RWTH Aachen University
IT Services

Miriam Petry
Agenda

1. Account Activation and Management
2. CAMPUS-Office
3. E-Learning
4. E-Mail Services
5. University Network – WiFi and VPN
6. RWTH App
7. Getting Help: IT-ServiceDesk
8. Other Services
Why?

Source: http://ragdoodles.com/help-i-have-no-internet/
Before we start

You will receive the presentation later. Therefore, you don‘t need to copy links or any other information from the slides.
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Key to IT-Services

- E-Mail
- Campus-Office
  online study organizer
- WiFi
- Other Services
- E-Learning

Source: https://cdn.pixabay.com/photo/2016/12/28/03/04/treasure-chest-1935274_640.jpg
How to get the key - Account Activation and Management

The Coupon-Code

• A Coupon-Code is required for the registration and linkage of your data
• You receive the Coupon-Code from the International Office

• Wait one day!
  Your data need to be synchronised over night

• If you already registered but can‘t find the Coupon-Code:
  • Visit the IT-ServiceDesk and bring your passport / ID
  • Get the same Coupon-Code again

• Start registration and linkage of your data
Account Activation and Management

Redeeming the Coupon-Code (1/1)

1. Go to www.rwth-aachen.de/go
2. Redeem your Coupon-Code
3. Follow the instructions
4. Note down username and password at the end
5. Wait for confirmation e-mail (This can take up to 2 days)
6. Log on to the Selfservice application: www.rwth-aachen.de/selfservice
Account Activation and Management

Redeeming the Coupon-Code (1/2)
1. Step: Go to www.rwth-aachen.de/go

Instructions for this procedure is available in the Documentation Portal.
Account Activation and Management

Redeeming the Coupon-Code (1/2)

1. Go to www.rwth-aachen.de/go ✓
2. Redeem your Coupon-Code ✓
3. Follow the instructions
4. Note down username and password at the end
5. Wait for confirmation e-mail (This can take up to 2 days)
6. Log on to the Selfservice application: www.rwth-aachen.de/selfservice
Account Activation and Management

CONNECTME - STUDENTS

Procedure completed - What now?

Your accounts will be created and your personal data will be transferred. This may take up to two days.

After creation of accounts, you will receive a confirmation at your contact e-mail address. Only then it is possible to set the passwords for your new accounts in Selfservice.

☑ Your Selfservice Credentials
(Login using RWTH Single Sign On)

Please note down your credentials and make sure that this information remains confidential. Do not pass them on to third parties. Please click finish at the bottom, so no one gets access to your data.

<table>
<thead>
<tr>
<th>username</th>
<th>rm123456</th>
</tr>
</thead>
<tbody>
<tr>
<td>password</td>
<td>yP4pu84E6W</td>
</tr>
<tr>
<td>contact e-mail address</td>
<td><a href="mailto:nils@myemail.com">nils@myemail.com</a></td>
</tr>
</tbody>
</table>
Account Activation and Management

Redeeming the Coupon-Code (1/3)

1. Go to www.rwth-aachen.de/go ✓
2. Redeem your Coupon-Code ✓
3. Follow the instructions ✓
4. Note down username and password at the end ✓

Username and password
Account Activation and Management

Redeeming the Coupon-Code (1/4)

1. Go to www.rwth-aachen.de/go ✔
2. Redeem your Coupon-Code ✔
3. Follow the instructions ✔
4. **Note down username and password at the end** ✔
5. Wait for confirmation e-mail (This can take up to 2 days) ✔
6. Log on to the IdM Selfservice application: ✔
   [www.rwth-aachen.de/selfservice](http://www.rwth-aachen.de/selfservice)
IdM Selfservice: First steps

• Check your user data
  • You can change some information yourself
  • If there is an error in the information you cannot change please contact the International Office or the Registrar's Office

• Change your passwords
  • You can change all passwords for every single account
  • Password needs to be at least 8 digits long, it must contain a letter and a number
  • Please do not use personal information like date of birth in your password!
IdM Selfservice: First steps (cont.)
Account Activation and Management

IdM Selfservice: First steps (cont.)

- Upload a picture for your Bluecard
  - This is only possible once you paid the semester fees and it has been processed: That can take up to two weeks!
  - When your Bluecard has been produced you are informed by e-mail. Then you can pick it up at the service point at SuperC
  - [www.rwth-aachen.de/bluecard](http://www.rwth-aachen.de/bluecard)
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Login and functions

- [https://www.campus.rwth-aachen.de/office](https://www.campus.rwth-aachen.de/office)

- Manage your studies
  - Information about lectures and exercises
  - Overview of grades
  - Personal timetable

- Login with matriculation number / username + password

- Registration for lectures and exams
  - Registration for attendance of lectures and exams is not possible via CAMPUS-Office!
    Please get in touch with your departmental coordinator:
    [www.rwth-aachen.de/departmental-coordinator](http://www.rwth-aachen.de/departmental-coordinator)
Finding your lecture

- Select the correct semester
- Via “Studiengänge” you can navigate through the structure of a course of studies
- However, this does not work for all subjects
- In this case you can use the search function
Registration for a lecture

- For registration get in contact with the exchange/departmental coordinator of your faculty.

- Regardless whether you are registered for a lecture or not, you can enter the dates in your personal timetable.

- Pay attention to registration periods!
Example of a personal timetable

- If the lecturer cancels a meeting you will automatically be informed and the entry will be removed from your calendar.
- You can manually add other events.
- You can export the calendar in the iCal format.
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E-Learning

Login and functions (1/1)

- https://elearning.rwth-aachen.de
- L²P – E-Learning and E-Teaching Portal
  - Video streams of lectures
  - Exercises
  - Literature
  - Additional material
- Login with campus\<username> and password for the account „Lehr/ und Lernportal L²P“
- Exchange students must be added manually by the lecturer
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E-Mail Services

Access and administration

• Upon the registration every student gets an e-mail account:
  • firstname.lastname@rwth-aachen.de

• Access
  • Webmail: https://mail.rwth-aachen.de/
  • Login credentials: username@rwth-aachen.de, password for the account „RWTH Service“
  • Mail program such as Outlook, Thunderbird via SMTP, POP3/IMAP/EXCHANGE
    https://doc.itc.rwth-aachen.de/display/EML/Einrichtung+E-Mail-Client

• Mail account administration
  • https://www.rwth-aachen.de/selfservice
  • Change password, e-mail forwarding, …
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University Network – WiFi and VPN
University Network – WiFi and VPN

• A connection grants…
  • … access to the internet
  • … an IP address from the RWTH pool of addresses
  • … access to internal resources (e.g. HPC cluster)
  • … access to online libraries

• Two ways to connect to the university network:
  • eduroam (on Campus)
  • VPN (from everywhere)
WiFi- eduroam Devicemanager

www.rwth-aachen.de/eduroam
WiFi- eduroam Devicemanager

Create login credentials for your current device

Create login credentials for another device
WiFi- eduroam Devicemanager

CREATE LOGIN CREDENTIALS

Device name or model:
Apple

Device type:
Smartphone

I am aware that the disclosure of the login data against third parties, readable in the Network Code of Conduct of RWTH Aachen University is not permitted.
WiFi - eduroam Devicemanager

What to do next:
1. Connect your device Apple with eduroam [Instructions]
2. Close the window without saving your credentials [Why?]
3. You may create new credentials every time for further devices easily

Your credentials:
- Loginname: ndmy paue@rwth.edufi.de
- Password: [redacted]
- Device: Apple
WiFi- eduroam Devicemanager

- Accessible at all RWTH buildings
- Login with eduroam Devicemanager credentials
- More information: http://www.itc.rwth-aachen.de/eduroam
Virtual Private Network (VPN)

• Requires internet connection

• Accessible from everywhere

• VPN client necessary

• More information http://www.itc.rwth-aachen.de/vpn

• Login credentials: username, password for the account „WLAN/VPN“
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The RWTH App allows you to check your calendar, E-Learning, rooms, events, grades, direct feedback.
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Getting Help: IT-ServiceDesk

IT Center

- [https://welcome.itc.rwth-aachen.de/](https://welcome.itc.rwth-aachen.de/)
Getting Help: IT-ServiceDesk

IT Center

- www.itc.rwth-aachen.de
Getting Help: IT-ServiceDesk

IT Center: documentation portal

- https://doc.itc.rwth-aachen.de/
Getting Help: IT-ServiceDesk

IT Center: Meeting point for mobile devices (TreMoGe)

- TreMoGe Calendar for students
- [http://www.itc.rwth-aachen.de/tremoge-termin](http://www.itc.rwth-aachen.de/tremoge-termin)
Getting Help: IT-ServiceDesk

Chat Support

- https://doc.itc.rwth-aachen.de/
- RWTHApp: „Facilities → IT-ServiceDesk“
Getting Help: IT-ServiceDesk

IT Center Blog

- blog.rwth-aachen.de/itc
Getting Help: IT-ServiceDesk

IT Center:

- Support for the services of the IT Center
- Mail: servicedesk@itc.rwth-aachen.de
- Phone: 0241 / 80-24680
- In person:

<table>
<thead>
<tr>
<th>Location</th>
<th>Operating Hours</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>at SuperC</strong></td>
<td>Monday - Thursday: 08:00 - 18:00, Friday: 08:00 - 16:00</td>
<td>Templergraben 57, Foyer Service Point</td>
</tr>
<tr>
<td><strong>at IT Center SW23</strong></td>
<td>Monday - Friday: 08:00 - 18:00</td>
<td>Seffenter Weg 23, upper entry, first door on the left</td>
</tr>
<tr>
<td><strong>at IT Center WW10</strong></td>
<td>Monday - Friday: 08:00 - 16:00</td>
<td>Wendlingweg 10</td>
</tr>
</tbody>
</table>

- (Snail)Mail: IT Center of RWTH Aachen University  
  IT-ServiceDesk  
  Seffenter Weg 23  
  52074 Aachen
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Other services include:

- Software
- High Performance Computing
- Software manuals
- IT-related training
- GigaMove
- ...

Please find more information on our website: http://www.itc.rwth-aachen.de/go/id/evux/lidx/1/
Thank you for your attention.

Good luck!