Your **hills Username** is your CCSF Gmail name.

Find your CCSF Gmail name at the bottom of your Web4 *Personal Information* page. (Or, bring your CCSF Student Photo ID to a Faculty Monitor in Batmale 301.)

*Note:* The login name is only the *name* portion of your Gmail address. Do **not** confuse your hills login name with your RamID.

Example
If your Gmail address is jsmith888@mail.ccsf.edu, then your hills username would be:

```
jsmith888
```

Note the use of lowercase.

*(Please see Login Names at CCSF on page 3 for additional explanation regarding the login ID.)*

---

Your **First Password** is based on your birth date and your name. It is:

- the first **three letters** of your birth month (all in lowercase), followed by
- two numbers for the day of your birth, followed by
- the **last two** numbers of the year of your birth, then followed by
- a period (.) and the first letters of your first and last names, usually the first two letters of your login name (both in lowercase).

Example
If you were born on 8/2/01 and your name really is John Smith, your initial password would be:

```
aug0201.js
```

*(Please refer to Passwords on page 3 for additional considerations regarding passwords.)*

---

Refer to the *General Guidelines* sections on page 2 for assistance with key entry.
Definitions

- **Logging In** is the process of passing through the "security checks" with your **username** and **password**. If you don't log in properly, you won't be able to access the hills Linux system at all.
- **Logging Out** with the command `exit` disconnects you from the system and requires the next user at the same workstation to go through the logging in procedure. If you don't log off, the next person sitting at that workstation will be able to access your files: read them, or change or erase them.
- **Please note:** There are three different intranets in the ACRC: Windows, Macintosh, and Shelbyville Linux. For the Windows Intranet, there are two different login procedures required in order to connect to a hills Linux account:
  - the login to your individual Windows Intranet account, and
  - the login to your individual Linux account on the hills server.

A note on the term "Enter"

- During orientations, in class, and in textbooks and manuals, you will be asked to "Enter" something. "Enter" means "Type the material in; then strike the Enter key."
- You must strike the Enter key after you type in a command to the system. Enter actually sends the line you have typed to be processed.

A note on the Linux prompt

- Linux accounts default to a bash (Bourne Again SHell) environment. The current Linux prompt in bash shell is: `[your login id@hills ~]$`

General guidelines

- To use the Linux system on the CCSF hills server, you must have a hills account. This requires registration in a CS/CNIT class or in another CCSF class that provides access to hills.

Throughout the LOGIN and PASSWORD CHANGE procedures, remember:

- Linux is case-sensitive. The initial login/password sequence should be entered entirely in lower case. Be certain that the Caps Lock is off. (If you create a new password with both upper- and lowercase letters, you must remember to enter it exactly the same way each time.)
- If you use the numeric keypad to enter numbers, be certain that the Num Lock is on.

Once you have logged in and the Linux prompt appears on the left side of the line. Remember:

- Linux commands are primarily in lower case. If you get an error message after entering a command, check that you have typed it in lower case.
- Because Linux is case-sensitive: CAPITAL LETTERS and lowercase letters can be interpreted differently. The command `ls` won't be executed if `LS` or `Ls` is entered.

Accessing hills Linux

- CS/CNIT students using the hills Linux system can SSH to hills server from any of the ACRC intranet stations. Please refer to the ACRC map to locate the intranet you need to use.
- The Windows and the Macintosh intranets cannot be accessed remotely.
- Remote users may access their hills accounts via their ISPs (Internet Service Providers) by using the host address (hills.ccsf.edu) or the IPA (Internet Protocol Address, 147.144.1.2):
  - DO NOT use the host name "ccsf.edu": it will not default to hills server.
- Connection by telnet has been disabled because of security concerns. We recommend that remote users download an SSH application. The Secure Shell Client the ACRC uses may be downloaded free of charge. In the location bar of the browser, enter:

  `ftp://ftp.ccsf.edu/pub/SSH`

You may download any of the Secure Shell Clients listed, but to use the same Secure Shell on your home computer as you use on the General Use PCs or on the Windows Intranetwork in the ACRC, download the file named `sshSecureShellClient-3.2.9.exe`
Login names at CCSF

When you register for a class at CCSF, you are given a Gmail account. The login name for your Gmail account is unique and is based on your name. Common login names have numbers appended to them.

- Example:
  Sheryl Razkofsky might have been the first student whose login name had the letter combination: srazkofs. However, when a new student named Sulim Razkofsky enrolls, he will need a unique login name to use. He might be assigned the login name srazkof3 or srazko23, or even srazk123, depending on how many other students now have the same initial letters.

- Find your CCSF Gmail address at the bottom of your Web4 Personal Information page. It's impossible to guess the digits assigned to the end of your login name, especially if you have a name or a letter combination that occurs more commonly than others.

- If you have problems with your login name, confirm your registration by logging in to your Web4 account and checking your class list.

- Your login name does not change. If you apply for a name change at the Admissions and Records office, you can request a new login name to reflect your official name change.

Passwords

To ensure protection for your account, the system requires a password change on first login. (If it fails to do so, use the passwd command to accomplish the task.) Before you start the login process, consider your new password carefully.

Why you Need a Password

- A password is part of security: for you, your account, and for the system.
- A password protects your work. If your password were known or easily determined, other people could steal, damage, or erase your work, or do something for which you might be blamed. Make your password difficult for others to guess. (See the next section for suggestions.)
- Create a password that you can remember. (If you MUST write it down, create a hint or a clue for yourself without obviously revealing the password to anyone who might read the hint.)

Rules for Passwords at the ACRC

- Each of the systems students use in the ACRC makes different allowances or limitations on passwords. The generic password rules that will work on any of the systems are:
  - at least nine positions in length; and at least three of the following four characteristics:
  - at least one capital letter;
  - at least one lower case letter;
  - at least one numeric digit;
  - at least one special character, like .-_

- The new password must differ from the current password in at least 3 positions and cannot be a rotation or an inversion of the current password.

- Patterns or sequences of alphanumeric characters are discouraged for their predictability and words found in the dictionary are frequently disallowed.

- Linux is case-sensitive, so any uppercase letter you use in a password must ALWAYS be capitalized when the password is entered.

Suggestions

- Don’t use obvious passwords like your first or last name.
- Think of a phrase that you can remember; use the first letters of each of the words (and include at least one number).

Example

- Nitt4agm might represent the phrase: Now is the time for all good men (Note the use of a capital letter.)
Changing Your Password After Your First Login

When you log in to your hills Linux account the first time, you’ll be required to change your password. (This is explained in detail on pages 5-7.)

Before you begin the password change sequence, it’s a good idea to review the Rules for Passwords at the ACRC section at the bottom of the previous page.

The Red Hat system will require you to change your password approximately every 185 days. However, you may change your password at any time if you follow these steps:

- At the Linux prompt, enter the command:
  
  `passwd`

- The system responds:

  Changing password for user `<your login name>`.
  Changing password for `<your login name>`.

  and prompts for the
  
  (current) UNIX password:

  Enter your current password (for security purposes).

  Your entry is protected: though nothing appears when you type, it’s all received when you enter.

  If your current password is not entered or received correctly, this error message displays:

  `passwd: Authentication token manipulation error`

  and a new Linux prompt appears, bypassing your password change.

- If the correct password had been entered, then the prompt for the new password appears:

  New password:

  Enter your new password. (Refer to Rules for Passwords at the ACRC on page 3.)

  If you have selected a password that does not meet Linux specifications, there will be a BAD PASSWORD message and you will also have to start over at the New password: prompt.

  If you have selected a password that is acceptable but not strong, there will be a BAD PASSWORD warning, but the password change sequence will proceed to the next step.

- Confirm your new password by entering it a second time:

  Retype new password:

  If the two entries do not match, you’ll have to restart the password change process.

- Repeated errors will terminate the `passwd` command sequence and generate the message:

  Have exhausted maximum number of retries for service

  WARNING: passwords with unacceptable control key combinations or symbols will not permit login.

If You Forget Your Password

ACRC staff can reset your password if you’ve forgotten it or if login fails. You must show your current CCSF student photo identification. This can only be done in person when the lab is open.

Telephone requests to change your password cannot be honored at the ACRC; however, the ITS Help Desk for Students is available 24 hours a day, 7 days a week to reset passwords and assist with CCSF wifi access.

The local number is (415) 239-3711 and the toll free number is (844) 693-HELP (that’s 4357)

NOTE: To verify user identification, ITS Help Desk representatives must ask security questions. Be sure you make the call from a location where you can comfortably speak without compromising your identity.

The email address for the ITS Help Desk for Students is helpdesk@ccsf.edu
The first time login process in detail

1: Login to Your Windows Intranet Account
2: Change Your Windows Intranet Password

3: Open a Secure Shell Connection
   - Wait a minute for the Windows desktop to load.
   - ACRC intranets support secure shell applications. On the Windows intranet, SSH Secure Shell Client supports most of the control key combinations, provides better security, and allows easier downloading.
   - Double-click the SSH Secure Shell Client icon on the desktop; OR, if it's not showing, search for it:

   For Windows 10 (Stations #128-#141 and L-301B):
   - click the Search icon in the taskbar: the circle on the right of the Windows icon. (The circle represents a magnifying glass.)
   - Enter SSH Client
   - Double-click the SSH icon or name to open it.

   For Windows 7 (Stations #164-#176 and L-301A):
   - click the Start button on the taskbar;
   - click on the All Programs menu (arrow, lower left);
   - scroll down to the SSH Secure Shell selection and click on it;
   - double-click on the SSH Secure Shell icon.

4: Login to hills Linux
   - From the default – SSH Secure Shell window, strike the Enter key (or the Space bar).
   - CAUTION: DON'T USE THE MOUSE IN THE hills Linux ENVIRONMENT.

   Once you've logged on to hills Linux, put the mouse aside and preferably out of reach. Using the mouse within the hills Linux environment can be troublesome and unpredictable.

   Do not resume use of the mouse until you have logged off your hills Linux account.

   - The Connect to Remote Host dialog box appears. (Shown on the right.)
   - Be sure the host name is entered and spelled correctly: hills.ccsf.edu
   - Enter your hills login ID in the box labeled User Name.
   - DO NOT ENTER YOUR PASSWORD ON THIS SCREEN. Just click the Connect button.
   - Click the No button when the Host Identification dialog box appears. (The default selection is Yes, but the No selection is recommended in order to allow easier alteration of a misspelled or incorrect host name.)
5: Your First Time Password

- Type your assigned initial password in the Enter Authentication dialog box. (See image 5.)
- The password is never displayed; it is masked with asterisks.

Typing Errors
The Enter Authentication box appears repeatedly if your password is entered or received incorrectly.

- Check the Caps Lock status. Make sure it is OFF: Linux is case sensitive.
- Check the Num Lock status. Keep it ON if you enter digits from the numeric keypad on the right.

Password Problems
If your birth date is inaccurately entered at Admissions and Records, you will have problems logging in. Before giving up, here are some things to try when your initial password isn’t working:

- Even if you had a hills account for only a short time in a previous semester, the system might still have THAT password on record. Try it.
- Or, try a “favorite” password you might have used in the past.
- If your birthday is March 2, try feb03 in case Admissions reversed your month and day numbers.

If you still don’t succeed, a Faculty Monitor or an ACRC IT Operations Support Administrator can change your password but current CCSF student photo identification is required.

6: Change Your Password

- At this point, a student logging in for the first time is required to customize his or her password. The process is virtually identical to that of the passwd command on page 4. (See the screen image below.)

To start the process, the system confirms your identity with the prompt:

  (current) UNIX password:

- Enter the current password again (the birth date + initials), just as you did a few minutes ago.

Note: THE PASSWORD DOES NOT SHOW ON THE SCREEN. THE CURSOR DOES NOT MOVE when you strike keys. Don’t panic — the system receives what you’ve typed when you strike the Enter key.

- Then, you will see the prompt:
  New password:

- After the first entry, a second prompt will ask you to Retype new password:

for confirmation.

WHAT HAPPENS IF YOUR PASSWORD CHANGE FAILS AND HOW TO PROCEED:

- If the passwords don’t match, the sequence resumes at the New password: prompt.
- If you re-enter a new password incorrectly too many times, you will get the message:
  Sorry, passwords do not match. Have exhausted maximum number of retries for service.

- Login is not possible until you have successfully changed your password. (You may restart the process at step 4 on page 5.)

WHAT HAPPENS IF YOUR PASSWORD CHANGE SUCCEEDS AND HOW TO PROCEED:

- If your password change is successful, the system will disconnect you WITH NO EXPLANATION. The purpose is to require log in with your new password in order to help you remember it for future use. Just strike the ENTER key twice and log in with your new password.
- If the login with your new password fails, it might be that your new password does not meet the specifications for hills LINUX passwords. (Refer to Rules for New Passwords at the ACRC on page 3.)
7: **Set the Terminal Type**

For most student accounts, setting the terminal type is automatic.

If the Linux prompt does not appear:

- The displayed line will be: `TERM: (vt100)` or another TERM line.
- The bracketed suggestion, `vt100`, is the default and should work. Strike the `Enter` key to accept it. (This sets the TERM environment variable and defines the terminal emulation to be used.)
- The Linux prompt on the left side of a new line indicates that you have successfully logged into the system.

## Logging off

It’s important to log out when you’ve finished your work session: if you don’t, anyone can sit down at the station you left and stumble into your intranet account and/or your Linux account if you left them both logged in. In this manner, another user can access any of your files in any way that you can: to change your work, to erase it, or to copy it.

Even if no one else finds your account open, your failure to log off might disable your login at another unit. It’s a lot like getting a busy telephone signal: a new login connection can’t be established until the current one is disconnected. The hills Linux system might not disconnect your connection as soon as you think.

Make a point of logging off properly at the end of every session:

Do NOT exit your hills Linux account by clicking the X button in the upper right corner. This will close the SSH Secure Shell Client window, but Linux processes might continue to run and cause problems with your next account connection.

Once you have exited hills Linux, you may resume use of the mouse.

Enter the command **exit** at a hills Linux prompt to log off and to disconnect from your hills account. When the **logout** response displays, use the mouse to click the **File** menu and select the **Exit** option to close the window.

## Restarting a Windows Intranet Station

In the case of the Windows Intranet, sometimes a station that’s been logged off the network for a while will not be able to connect to it readily. If you can’t get past the Windows login screen, strike the *Escape* key and attempt to login again.

Some assignments that students do will alter the Windows desktops and *Start* menu(s).

If the applications you need are missing or if it is difficult to find your application(s) because the desktop is cluttered with many files, you should restart the unit:

For Windows 10 (Stations #128-#141 and L-301B):

- Use the mouse to click the *Start* button. (It’s the button with the Windows image on the left side of the taskbar.)
- Click the **Power Button** at the bottom of the vertical menu that appears above the Windows icon.
- Another menu appears. Click the **Restart** option.
- It will take about a minute for the intranet login screen to appear.

For Windows 7 (Stations #164-#176 and L-301A):

- Use the mouse to click the *Start* button. (It’s the round button with the multicolored Windows logo on the left side of the taskbar.)
- In the lower right corner of the *Start* menu, click the arrow on the right of the *Log off* button to expand the hidden menu.
- Select the **Restart** option from the menu that pops up.
- It will take about a minute for the intranet login screen to appear.
Just the highlights

Logging in to hills Linux in the ACRC

1: Login to your Windows Intranet account.
   - Type the login name of the intranet account in the Username box.
   - Tab to the Password box (or click the mouse in the Password box) and enter your Windows password.
2: Open a secure SSH connection.
   - Locate the SSH Client icon on the Windows Desktop or Search for the application. (Please refer to page 5 for instructions.) Double-click on the icon to commence login.
   - Strike the Enter key or the Space bar to initiate a connection to the hills server.
3: Login to hills Linux.
   - Make sure the host name is hills.ccsf.edu
   - At the User Name prompt, enter your login name. Lowercase only. Num Lock ON. (See General Guidelines on page 2.)
   - Click the mouse or strike the Enter key to connect.
   - Type your assigned password in the Enter Password dialog box.
   - Login is accomplished when the Linux bash prompt appears: [your login ID@hills ~]$ A brief interval might be required. A Requesting New Channel message displays in the lower left corner of the SSH window to assure you that log in is in progress.

Logging off the hills Server in the ACRC

Logging out of your Linux account is necessary for maintaining its security. Logging off the intranet account is necessary for network operations.

1: Exit Linux and the SSH window when you have finished working.
   - At the Linux prompt, enter the command exit.
   - The logout response displays and the SSH window grays, but it doesn’t close.
   - (It’s okay to use the mouse now.) Click the File menu and select Exit to close the SSH Client window.
2: Log off your intranet account.

For Windows 10 units
(at Stations #128-#141 and L-301B):
   - Use the mouse to click the Start button. It's the button with the Windows image on the left side of the taskbar.
   - Click the arc User Button at the top of the vertical menu that appears above the Windows icon.
   - Click the Sign Out option.

For Windows 7 units
(at Stations #164-#176 and L-301A):
   - Click the round Start button (with the Windows logo) at the left end of the taskbar.
   - In the lower right corner of the Start menu, click the Log off button.
   - (DO NOT select an option from the pop-up menu to the right of the Log off button.
   - WARNING: Some of these options will leave your account open to predators and/or result in administrative restriction of account access.)

After a minute, the intranet login window will display, ready for the next user login. This indicates that you have correctly logged off your account.

These instructions only highlight the logging in and the logging out processes. A more detailed explanation begins on page 5 and includes features of the first-time login.