

Introductory IT Information for Students

Dear student at Jacobs University,

welcome to Jacobs University and it's rich and diverse IT world!

IT as the [central IT department of Jacobs University](#) provides you with a [wide array of technology and services](#) in the area of information technology and telecommunication at Jacobs University.

These pages will give you the most important information to get you started using our services and technology. Also, most relevant procedures and policies are laid out, please consider them carefully. Jacobs University and especially IT is still an evolving environment. Please expect changes in service and infrastructure during your stay.

Latest information regarding IT's services can be found on the IT home page at <http://teamwork.jacobs-university.de/display/ircit/>. Feel free to explore. You can stay tuned by reading or subscribing the [IT Blog](http://teamwork.jacobs-university.de/display/ircit/Blog) at <http://teamwork.jacobs-university.de/display/ircit/Blog>.

*All the best for your study and research at Jacobs University,
Dr. Torge Schmidt, CTO*

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Use Links in this Document

This document is best read online, at <http://teamwork.jacobs-university.de/x/MZKe>

First Steps Upon Arrival

1. DON'T PANIC!
2. Read this document, slowly. All of it. 😊
3. Only on arrival day during O-Week:
 - Pickup your welcome package at the registration desk. It will contain your email and CampusNet account.
 - Visit the the IT desk in the registration area and have your Wifi configured.
4. Any other time during O-Week: Pickup your email and CampusNet account from registrar or your program co-ordinator.
5. Set yourself a new CampusNet password and a password recovery email address.
6. Set up your email client.

CampusNet Account

Upon your arrival at Jacobs University, you will receive your CampusNet account. [CampusNet](#) is also known as Jacobs University's "University Information System". It is the study management system of the university. All study-related workflows, including course registration and course material download, is done therein.

The first thing you should do is login to CampusNet and set a new password. While you are at it, you should also add an email address external to Jacobs University in the CampusNet "E-Mail" field. This will be used for your password recovery requests in case you forget your password.




Web Address for CampusNet

The web page to access CampusNet is <https://campusnet.jacobs-university.de/>

The CampusNet user name and password is used for almost any other system and application, too, protect it well and follow general password security guidelines.

You will automatically have a [JACOBS domain account](#), also called [JACOBS user account](#) or simply [JACOBS account](#), to access network resources like network directories or email.

The [JACOBS user account](#) is completely driven by the CampusNet application, your username and password in the Windows "JACOBS" domain are the same as your CampusNet credentials as described above.

To contact CampusNet support, send a comprehensive email to campus.net@jacobs-university.de.  Don't forget to include your full name, your CampusNet account, and a clear description of the issue.

Jacobs Email



Web Address for Jacobs Email

<https://exchange.jacobs-university.de/>

Web access to [Jacobs Email](#) requires login to the email server with the [JACOBS user account](#). The user name to enter is the account name only, without the domain prefix (example: "jdoe" is right, "JACOBS\jdoe" will not work for web-based access to email).



Server for Jacobs Email

exchange.jacobs-university.de (incoming and outgoing)

The supported client is Microsoft Outlook with Exchange connect, autodiscovery of Outlook can be used for zero-configuration connection. IMAP and POP plus SMTP is also known to work, so any email client will work.


Remember to use the different formats of your [JACOBS user account](#) and your [Jacobs Email](#) address where appropriate! [Jacobs Email](#) access is available world-wide. There is no need for [VPN Access](#).

See [Jacobs Email](#) for more information about email at Jacobs and [How to configure MS Outlook 2003 for Jacobs Email](#) for configuration help.

Mailing Lists

Each student member of Jacobs University is member of the mailing list "jacobs-students-announce" with his/her [Jacobs Email](#) address. This list is the official communication channel of Jacobs University to its student members. It is a moderated list to ensure, that only Jacobs University representatives send out information.

The comprehensive list of Jacobs University's mailing lists is available at <http://lists.jacobs-university.de/mailman/listinfo>. If you would like to know which lists you are on, follow the procedure at [How to know which mailing lists you are subscribed to](#). Everyone at Jacobs University can setup and run mailing lists. See [Utilizing Mailing Lists](#) for details.

 Lists are usually not administrated by IT. If you browse to a mailing lists' information page, in the footer is the list of administrators' addresses. Please contact them upon inquiries. See [Utilizing Mailing Lists](#) for a comprehensive discussion of mailing lists at Jacobs University.

File Server

Every [Jacobs University Member](#) has access to a shared network drive for collaboration. If working on a [JACOBS computer](#) with a [JACOBS account](#), the directory is available as drive J: For more information see [Introduction of JACOBS shared network drive](#) and the accompanying [FAQ shared network drive at Jacobs](#).

Also, every [Jacobs University Member](#) has a home directory on a file server for central storage of personal documents. If working on a [JACOBS computer](#) with a [JACOBS account](#), the directory is available as drive H: For more information, see [Introduction of JACOBS network home drive](#) and the accompanying [FAQ network home drive at Jacobs](#).

Printing and Scanning

All [Jacobs University Members](#) and [Jacobs University Visitors](#) have access to multi-function printers shared over the network, which can also scan documents. The print queue is available within the Jacobs network and accessible by any computer. See [Introduction of JACOBS network printing and scanning](#) for an introduction and the accompanying [FAQ JACOBS network printing and scanning](#).

Network Access

Generally, there is no pre-requisite for connecting a device. If you bring your own computer, use "Automatic Configuration" or "DHCP Configuration" for getting network parameters of Jacobs University upon connection.

WLAN access is possible without prior registration, but requires login with the [JACOBS account](#). The recommended network to use is [eduroam](#) as it automatically works at many places in the world. See [WiFi/WLAN Access](#) for details.

Some services, especially file server access and access to third party digital resources (aka ebooks), are only available while connected to Jacobs University's network. If you are off campus, you can use [VPN Access](#) to access those services. The VPN account is the same as your CampusNet account.

Computer Pools

There is no general-use PC pool. Basically, every student of Jacobs University is assumed to use a laptop.

There are a few browser-only workstations on the library floor of the IRC/Library. They require login with the [JACOBS account](#) and are intended to be used for library catalogue browsing, but can also be used to access web-based email. Expect some waiting time during O-Week.

Microsoft Office Software

Jacobs' students get Microsoft Office Professional Plus for free, please see [Microsoft Office Download for Employees and Students](#) for details.

Microsoft Office 365

Jacobs' students also get access to Microsoft Office 365. This includes 1 TB "OneDrive for Business" online storage, synced across devices, and web-based viewing and editing of Microsoft Office documents, even at the same time with others. "Skype for Business" is also available to conduct video and/or audio calls and conferences, including text chats, and screen sharing. For details, please see [Microsoft Office 365 for Jacobs University](#).

Telephony

A telephone is available within college apartments. Calls on-campus are free of charge. Calls outside the Campus will require a pre-paid call card, which can be acquired at the "Frisör", near the porters.

Each apartment has a fixed telephone number, the list is available at [How to know the telephone number of a college apartment](#).

The telephone manuals can be found at [Telephony Device Manuals](#).

✘ It is not possible to plug in any consumer device. Trying to do so might break the phone system and will leave you with a hefty invoice.

Legal Matters and Policies

Regarding IT operations, the following policies are of particular relevance:

- [Richtlinie zur Nutzung von Informations- und Kommunikationsdiensten \(ICT Guideline\)](#)
- [General Policy Governing the Appropriate Use of Computer Resources](#)
- [Note of the President banning peer2peer software](#)
- [Requirements for Use of Private Computers in Jacobs University Network](#)

If you would like to operate your own, private computer within Jacobs University's network, that is possible without prior registration. Though, you are obliged to follow the [Requirements for Use of Private Computers in Jacobs University Network](#). In particular, **Update all software regularly** and **Use a virus scanner, and update it regularly!** This requirement applies to computers with **ANY** operating system, **including Linux and MacOS!**

For a more comprehensive list of policies see [Policies](#). There are various laws in Germany relevant for IT operation, see [Legal](#) for an overview. Please know and follow these policies and laws. Not knowing them does not mean they don't apply to you!


💡 To re-iterate: Use of Peer2Peer software is not acceptable at Jacobs University. No BitTorrent, eDonkey, eMule, Kazaa, ... See [Note of the President banning peer2peer software](#) for a more comprehensive statement.

The contact details of Jacobs University's data protection officer can be found at [Datenschutzbeauftragter \(Data Protection Officer\)](#).

Miscellaneous

The procurement procedure for small computer accessories like network cables is explained at [How to obtain computer accessories](#). IT does not sell or lend computer accessories.


This very [teamwork system](#) is implementing a wiki and blog and is a great tool for cooperation and collaboration in your daily work. You can also create your personal wiki home space easily. Other uses are sketched at [Possible Uses of this Site](#). Logging in requires the [CampusNet](#) user name and password.

 **Confluence Tutorials**

You can teach yourself by following the [Confluence Tutorials](#).

Student IT Support

The IT home page is [Home Page of IT](#).

 **Web Address of IT**

IT's home page, available world-wide, is at <http://teamwork.jacobs-university.de/display/ircit/>

A long list of IT-relevant links is available at [Link Collection](#).

You can search IT's knowledge base, documentation, how tos, FAQs and a lot more at [IT Support](#), which is an ever-increasing wealth of information. Check back often or read the [Blog](#)! You can leave comments for improvement or clarification. You might want to get acquainted with Jacobs University's teamwork system soon by working through the [Confluence Tutorials](#).

You can also contact [Service Desk for Students](#). Please mind the office hours and refrain from contacting staff directly; use the provided channels instead. There is no IT Student Support during semester breaks. The schedule is especially volatile during semester start, even more so during O-Week.

There are regular server [Maintenance Hours](#) on Thursdays from 7 to 8am, services might be unavailable during this time without prior announcement.

Essential Links

Home page of Jacobs University Bremen	http://www.jacobs-university.de/
Home page of IT	http://teamwork.jacobs-university.de/display/ircit/
Teamwork collaboration site	http://teamwork.jacobs-university.de/
CampusNet	https://campusnet.jacobs-university.de/
Webmail	https://exchange.jacobs-university.de/
This Page	http://teamwork.jacobs-university.de/x/x/MZKe
Office 365	https://portal.office.com/