Setup virtual desktop

**The desktop**

The folder "ScienceSoftware" offers you a list with shortcuts to all scientific software. In addition, you will find additional software under the start button.

PLEASE DO NOT SAVE YOUR DATA ON THE DESKTOP; please use your home folder or the AG folder for this purpose. You cannot make any program changes or installations yourself.

File storage

The File Explorer shows you the data repositories available to you.
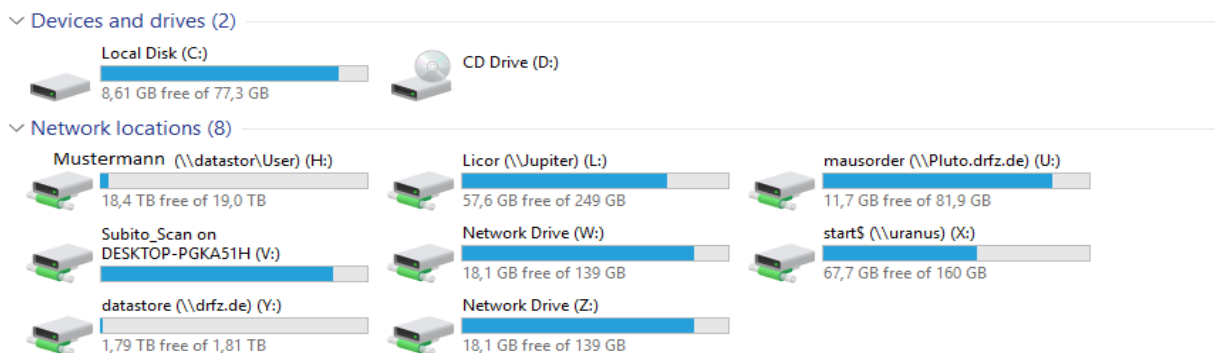
Under Network addresses you will find the links to your workgroup (Y:) and to your home folder (H:), which are named with your name, e.g. "Mustermann (\\Datastor\Benutzer) (H:)".

Please note that you only have access to the folders of your workgroup and that your home folder is accessible to everyone in your workgroup by default.

If you would like to change or restrict the access rights, please write an IT ticket and let us know your wishes.

It is recommended that all data that your colleagues in the work group also need to work with is stored in the work group directory and not in your home folder. If your employment contract with the DRFZ is terminated, your data will be transferred from the home folder to the archive, to which only the group leader has access.

DRFZ Intranet

Please choose your preferred browser and open it. The default start page is the DRFZ Intranet page.

Resourcen Calendar: here you can see the availability of the measuring devices or microscopes to book your timeslot. Please note: only after a briefing, the corresponding calendar is available for you.

Document Center: here you find important DRFZ-forms.

IT-Helpdesk Ticket: Please use the IT ticket system (it-helpdesk@drfz.de) for your IT requests. How to use the IT Helpdesk and how to change its language please read IT-Support / Kategorie IT Helpdesk

Telephone List: Here you can find all DRFZ colleagues. You may use the search field or click "all" in order to see the complete list. Please check if your data is correct or missing. If not, please send us a ticket with the correct information.

IT-Support: Here you find the IT guidelines in different categories. We made step-by-step instructions with screenshots.
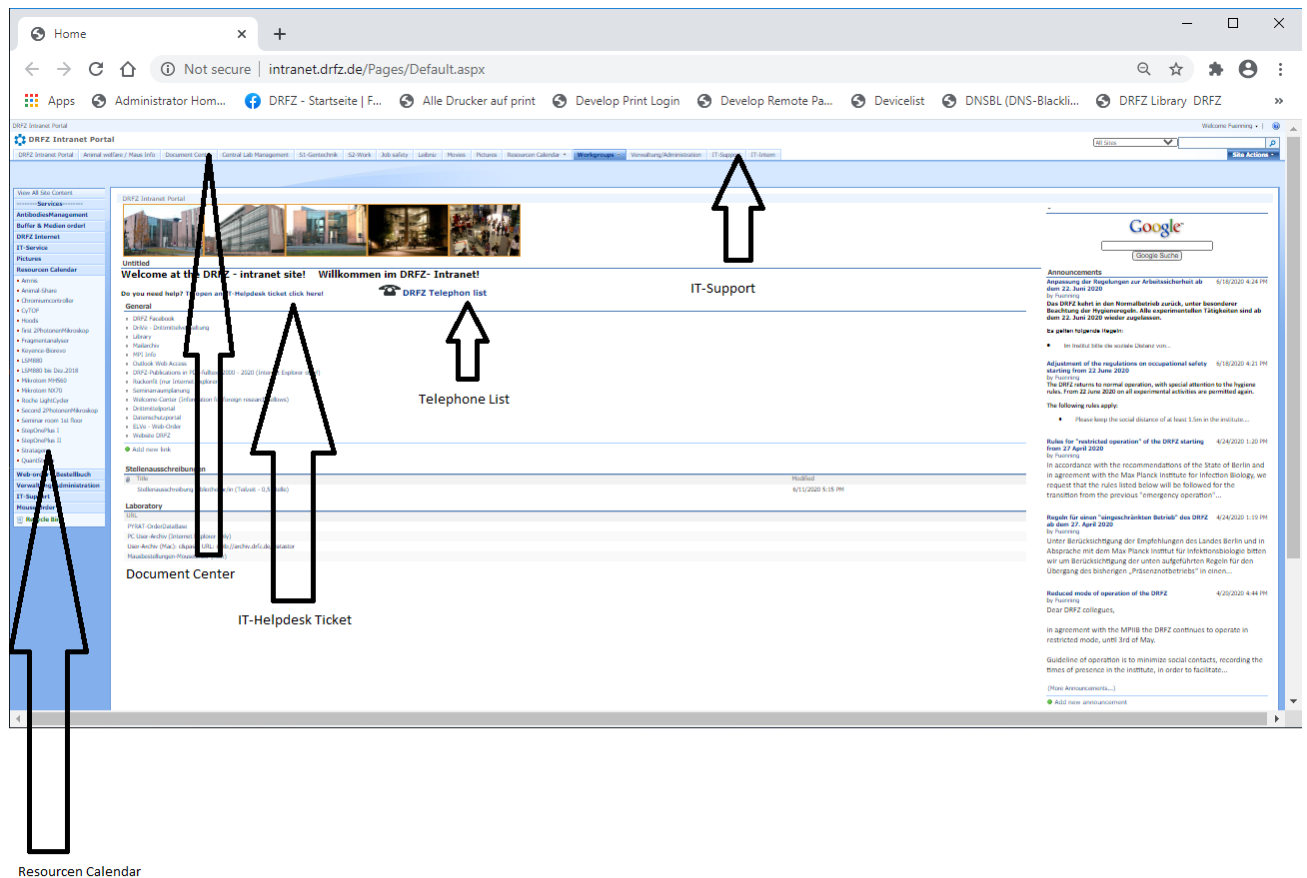
Printing

The most important printers are the Ineo +458 / 3351i, also known as Develop. You will find them on the first floor in room 0.18 and on floors 1-3 as well as in room 02.035 in the Epidemiology building.

The Ineo printers are color printers, a scanner and a copier. They do not print directly, but store your print jobs for two days. You have to log in by placing your access card on the card reader. You can then choose whether you want to print all your print jobs or just some of them.

The very first time you use your card, you will need to complete an initial registration. How to do this is posted on the wall in the room. You can also find a guide under IT support / print category.

The Ineo Develop printer is already included in your profile, but we have more printers. To add these to your profile, please read the guide IT support / category print / add printer.

HomeOffice

VPN access is required to be able to work with the virtual desktop in HomeOffice. This must be requested via the IT SelfService Portal, which can be found on the intranet under IT Support. The FortiClient, the FortiToken mobile app and the VMware Horizon Client are required on the private PC in order to connect to the DRFZ resources. The guidelines can be found on the intranet under IT Support.

Additional Licenses

Some programs demand personal licenses, like Adobe DC or Creative Cloud, Seafile, Rocket Chat or Zoom. **To request such license an approval from the group leader is necessary.**

Security Advice

Always be careful when you get an email from unknown sender, especially when an attachment is included. If you are not sure how to proceed, please get in contact with IT.

Do not share your password with others.

Old Office formats like .doc, .xls etc and ZIP files are filtered by the anti-virus system.

Logging Off

To end a session, please always use the Windows logout to ensure that the profile logs out cleanly.
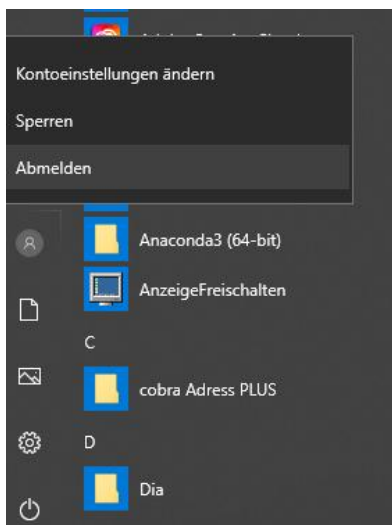
This is only a short introduction to the DRFZ IT environment. If you have questions or difficulties please do not hesitate to contact us by IT helpdesk ticket and we will get back to you.

Have a good start at the DRFZ!

Regards from the IT-team