

# Introductory IT Information for Faculty, Staff and Admin Members

*Dear computer user 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 IRC-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 at <http://teamwork.jacobs-university.de/display/ircit/Blog>.*

*All the best for your stay 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/hhQ>

## First Steps Upon Arrival


The first steps, IT-wise, when you arrive at Jacobs University are:

1. Pickup your CampusNet account.
2. Login to your computer.
3. Set yourself a new CampusNet password and a password recovery email address.
4. Setup your email client.

IT Service Desk opening hours are 10:00 to 11:00 (Tue-Fri) and 15:00 to 16:00 (Mon-Fri), the office is CC 3-255, in the Campus Center, elevator button "2". Telephone hours are from 09:00 to 10:00 (Tue-Fri) and 14:00 to 15:00 (Mon-Fri). If you reach the voicebox at any time, please make use of it so we can call you back.

## Accounts

Upon your arrival at Jacobs University, you will receive your CampusNet account. [CampusNet](#) is also known as Jacobs University's "University Information System". You will get you CampusNet account and password via house snail mail, or from your office of the Dean.

 CampusNet is maintained by the CampusNet team. For contact information please see the page [campusnetpublic](#)

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 login to your JACOBS PC /Laptop and to access network resources like network directories or printers.

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.

✔ On the login screen to your [JACOBS domain computer](#), ensure that you select the [JACOBS domain](#) in the selection box, NOT the local computer. For more details see [How to login with the JACOBS domain account](#).

## 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 Tos regarding Emails](#) for configuration help.

## Mailing Lists

Each non-student member of Jacobs University is member of the mailing list "jacobs-users" with his/her [Jacobs Email](#) address. This list is the official communication channel of Jacobs University to its non-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. Computers issued by IT are correctly pre-configured. If you bring your own computer, use "Automatic Configuration" or "DHCP Configuration" for getting network parameters of Jacobs University upon connection.

WiFi access is possible without prior registration, but requires login with the [JACOBS account](#). The 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.

# Microsoft Office Software

Jacobs University has Microsoft Office licensed for staff. If your computer was provided by IT, Microsoft Office is already installed. If the computer you are using was bought by Jacobs University, but not provided by IT, you can get Microsoft Office from the [Service Desk for Faculty and Staff](#). If you would like to install Microsoft Office *on your privately owned computer*, please see [Microsoft Office Download for Employees and Students](#) for details.

# Microsoft Office 365

Jacobs University has access to Microsoft Office 365. This includes "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 and more services, please see [Microsoft Office 365 for Jacobs University](#).

# Telephony

Usually, Jacobs University members have a telephone available, including a voice box. To access the voice box, dial 4900; a PIN code is required. In addition, there is a [web interface to the "Xpressions" system](#) (available only on campus) to access the voice box, forward fax messages, configure the phone etc. A password is used to access the Xpressions system.

You will get the voice box PIN and the Xpressions password from your predecessor or team assistant. Please contact [Service Desk for Faculty and Staff](#), if the PIN or password can not be retrieved.

Access to Xpressions using the phone is [documented here](#). All telephone manuals can be found at [Telephony Device Manuals](#).

# 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.

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](#).

# 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 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 Faculty and Staff](#). Please mind the office hours and refrain from contacting staff directly; use the provided channels instead. The rationale is explained and in-depth information provided at [Contacting IT-Support for Staff](#).

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

## Essential Links

<b>Home page of Jacobs University Bremen</b>	<a href="http://www.jacobs-university.de/">http://www.jacobs-university.de/</a>
<b>Home page of IT</b>	<a href="http://teamwork.jacobs-university.de/display/ircit/">http://teamwork.jacobs-university.de/display/ircit/</a>
<b>Teamwork collaboration site</b>	<a href="http://teamwork.jacobs-university.de/">http://teamwork.jacobs-university.de/</a>
<b>CampusNet</b>	<a href="https://campusnet.jacobs-university.de/">https://campusnet.jacobs-university.de/</a>
<b>Webmail</b>	<a href="https://exchange.jacobs-university.de/">https://exchange.jacobs-university.de/</a>
<b>This Page</b>	<a href="http://teamwork.jacobs-university.de/x/hhQ">http://teamwork.jacobs-university.de/x/hhQ</a>
<b>Office 365 Portal</b>	<a href="https://portal.office.com/">https://portal.office.com/</a>