IT-Services

Nicole Filla

Basic IT-Services: From ConnectMe to VPN
IT Services offered by the RWTH Aachen
IdM ConnectMe
Registration: ConnectMe

Go to: [www.rwth-aachen.de/go](http://www.rwth-aachen.de/go) and enter your ConnectMe-Coupon-Code

Instructions for this procedure is available in the Documentation Portal.

Please follow the instructions.
Activation: Your Credentials

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.

- **username**: nn123456
- **password**: yP4pu84E6W
- **contact e-mail address**: nils@myemail.com

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**VII**: Wait two days! Then all your accounts are set & active.

You will receive a confirmation e-mail when the process is finished.

Note down username and password!

*Very Important Information*
IdM Selfservice by IT Center
Selfservice: Administration of Accounts & Passwords

Go to: [www.rwth-aachen.de/selfservice](http://www.rwth-aachen.de/selfservice)

Login with your Credentials you’ve written down in the previous step!
Selfservice: Setting Passwords & Accounts

Go to: [www.rwth-aachen.de/selfservice](http://www.rwth-aachen.de/selfservice)

- Overview of all accounts and create accounts
- Change passwords
- Set a forwarding for your RWTH-Service-Account
CHANGE PASSWORDS

Please consider to use separate passwords for services with different security requirements. (V)

Please tick the accounts to the left of the account name in the "Service/Account" column, whose clicking on the account name will give you additional information about the respective account:

<table>
<thead>
<tr>
<th>Service/Account</th>
<th>User ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMPUS-Office/Webdienste</td>
<td>sk973422</td>
</tr>
<tr>
<td>CMS</td>
<td>sk973422</td>
</tr>
<tr>
<td>Lehr- und Lernportal L²P</td>
<td>sk973422</td>
</tr>
<tr>
<td>PC-Pool</td>
<td>sk973422</td>
</tr>
<tr>
<td>RWTH Service</td>
<td>sk973422</td>
</tr>
<tr>
<td>RWTH Service</td>
<td>sk973422</td>
</tr>
<tr>
<td>RZ-Tickettool</td>
<td>sk973422</td>
</tr>
<tr>
<td>RZ-WIN</td>
<td>sk973422</td>
</tr>
<tr>
<td>TIM Service</td>
<td>sk973422</td>
</tr>
</tbody>
</table>
Here you can see and check your personal information.

- If they are wrong please contact the International Office.
Upload a picture for the RWTH BlueCard (student ID)

- www.rwth-aachen.de/selfservice

You will be informed via email as soon as your BlueCard has been successfully produced.

- You can pick it up at the BlueCard Service Center (SuperC).
Home is where the WiFi connects automatically.
Go to: https://online.rwth-aachen.de

Login: ab123456
Password: RWTH Single Sign-On
Here you can see your desktop and all applications available to you.
Register for a course (1/3)

- Registrations for attendance of lectures and exams are not possible via CAMPUS-Office!
- Please get in touch with your departmental coordinator: http://www.rwth-aachen.de/go/id/febz
E-Learning: RWTHmoodle

Go to: https://moodle.rwth-aachen.de/

You need your course materials, scripts and hand in assignments?

Login:
User-ID: ab123456
Password: RWTH Single Sign-On
e-Learning: RWTHmoodle

https://moodle.rwth-aachen.de/
RWTH e-Mail
E-Mail Services

E-Mail Account:  
*firstname.lastname@rwth-aachen.de*

Login:  
User-ID:  *ab123456@rwth-aachen.de*

Password: *RWTH Service Account*

Access

- Webmail: [https://mail.rwth-aachen.de](https://mail.rwth-aachen.de)
- Instructions for different clients can be found here: [https://doc.itc.rwth-aachen.de/display/EML/Einrichtung+E-Mail-Client](https://doc.itc.rwth-aachen.de/display/EML/Einrichtung+E-Mail-Client)
RWTH Virtual Private Network
Virtual Private Network (VPN)

- Requires internet connection
- VPN client necessary
- Further information: http://www.itc.rwth-aachen.de vpn

Login:
User-ID: ab123456
Password: VPN
The RWTHApp allows you to check your student calendar, access course rooms via eLearning, rooms, events, grades and use the chat support provided by IT-ServiceDesk.
Helpful links

- **RWTHonline Docuportal** *(VPN is required)*
  https://wiki-intern.rwth-aachen.de/display/RD/Manuals+for+Students

- **IT service Instructions**
  http://doc.itc.rwth-aachen.de/

- **University Eduroam Management**
  www.rwth-aachen.de/eduroam

You need **personal support** and help regarding configurations and installations? – Book an appointment:

https://www.itc.rwth-aachen.de/tremoge-termin
Getting Help: IT-ServiceDesk

IT Center: Point of contact for mobile devices (TreMoGe)

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

- **Mail:** servicedesk@itc.rwth-aachen.de
- **Phone:** 0241 / 80-24680
- **Chat-Support:** Via App, via [www.doc.itc.rwth-aachen.de](http://www.doc.itc.rwth-aachen.de) and https://app.rwth-aachen.de/chatsupport/
- **In person:**

<table>
<thead>
<tr>
<th>Location</th>
<th>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>
Thank you for your attention.

And have a great time in Aachen!