

Latest news (latest update: 2025-05-26)**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!!

The helpdesk websites are only available locally, so if you aren't on campus, and unable to use VPN or any other remote access method, use the e-mail addresses to contact us.

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](#)

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](#)
- [Compute facilities and clusters](#)

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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