RWTH Aachen University
IT Services

Florian Krämer
Agenda

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

The unlock code

- You receive the unlock code when you register at the International Office

- Wait one day! Your data needs to be synced over night

- If you already registered but can‘t find the unlock code:
  - Visit the IT-ServiceDesk and bring your passport / ID
  - Get a new unlock code
  - Wait one day

- Then unlock your account
TIM Account Activation and Management

Account activation

Tivoli Identity Manager (TIM)

- Identity Management System in use by RWTH Aachen
- Username (TIM-ID) and password gives access to IT services

Account activation

1. Go to http://www.rwth-aachen.de/go
2. Enter matriculation number and unlock code
3. Follow instructions
4. **Note down TIM-ID and password at the end**
5. Log on to the Selfservice application: www.rwth-aachen.de/selfservice
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 also keep the cryptical one if you want
  • We recommend to use a different password for the account WLAN/VPN (wifi)
  • Password needs to be 8 digits long, it must contain a letter and a number
  • Please do not use personal information like date of birth in your password!
TIM Account Activation and Management

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
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Getting Help: IT-ServiceDesk

IT Center

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

IT Center

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

IT Center: documentation

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

IT Center: meeting point mobile devices (TreMoGe)

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

IT Center: meeting point mobile devices (TreMoGe)

- 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: 07:30 - 18:00</td>
<td>Office building, 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 - 16:30</td>
<td>Wendlingweg 10</td>
</tr>
</tbody>
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- **(Snail)Mail:** IT Center of RWTH Aachen University  
  IT-ServiceDesk  
  Seffenter Weg 23  
  52074 Aachen
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Login and functions

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

- Login with matriculation number + password

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

- Exchange Students
  - Personal timetable
  - 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

• Register using the link “Zum modularen Anmeldeverfahren”

• Sometimes you also find a link “Zum klassischen Anmeldeverfahren”

• Exchange students cannot register this way. Please check with the exchange 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

- L2P – Learning and Teaching Portal
  - Video streams of lectures
  - Exercises
  - Literature
  - Additional Material

- [https://elearning.rwth-aachen.de](https://elearning.rwth-aachen.de)

- Login with the username campus\<TIM-ID>

- Exchange students must be added manually by the lecturer
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• The RWTH App allows you to check your calender, eLearning, rooms, events, grades, …
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E-Mail Services

Access and administration

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

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

• Mail account administration
  • https://www.rwth-aachen.de/selfservice
  • Change password, e-mail forwarding, …
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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 (HPC cluster for example)

• Two ways to connect to the university network:
  • eduRoam (on Campus)
  • VPN (from everywhere)
University Network – WiFi and VPN

eduroam WiFi

• Accessible at all RWTH buildings

• Login with <TIM-ID>@rwth-aachen.de and the password for the account WLAN/VPN

• http://www.itc.rwth-aachen.de/eduraom
Virtual Private Network (VPN)

- Requires internet connection
- Accessible from everywhere
- VPN client necessary
- [http://www.itc.rwth-aachen.de/vpn](http://www.itc.rwth-aachen.de/vpn)
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Other services

- Other services include:
  - Software
  - HPC
  - Software handbooks
  - 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!