

**Latest news (latest update: 2024-11-29)****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](#):

|                                                |                                                   |
|------------------------------------------------|---------------------------------------------------|
| <a href="#">Remote access SSH,VNC,X2GO,RDP</a> | <a href="#">Access to university self service</a> |
| <a href="#">Videoconferencing</a>              | <a href="#">Remote teaching</a>                   |

## 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) | <a href="https://helpdesk.universiteitleiden.nl/">https://helpdesk.universiteitleiden.nl/</a> | <a href="mailto:helpdesk@issc.leidenuniv.nl">helpdesk@issc.leidenuniv.nl</a>       |
| Sterrewacht       | <a href="https://helpdesk.strw.leidenuniv.nl">https://helpdesk.strw.leidenuniv.nl</a>         | <a href="mailto:helpdesk@strw.leidenuniv.nl">helpdesk@strw.leidenuniv.nl</a>       |
| Lorentz Institute | <a href="https://helpdesk.lorentz.leidenuniv.nl">https://helpdesk.lorentz.leidenuniv.nl</a>   | <a href="mailto:helpdesk@lorentz.leidenuniv.nl">helpdesk@lorentz.leidenuniv.nl</a> |
| LION              | <a href="https://helpdesk.physics.leidenuniv.nl">https://helpdesk.physics.leidenuniv.nl</a>   | <a href="mailto:helpdesk@physics.leidenuniv.nl">helpdesk@physics.leidenuniv.nl</a> |

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](mailto:helpdesk@issc.leidenuniv.nl).

## Institutes

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

## By location

- Gorlaeus Building:
  - [News about the building, overview](#)
  - [Booking meeting rooms](#)
  - [Meeting room overview](#)
- Huygens
- Snellius

## 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**

Permanent link:

<https://helpdesk.lorentz.leidenuniv.nl/wiki/doku.php?id=start&rev=1740038902>

Last update: **2025/02/20 08:08**

