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 computer to the wireless network?

Guide to the Computing Services of the University

REIKNISTOFNUN
HÁSKÓLA ÍSLANDS

Contents

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IT Help Desk 2nd floor Háskólatorg (University Center)
Open Monday to Friday 8.00- 16.00.
Phone: 525 4222 | E-mail: help@hi.is

This brochure contains useful computer related 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 cop 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.

In addition to relevant website URLs, the brochure contains QR codes that can be scanned with smartphones in order to go directly to the site in question.

rhi.hi.is/en

About Reiknistofnun

?➤ What is Reiknistofnun?

The name "Reiknistofnun" means "Computing Institute" or even "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 runs the computer, network and telephone systems of HÍ. The tasks include but are not limited to:

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

In addition, Reiknistofnun provides service to most HÍ organizations, departments and staff.
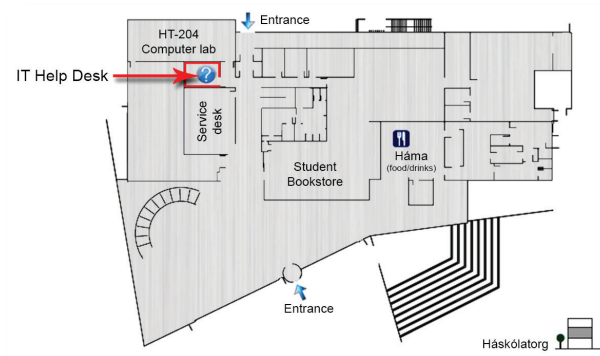
The IT Help Desk

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 related to Reiknistofnun.

The IT Help Desk is in Háskólatorg and is located between the service desk and a computer lab. Opening hours are Mondays to Fridays between 8.00-16.00. You can also contact the desk by calling 525 4222 or by mail on help@hi.is.

Computer services for the School of Education is located in Stakkahlíð and students can also seek help there (see link on page 13).

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

The IT Help Desk assists students with university related computer issues like how to connect to the wireless network or providing a new password. Reiknistofnun does e.g. 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 HÍ.

New students can get their username and password online on the application site 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 or The Office of International Education (see links on page 13).

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

Students cannot apply for a different user name instead of the one they received online, unless special circumstances e.g. the abbreviation is unfortunate to say the least.

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

It is extremely important to keep the password to yourself and **never** show it or lend it to others and **never** send it in mail.

Even though our SPAM filter blocks and deletes tens of thousands junk mails each day, occasionally mail escapes through the filter. These mails often requests user name and password where people are tricked to believe that Reiknistofnun is the sender. Note that Reiknistofnun never requests user name and password from their users via email.

The main rule is: **NEVER give your password away via email or any non-HI website.**

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 in Háskólatorg or at "Menntasmiðjan" in Stakkahlíð. Remember to bring some ID. For security reasons, Reiknistofnun does not provide new passwords through email or phone.

Can I change my confusing password?

Users can easily change their password by logging in to Ugla (owl) on ugla.hi.is and go to "My Owl"-> "Change password".

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

www.rhi.hi.is/en/change_password

Ugla

What is Ugla?

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

Ugla

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 e.g. regarding grades, courses, and groups.

In Ugla you can find information and registrations 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

Below is information about some of Ugla's components, which new students should take a look at:

The Front Page

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

www.rhi.hi.is/en/rearrange_title_page_ugla

My Owl

In "My Owl" you can find general settings like how to change a password and other personal information or upload a photo. It can be useful to explore this section the first time you log in to Ugla.

Teaching Web - My courses

The study related part of Ugla is called teaching web (My courses). There you will find all your courses and files teachers upload, groups etc. There is also group chat for each course where students and teachers can discuss different course related matter.

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.

Students have access to computers, printers and software in the 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. In computer lab HT-204 in Háskólatorg, MacOs operating system is also installed on the computers.

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 in 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 not allowed to eat or drink in the computer labs
- Users should not leave any waste behind
- It is not allowed to talk on the phone
- Users should leave a computer lab immediately if either, the building is about to close or when a lesson starts
- Users can not reserve a computer in one way or other. If a user leaves a computer for a longer time, other users are free to take over the computer

It is very important to remember to **log out before leaving** a computer to prevent someone else from using your account, including the print quota and having access to your files.

Where can I print and how much does it cost?

Students who have bought printing quota can print from all the computer labs on campus. It can be bought at the service desk in Háskólatorg, Computer services for the School of Education 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.), below are the prices:

- 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 paper in color costs 5 units (35 kr.)

Note when you choose 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 pays off printing the document seperated in color and black/white pages. This way you don't have to pay a colour price for pages which only contains 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:

- Háskólatorg (HT-204)
- Askja (N-166)
- VR-II (V02-260)

www.rhi.hi.is/en/scanning

Network drive

When a user name is created a user will also get a network drive (storage). The size of a student drive is 4GB. It is a good custom to save important documents and files on the network drive because a back up 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.

Personal storage

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 Owl" and then click on "My files" you can access your network drive. Note that you can not 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 in 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 then 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.

e-mail and calendar

Where can I access my email?

There are a few different ways to access your email. First, it can be accessed through a browser on postur. hi.is. It is a web interface called Sogo, which is pretty simple and easy to use. You can also access the mail through browser on webmail.hi.is and by link in Ugla.

Second, the 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, though other mail clients are usable as well.

Third, the account can also be set up in smartphones.

www.rhi.hi.is/en/e_mail

Is there an online calendar I can use?

Sogo (postur.hi.is) has a calendar, which can be connected to other programmes and devices in a similar way as the email. The calendar offers many possibilities where users can e.g. share their calendar or use them privately.

www.rhi.hi.is/en/sogo_calendar

Internet connections

There are different ways to connect a computer to the network on campus (HINET):

Network Connections

Wireless network on campus

Users need to register computers and other devices before they can connect to HINET. The registration takes place in Ugla and each student can have two devices registered at the time. It is easy to change and register new devices in Ugla.

You will find detailed instructions on our website where you will by guided step by step on how to connect to the wireless network.

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

Eduroam

Eduroam (Education roaming) is a wireless network, which can be accessed from various research and university networks around the world. Eduroam allows students, researchers and staff from participating institutions, including HÍ, to obtain Internet connectivity across campus and when visiting other participating institutions by simply opening their laptop. On the map in the middle of the brochure, you can see which HÍ buildings have active Eduroam. You can find further settings on this website:

www.rhi.hi.is/en/eduroam

Student housing (Garðanet)

Students living in the student housing (Stúdentagarðar) have Internet connection for either one computer or a router. Only the person registered for the apartment can apply for the connection and it is done in Ugla. Wireless network is not an option for student housing, therefore students have to get a router if they want to connect wireless.

www.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 in the computer.

www.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.

www.rhi.hi.is/en/adsl

How much can I download through HINET?

The HINET connection to foreign countries 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 there is too much traffic for 24 hours.

Useful links

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

Useful information for new students:
www.english.hi.is/university/information_for_new_students

University of Iceland:
www.english.hi.is

Map of campus:
www.english.hi.is/node/16416

Service desk Háskólatorg:
www.english.hi.is/icelandic_student_services/university_center_service_desk

Student Registration:
www.english.hi.is/university/student_registration

Computer services for the School of Education:
www.english.hi.is/school_of_education/support_services/it_support

The Office of International Education:
www.ask.hi.is/page/ask_english

Icelandic Student Services:
www.fs.is/english/

Student housing:
www.studentagardar.is/

The Student Council of the University of Iceland:
www.student.is

Students Bookstore:
www.boksala.is/EN

Online Icelandic Dictionary:
www.snara.is

We appreciate all tips and suggestion for improvement on this brochure. You are welcome to contact us on help@hi.is
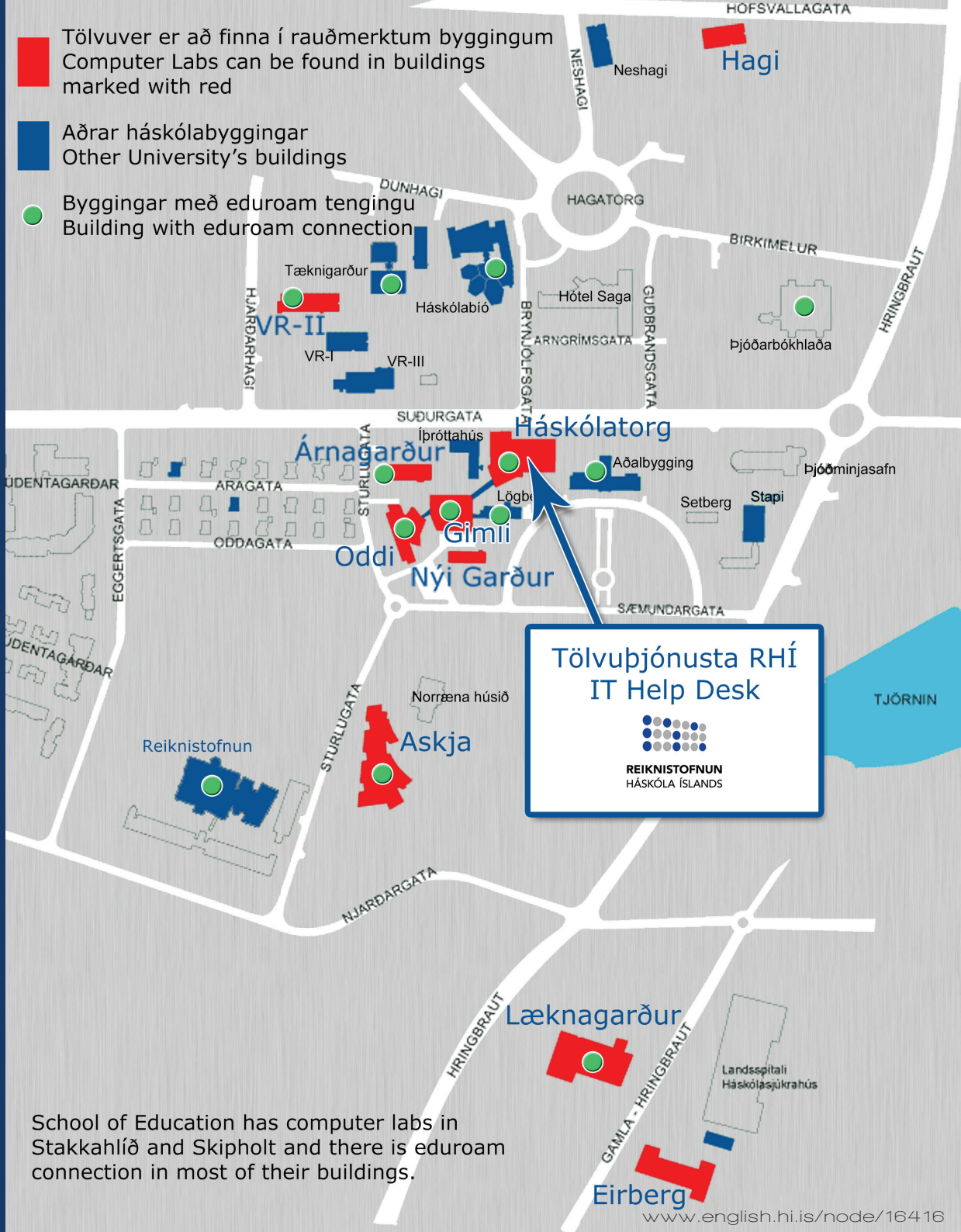
Tölvuver er að finna í rauðmerktum byggingum
Computer Labs can be found in buildings marked with red

Aðrar háskólabyggingar
Other University's buildings

Byggingar með eduroam tengingu
Building with eduroam connection

HOFSVALLAGATA

NESHAGI

Neshagi

Hagi

DUNHAGI

HAGATORG

BIRKIMELUR

GUÐBRANDSGATA

Tæknigarður

VR-II

VR-I   VR-III

Háskólabíó

Hótel Saga

BRYNJÓLFSGATA

ARNGRÍMSGATA

Þjóðarbókhlaða

HRINGBRAUT

SUÐURGATA

STÚRLUGATA

Íþróttahús

Árnagarður

Háskólatorg

Aðalbygging

Þjóðminjasafn

STÚDENTAGARÐAR

EGGERTSGATA

ARAGATA

Lögbe

Setberg   **Stapi**

ODDAGATA

Gimli

Oddi

Nýi Garður

SÆMUNDARGATA

STÚDENTAGARÐAR

STÚRLUGATA

Norræna húsið

Tölvuþjónusta RHÍ
IT Help Desk

REIKNISTOFNUN
HÁSKÓLA ÍSLANDS

TJÖRNIN

Reiknistofnun

Askja

NJARÐARGATA

Læknagarður

HRINGBRAUT

GAMLA - HRINGBRAUT

Landsspítali
Háskólasjúkrahús

School of Education has computer labs in Stakkahlíð and Skipholt and there is eduroam connection in most of their buildings.

Eirberg

www.english.hi.is/node/16416