

Latest news (latest update: 2024-11-29)	
Virtual server migrations Sterrewacht (COMPLETED)	Virtual server migrations Lorentz (COMPLETED)
Latest Problems Reported by Leiden University ISSC	

- [OPGELOST: verstoring meerdere diensten.](#) (2025/10/21 12:28)
- [SOLVED: Storing bij videoconferencingsoftware en videomanagementplatform](#) (2025/10/20 10:20)
- [OPGELOST: Dienst ALMA momenteel niet beschikbaar](#) (2025/10/16 12:01)
- [OPGELOST:Tijdelijke storing HRM Systeem](#) (2025/10/16 09:23)
- [SOLVED: verstoring HRM systeem](#) (2025/10/15 07:10)

Working from home

Here are some useful tips for [working from home](#):

Remote access SSH,VNC,X2GO,RDP	Access to university self service
Videoconferencing	Remote teaching

Computer Documentation Wiki

If you have a problem with your computer, your network connection, software wishes, license usage etc, please file the problem at

Institute	Helpdesk page:	Helpdesk e-mail:
University (ULCN)	https://helpdesk.universiteitleiden.nl/	helpdesk@issc.leidenuniv.nl
Sterrewacht	https://helpdesk.strw.leidenuniv.nl	helpdesk@strw.leidenuniv.nl
Lorentz Institute	https://helpdesk.lorentz.leidenuniv.nl	helpdesk@lorentz.leidenuniv.nl
LION	https://helpdesk.physics.leidenuniv.nl	helpdesk@physics.leidenuniv.nl

And please mention who you are, and on which system you have the problem. If possible, include the exact commands and errors, or point us to the files/location where the problem exists. Help us to help you!!

Documentation

This is the area where you can find a solution for (all) your computer related problems for the institutes mentioned above. There is also a good search function in the wiki, and a full sitemap, to help you to quickly find what you are looking for.

If you have computer issues with University computers, WIFI and/or ULCN accounts please go to the [ISSC helpdesk pages](#) or mail the issc helpdesk: helpdesk@issc.leidenuniv.nl.

Institutes

- [Sterrewacht Leiden / Leiden Observatory](#)
- [Leiden institute of physics \(LION\)](#)
- [Lorentz Institute for Theoretical Physics / Instituut Lorentz](#)

Email

- [Email](#)
 - [Forwarding your institute mail](#)
 - [Umail forwarding](#) (University mailbox)
 - Implementation of the university mail forwarding policy [STRW](#) & [LION](#)

Generic Information

- [University Self Service](#)
- [Printing](#) | [Printing from laptops](#) | [Poster printing](#)
- [Password expiration](#)
- [Wireless access](#)
- [Remote access](#)
- [Security Policy](#)
- [Data management](#)

Software

- [Linux Software introductions](#)
- [Windows software manuals](#)
- [Ordering Software](#)
- [Licensed software](#)

Hardware

- [Computer acquisitions](#)
- [Ordering Computer Hardware](#)
- [Hardware acquired using SAP organized funding](#)

From:

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

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