of them are in color and the rest is in black/white then it is much cheaper to print the document separated in color and black/white pages. This way you don't have to pay a price for color for pages which only have normal black/white text.

Color printers are in following computer labs:

- Háskólatorg (HT-204)
- Árnagarður (Á-318)

 www.rhi.hi.is/en/colour_print

➔ Where can I copy or scan?

Reiknistofnun does not have photocopy machines but has installed scanners instead. The scanner sends the scanned files to your email address. It is free of charge for users. After a user receives the files, they can be printed. Scanners can be found in the following computer labs:

- Askja (N-166)
- Árnagarður (Á-318)
- Háskólatorg (HT-204)
- Stakkahlíð (Smiðja)
- VR-II (V02-260)

 www.rhi.hi.is/en/scanning

Network drive



Personal storage

When a user name is created in the system a user will also get a network drive (storage). The size of a student drive is at first 1GB but will increase to 10GB if needed. It is a good custom to save important documents and files on the network drive because a backup is made every night. Thus, if something unexpected happens to a user's computer the amount of lost work is maximum the last 24 hours.

Users can access files on their network drive in different ways:

- Map Network Drive. Enables you to work with the drive in your computer like any other hard drive.
- Access your files in Ugla. By going to “My Ugla” and then click on “My files” you can access your network drive. Note that you cannot work directly with files in Ugla. You need to download the file, open it and save the file when done editing. Then upload it again to Ugla
- In computer labs your files will be accessible in the folder “Documents”
- Use SFTP (or FTP if SFTP is not available) connection. You can use a FTP client to access the network drive by using the server name: katla.rhi.hi.is. It is recommended to use SFTP connection rather than FTP. You have to use your Ugla user name and password for access

 www.rhi.hi.is/en/network_drives

Email and calendar



All users get their own email address and have to log in with their Ugla user name and password. Students have 1GB mail storage at first but will increase to 2GB if needed.

➔ Where can I access my email?

There are a few different ways to access your email.

- It can be accessed through a web-browser on postur.hi.is through a interface called Sogo, which is pretty simple and easy to use. There is also a link to the webmail in Ugla.
- Most common mail clients can be used to access the email and they can easily be adjusted for the HÍ email. Reiknistofnun recommends users to use Thunderbird for the HÍ mail, although other mail clients are usable as well.
- The account can also be set up in smartphones.

 www.rhi.hi.is/en/e_email

➔ Is there an online calendar I can use?

Sogo (postur.hi.is) has a calendar, which can connect to other programs and devices in a similar way as the email. The calendar offers many possibilities where

users can share their calendar or use them privately as an example.

 www.rhi.hi.is/en/sogo_calendar

Useful links



Useful links

Here you will find links to webpages that might be useful for new students:

Useful information for new students:

 english.hi.is/university/information_for_new_students

University of Iceland:

 english.hi.is

Map of campus:

 english.hi.is/node/16416

Service desk Háskólatorg:

 english.hi.is/icelandic_student_services/university_center_service_desk

Student Registration:

 english.hi.is/university/student_registration

Computer services for the School of Education:

 english.hi.is/school_of_education/support_services/it_support

The Office of International Education:

 ask.hi.is/page/ask_english

Icelandic Student Services:

 fs.is

Student housing:

 studentagardar.is/

The Student Council of the University of Iceland:

 student.is

Students Bookstore:

 boksala.is/EN

Online Icelandic Dictionary:

 snara.is

We appreciate all tips and suggestion for improvement on this brochure. You are welcome to contact us on help@hi.is

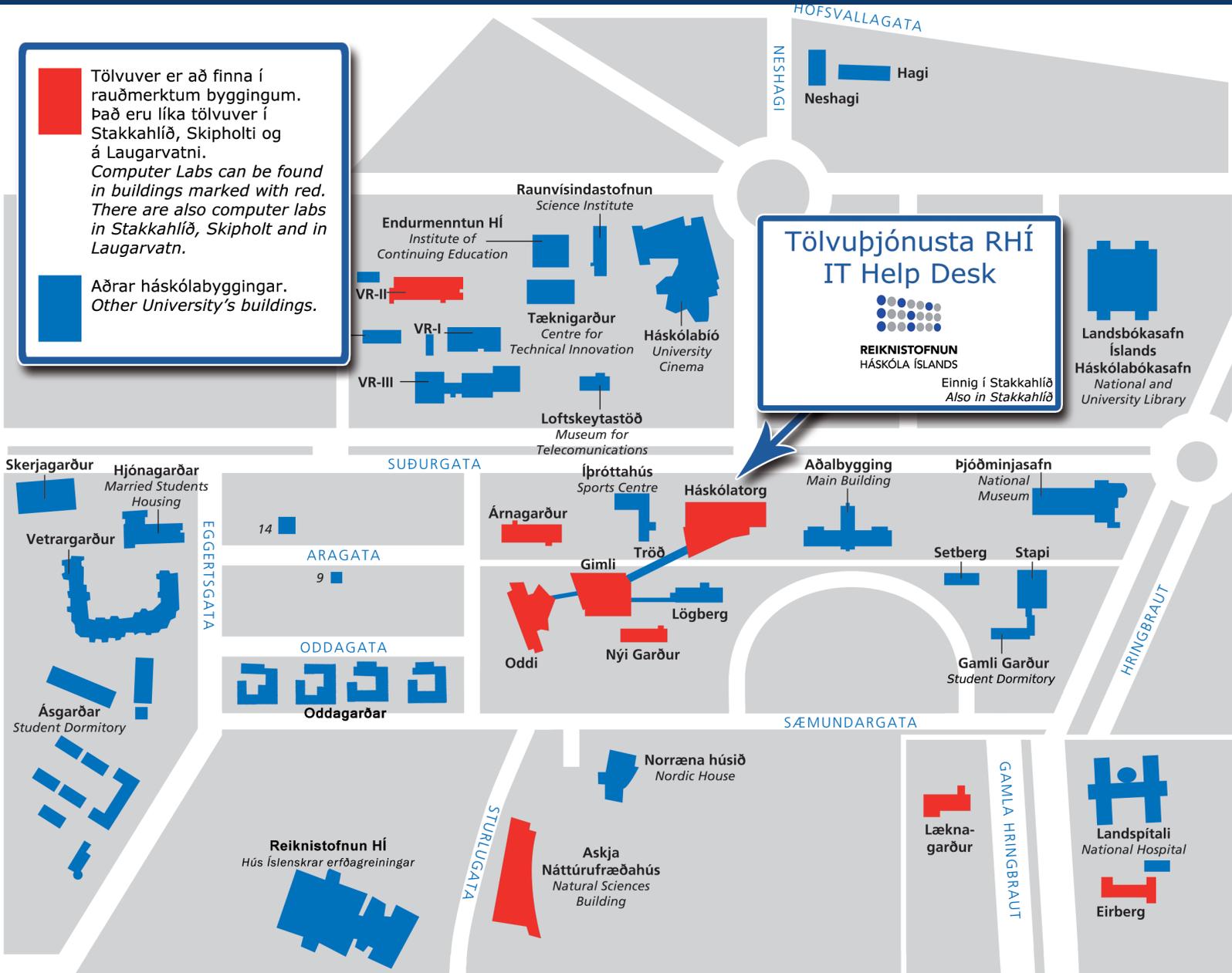
Kort af háskólasvæðinu - Vesturbær

hi.is/adalvefur/kort_af_haskolanum

Tölvuver er að finna í rauðmerktum byggingum. Það eru líka tölvuver í Stakkahlíð, Skipholti og á Laugarvatni.

Computer Labs can be found in buildings marked with red. There are also computer labs in Stakkahlíð, Skipholt and in Laugarvatni.

Aðrar háskólabyggingar. Other University's buildings.



Tölvuþjónusta RHÍ
IT Help Desk

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Einnig í Stakkahlíð
Also in Stakkahlíð

SUÐURGATA

ARAGATA

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ODDAGATA

Oddagarðar

SÆMUNDARGATA

STURLUGATA

GAMLA HRINGBRAUT

HRINGBRAUT

Main Campus Map

english.hi.is/university/map_campus