

## RWTH ONLINE WELCOME WEEKS

### MAKING USE OF IT SERVICES

29 SEPTEMBER 2020

#### QUESTIONS ASKED AND ANSWERED

- **Where can I find instructions from the IT ServiceDesk to use RWTH Services?**  
You can find all instruction papers and articles prepared by the IT ServiceDesk at [www.doc.itc.rwth-aachen.de](http://www.doc.itc.rwth-aachen.de). Do not log in to use the instruction papers; otherwise, you will get an error message. Just visit the website and search for the instruction paper or article you need.
- **How long does it take from the date of enrollment completion to get the TIM-ID?**  
You need to enroll via RWTHonline first (provide the documents, pay for the Student Service fee). After a few days, when the last mark of enrollment has been checked green, the Coupon code will be created and sent via email. You can redeem your Coupon Code 2-3 working days later. Therefore, expect about three days since the confirmation email that you are enrolled to get your TIM-ID.  
The TIM-ID, as opposed to the Coupon Code, is not sent by email but is only available once when redeeming your Coupon Code.
- **What should I do if I have completely enrolled for more than two weeks and I have not received my coupon code yet?**  
Contact the International Office at [int-zugang@rwth-aachen.de](mailto:int-zugang@rwth-aachen.de) in case you have not received the Coupon Code although the enrollment has been completed. They will check whether everything is fine with your enrollment and they might need to activate manually the creation of your Coupon Code.
- **I was already enrolled at RWTH once. Will I receive a Coupon Code after my new enrollment? How do I access the IT services?**  
The identity of your last enrollment is still in the system but is inactive. After you have re-enrolled at RWTH, you should get a new Coupon code but instead of redeeming it, just click on log-in and log in with your previous credentials (TIM ID and password). You can reset them if you do not know them anymore or contact the IT Service Desk at [servicedesk@itc.rwth-aachen.de](mailto:servicedesk@itc.rwth-aachen.de).
- **I have forgotten to write down my credentials (TIM-ID and password) when redeeming my Coupon Code and activating my network services. What should I do?**  
If you forgot to write down your credentials, it is possible to reset both your username and password in the Selfservice (<https://www.rwth-aachen.de/selfservice>). First click on "Forgot username?" and reset your username before you click on "Forgot Password?" and reset your password since you will need your new username for that. The reset is done automatically and sent to your personal email address (the one you provided in RWTHonline).
- **Are my credentials accessible by the IT Services? Do they see my passwords?**  
The passwords of the students are not accessible for the IT ServiceDesk. You are the only ones to see them and to be able to change them. Do not ever send the passwords to the IT ServiceDesk, as they are not allowed to change anything in your account.
- **The IT ServiceDesk offers many services. Do they all require the same username and password?**  
To use the services provided by the IT ServiceDesk, you can use the same password for all services but you have the possibility to set up individual passwords for each service for security reasons. The most common and frequent authentication procedure for IT services is the Single Sign On (TIM ID as username, password set up for RWTHonline).
- **How can I change my postal address in the Selfservice?**  
You cannot change it manually. You can only change your address in your RWTHonline account. The address in Selfservice is then updated automatically after 24 hours.

- What kind of contact e-mail address should I provide in “User Data”?**  
 Make sure that your contact e-mail address (User Data) is your personal email address (for example Gmail address). It is especially important in case you reset your username or password.
- What does my RWTH e-mail address look like?**  
 The E-mail address people will see when receiving an email from you will be **firstname.lastname@rwth-aachen.de**. When activating your RWTH e-mail address, you sometimes get several options for setting up your address but mostly it is preset by the University's system **firstname.lastname@rwth-aachen.de**, a number comes additionally if this address already exists. This is your functional e-mail address.  
 However, you will need to use your **username@rwth-aachen.de** (e.g. aa123456@rwth-aachen.de) to access your inbox via RWTH Outlook (<https://mail.rwth-aachen.de/>). The difference is that in this case, you are using the username as first part of your email address to identify yourself when accessing your inbox. Your username is always needed when using RWTH services.
- How should I use my RWTH e-mail address?**  
 Of course, your RWTH e-mail address is there to send and receive e-mails.  
 We recommend setting up an automatic forwarding of your RWTH e-mails to your private e-mail address, so that you do not miss any important information and check your e-mails regularly. For that:

  1. Log into Selfservice
  2. Click on the section “Accounts and Passwords” and then on “RWTH Service” but do not check the box
  3. Your account information will appear, showing your current e-mail address and username
  4. In the “Redirecting” section, enter the e-mail address you would like your e-mails forwarded to
  5. Then either click on “redirect” or “redirect and save locally” and do not forget to hit the “save” button
- I cannot access my inbox even though I am sure that I am using the right credentials. What should I do?**  
 In case your log in data do not work to access your e-mail account, we would recommend resetting the password via your Selfservice account.
- Do I need to have activated my network services in order to register for (online) classes?**  
 Yes. In case you do not have the TIM-ID by the course registration deadline, contact the lecturer via email to explain your situation and ask to be registered in the course manually and do not forget to provide your matriculation number. In case you do not have the contact details of your lecturer either, write a ticket request to [servicedesk@itc.rwth-aachen.de](mailto:servicedesk@itc.rwth-aachen.de) to get help.
- Do I need my TIM-ID to log into the RWTHApp or Gigamove?**  
 Yes you do, since you need to log-in via Single Sign On. You cannot log in with your applicant number, Coupon Code or anything else.
- Do I need my TIM-ID to register for language courses at the Language Center?**  
 You need your TIM-ID to take the placement test and to create your user account on their website in order to apply for a spot in a course, get your placement tests results and your grades ([www.sz.rwth-aachen.de](http://www.sz.rwth-aachen.de)).
- Can any student request VPN access for free or do they need some kind of permit/authorization from RWTH?**  
 Every student at RWTH will automatically have the right to use central VPN. It is therefore free of charge, you do not have to do anything in order to get access and you can use it from any country. You have to be enrolled in order to use the VPN since you need to log in with your TIM-ID, which you receive only after having redeemed your Coupon code, therefore after having completed enrollment at RWTH.
- How to connect to VPN?**  
 The most common method is to use Cisco AnyConnect. Download the software, have your Password set in the VPN section of your Selfservice (<https://www.rwth-aachen.de/selfservice>). Your credentials are your TIM-ID (aa123456) and the password you have set in the Selfservice for the VPN section.

- **What are the benefits of using VPN?**

VPN gives you the possibility to use every RWTH Websites (some of them are otherwise not accessible from outside RWTH Network) from anywhere outside the University and have a safe connection to access RWTH services.

- **Can I access RWTH Moodle (<https://moodle.rwth-aachen.de/?lang=en>) from my home country?**

Normally, you should be able to access RWTH Moodle from anywhere. In case it is not working, try again using VPN connection. It should work then.

- **How strictly is piracy dealt with? E.g. Pirated softwares or applications**

If you use piracy or pirated softwares / applications when using Eduroam, the IT Service Desk can retrace it back to your personal account and is obligated to forward the information to the Police in case of control. Therefore, please DO NOT DO THAT.

- **What cooperation does the IT ServiceDesk have? What softwares are available to the students for free?**

RWTH provides a **Microsoft Office Package 365** for students. You can access it via Google search easily. Register on Microsoft with your RWTH e-mail address ( this is very important) as student. Then you can use all softwares for free except for MS Teams.

We also offer a free **Windows 10 education Version**. For this you have to go to <https://portal.azure.com>.

- **Links to the most important websites of the IT ServiceDesk:**

- ✓ RWTH Selfservice: <https://rwth-aachen.de/selfservice>
- ✓ Documentation Portal: <https://doc.itc.rwth-aachen.de/>
- ✓ RWTH Web App (Mail): <https://mail.rwth-aachen.de>
- ✓ Asknet-Softwareshop: <https://rwth.asknet.de/>
- ✓ Sciebo (Cloud): <https://sciebo.de/>
- ✓ Azure Portal & further information on this:  
<https://azureforeducation.microsoft.com/devtools>  
<https://doc.itc.rwth-aachen.de/pages/viewpage.action?pageId=3475941>
- ✓ MS Office 365 Offer & further information:  
<https://www.microsoft.com/de-de/education/products/office>  
<https://doc.itc.rwth-aachen.de/display/SW/MS+Office+365>

Hotline number (7.30am – 6pm): 0241 / 80 24687

All information available at [https://help.itc.rwth-](https://help.itc.rwth-aachen.de/en/service/b734502cd73e4201b1f763a65a61bf9c/article/093e53465d484c098f3d335b58d38578)

[aachen.de/en/service/b734502cd73e4201b1f763a65a61bf9c/article/093e53465d484c098f3d335b58d38578](https://help.itc.rwth-aachen.de/en/service/b734502cd73e4201b1f763a65a61bf9c/article/093e53465d484c098f3d335b58d38578)