

Lorentz Institute Email

Your Lorentz Institute email address has the form *username@lorentz.leidenuniv.nl* and can be accessed via a webmail service and/or through your favourite email client. A set of temporary credentials (username and password) is usually emailed to your private email address within hours from the moment you are officially registered as a Institute member by the secretariat.

Webmail

The easiest way to access your INBOX is via our webmail service. Open a browser and visit <https://webmail.lorentz.leidenuniv.nl/>.

Email Clients

Your Lorentz Institute email folders are also accessible via any email clients supporting the IMAP and SMTP protocols with TLS/STARTTLS security according to the schemas below

Incoming server settings

Protocol	Hostname	Security Type	Port
IMAP	imap.lorentz.leidenuniv.nl	TLS	993

Outgoing server settings

Protocol	Hostname	Security Type	Port
SMTP	smtp.lorentz.leidenuniv.nl	TLS	465
SMTP	smtp.lorentz.leidenuniv.nl	STARTTLS	587

Pine/Alpine configuration example

```
personal-name=Bingo Bongo
user-domain=lorentz.leidenuniv.nl
smtp-server=mail.lorentz.leidenuniv.nl/novalidate-cert/user=bbongo/ssl
inbox-path={mail.lorentz.leidenuniv.nl/novalidate-cert/user=bbongo/ssl}INBOX
default-fcc={mail.lorentz.leidenuniv.nl/novalidate-cert/user=bbongo/ssl}SENT
postponed-folder={mail.lorentz.leidenuniv.nl/novalidate-cert/user=bbongo/ssl}POSTPONED
```

Mozilla Thunderbird

Please follow the instructions [here](#). Note that there is a typo in the SMTP settings. It should read `mail.lorentz.leidenuniv.nl`.

Email Forwarding

Email forwarding can be set up either via the [Lorentz Institute Account Services](#) or by manually modifying `.procmailrc` in your home directory. In the latter case, see the following example.

If you want a copy of your mail forwarded to another address, add

```
:0 c
! your_address@remoteserver.nl
```

If you want your mail forwarded to another address, without keeping a local (on our servers) copy add this

```
:0
! your_address@remoteserver.edu
```

Spam

The Lorentz Institute email server scans emails for viruses and spam. Nonetheless, it is possible that a few unwanted emails slip through our security mesh. Should the problem become unbearable (e.g. your inbox is filled with tens of unwanted emails), please do not hesitate to contact the [helpdesk](#).

TIP: Please collect all wanted and unwanted e-mails in ad hoc folders. This will help the system administrators 'train' the anti-spam software to generate better spam tags.

As of April 2016, all emails received by the Lorentz Institute servers will have SPAM header tags. This can be of help in determining why a particular email was not tagged as spam and can help devise better filtering rules.

Miscellaneous

To email all Lorentz Institute members use the alias `institute`.

To email the procurement office use `bestellingen`.

Should you want to email all maris cluster users, please use the alias `maris-users`.

To contact the helpdesk it is preferable to use our web [application](#).

Note: Append `@lorentz.leidenuniv.nl` to any alias above.

Helpdesk

Computer support is generally available during working hours with the exception of emergency

situations.

All Lorentz Institute users are encouraged to use the [helpdesk](https://helpdesk.lorentz.leidenuniv.nl/wiki/) to request help rather than emailing support. The reason why is simple. Our helpdesk application maintains a database of all present and past issues which greatly helps solving problems in the quickest way as possible. Moreover, while emails addressed to support are only read by a limited number of people, helpdesk tickets reach ALL computer workers in the Leiden University Observatory (STRW), Lorentz Institute (IL) and Leiden Institute of Physics (LION). This means that your issue can be resolved even though the IT personnel of your department is on vacation.

From:
<https://helpdesk.lorentz.leidenuniv.nl/wiki/> - **Computer Documentation Wiki**

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