

## Using the ZMT IT Infrastructure

### Network Folders and Data Backup

Three network drives are already mapped in the Windows File Explorer:

#### Network drive Y: "Projects"

All personal network shares are located under this path.

#### Network drive Z: "Home Drive"

This is your own private network folder "Z:"

Only you have access to this folder; important files should be stored here. Files stored here are included in the backup at regular intervals.

Files should never be stored locally on a computer only.

#### Network drive P: "Public"

The "public" network folder is intended for the temporary sharing of non-sensitive files. All colleagues at the ZMT have access to this folder; files stored here are visible to everyone.

Files stored here will be permanently deleted after five days without warning.

### ZMT Cloud

A cloud solution with 25 GB of storage space is available for exchanging files with external participants.

The cloud can be accessed via the following address in your browser:

<https://zmtcloud.leibniz-zmt.de>

Log in with your ZMT account; the username is your three-digit user ID, and the password is the one for your ZMT account.

### Printer (FindMe)

Printing via "FindMe" is available on the ZMT.

All print jobs are sent to this printer and can be retrieved by entering a PIN on the device itself, this PIN can be found in the inbox of the ZMT email account. With this PIN, you can log in to supported devices to use functions such as "Scan to folder," "Scan to Mail," or the copy function in addition to standard printing.

## **ZMT Email**

ZMT provides a web-based client for managing emails which is accessible in the browser at the following address:

<https://webmail.leibniz-zmt.de>

Log in with your full email address and account password:

**USERNAME:** name.surname@leibniz-ZMT.de

**PASSWORD:** see ZMT account form

## **Alfresco (ZMT intranet)**

This system is used to exchange organizational information and documents for the entire ZMT. In particular, the research infrastructure working groups present the available services on their "sites". Alfresco can be accessed via the following address in your browser:

<https://intranet.leibniz-zmt.de>

Log in with your ZMT account; the username is your three-digit user ID, and the password is the one for your ZMT account.

## **Knowledge Base**

The IT Helpdesk Knowledge Base already contains a wealth of helpful resources. There you will find instructions on many IT-related topics, such as how to use the video conferencing system, how to set up printers, and more. This section is constantly updated and expanded.

<https://helpdesk.leibniz-zmt.de/help>

Log in with your ZMT account; the username is your three-digit user ID, and the password is the one for your ZMT account.

## **ZMT IT Support (Helpdesk)**

If you encounter issues with an ZMT device or application, need to install software, or wish to report a bug, please contact the ZMT IT Helpdesk. It is important that only one request is submitted per ticket so that tickets can be properly forwarded to the appropriate colleague(s). The only exception is reporting required software installations or updates. The Helpdesk can be reached at the following address:

<https://helpdesk.leibniz-zmt.de>

Log in with your ZMT account; the username is your three-digit user ID, and the password is the one for your ZMT account.

## **Security Awareness Training (KnowBe4)**

All colleagues regularly receive reminder emails from KnowBe4 (do-not-reply@de.knowbe4.com) regarding training sessions. It is important that these training sessions be completed within the specified time frame.

Please note the following characteristics of these emails:

- Sender address: **do-not-reply@de.knowbe4.com**
- Languages: German and English.
- Note not to reply to the email.
- Current standard signature of the ZMT.
- Link for quick login.

These training sessions are not only an essential part of our security strategy but are also mandatory for all employees.