

University IT Services for Students



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Albert-Ludwigs-Universität Freiburg

**UNI
FREIBURG**

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Dear Students,

This brochure provides students with an overview of Freiburg University Information Technology (IT) systems and pays special attention to new students by providing short explanations and instructions for the IT services available. Use this brochure to inform yourself about how to most effectively manage processes such as communication, organization, and research during your studies through information and learning technologies.

All of the mentioned services are available to you as a student at the University of Freiburg. These services are intended exclusively for study purpose and must not be used commercially.

Throughout the duration of your studies, you will be able to draw on various IT services other than those of the University IT Services, including the University Library (Universitätsbibliothek) or other University institutions. This brochure applies to those services provided by the University IT Services. In case of questions regarding the services of the other institutions, please get in touch with them directly.

The contents of this brochure were finalized in September 2017, and it is possible that some changes have taken place since then. For updates and current information including addresses, contact information and hours of operation, please visit our homepage at <http://www.rz.uni-freiburg.de/index.html-en>. This is also where you will find announcements about malfunctions, which we can unfortunately not entirely preempt. A small selection of the most important links referenced in this brochure can be found on page 27.

If you have any further questions, we will gladly assist you here at the University IT Services. We wish you the best in your studies!

Checklist: Your Uni-Account

Important Steps at the Beginning of Your Studies

The Uni-Account is the central user account, that you will use for the duration of your studies at the University of Freiburg. You can manage this account under the myAccount platform:

- Following matriculation, activate your Uni-Account under <https://myaccount.uni-freiburg.de> (see page 5).
- Check and confirm your private e-mail address.
- Set up a University e-mail account (firstname.lastname@domain.uni-freiburg.de) and use it as the preferred address for all University communication (see page 7).
- Set up an eduroam password in myAccount (see page 6), with which you will be able to access the university wireless network and eduroam.



Uni-Account

Your personal user identification

After matriculation, you will receive an e-mail and letter with your username (your initials and a random number) and initial password for your Uni-Account.

By changing your initial password to a personalized password in myAccount (see page 6), your Uni-Account will be activated and you will now have access to the University's central services, especially those of the University IT Services, e.g. online course catalog, course assignment information, semester registration, exam registration, certificates of study, University e-mail, ILIAS learning platform, literature research, databases and much more. You also now have access to the computer labs, printers and scanners (see page 14ff).

Your Uni-Account is your personal student identification. Please protect yourself from any misuse by keeping this information safe and not sharing it with any third party, especially your password.

<http://www.rz.uni-freiburg.de/services-en/uniaccount-en>

myAccount

Online Platform for Uni-Account management

You can manage your Uni-Account at the myAccount platform (<https://myaccount.uni-freiburg.de>), accessible through any computer with internet connection.

Upon initial registration you will have to change your initial password and confirm your e-mail address. You can use myAccount to set up your own University e-mail address as well as to subscribe to various University list serves and newsletters.

Topping up printing accounts:

Printing accounts are topped up via the following link:
<http://rzdruck.intra.uni-freiburg.de>

Please note: Once you leave the university, make sure to withdraw the remaining balance from your printing account (at the printing service in the IT Services Building). These payments will be made in cash only.

Contact:
University IT Services User Management: nutzerservice@rz.uni-freiburg.de

<https://myaccount.uni-freiburg.de>
http://www.rz.uni-freiburg.de/services-en/uniaccount-en/uabeantrag-en/uastudi-en?set_language=en
<http://rzdruck.intra.uni-freiburg.de>



E-Mail

Your University e-mail address

You can set up a personal University e-mail address through myAccount (see page 6) that has 100 MB available space as well as a pre-set spam filter. Please enter your preferred e-mail address under the menu point "mail & lists / mail accounts." It should have the following format: `firstname.lastname@students.uni-freiburg.de`. Alternatively you can choose between four planet names instead of the "students" domain.

You can access this e-mail account anywhere in the world under <https://mail.uni-freiburg.de>. To log in use your complete email address. Your e-mail account can also be accessed through e-mail clients, such as Mozilla Thunderbird or Microsoft Outlook Express. Instructions for configuration can be found in the IT Services Wiki under "E-Mail", "Mailclinten" (p. 23) (in German). You can also forward all e-mails to this account to a personal e-mail account.

In case of malfunctions, please note:

Malfunctions are possible, and notifications about malfunctions are to be found on <http://www.rz.uni-freiburg.de>. Should the mailing server be down, there is no use in sending an email to the postmaster, since this email would not reach them.

Contact: postmaster@rz.uni-freiburg.de

<http://www.rz.uni-freiburg.de/services-en/uniaccount-en/email>

<https://wiki.uni-freiburg.de/rz/doku.php?id=spamfilter>

<http://www.wiki.uni-freiburg.de/rz>

<http://www.rz.uni-freiburg.de>

UniCard

The UniCard is your student identification as well as a multi-functional chip card

Use your UniCard

to pay cash-free:

- in the cafeterias (Mensa)
- at copy machines and printers in the University IT Services, University Library (UB), and various faculty computer labs
- fees for several services

in the University Library to:

- borrow material
- use the 24-hour library and
- access lockers and coat check

to open doors:

- entrance to buildings and rooms (e.g. library)

to use Freiburg's regional public transportation system:

- allows you to purchase a student 'Semesterticket'
- use the public transportation free of charge after 19.00
(more information at <http://www.vag-freiburg.de>)

Contact and office hours:

http://www.unicard.uni-freiburg.de/service_und_beratungsstellen/unicard

E-Mail: unicard@uni-freiburg.de, Tel: 0761 - 203 8893

(available during UniCard office hours)

Information on extending your UniCard's validity at the UniCard terminals:

http://www.unicard.uni-freiburg.de/UniCardTerminals-en/index_en_html

The UniCard office is located in Sedanstraße 6.



Campus Management

Your online service regarding studies

The campus management system is currently switching from LSF to HISinOne!

In order to ease the necessary steps for the organization of your studies, Freiburg University allows you to manage many important study services online.

During the change from LSF to HISinOne there are two portals available to which you have access with your university account and where you can make use of the following services:

Portal: HISinOne

(<https://campus.uni-freiburg.de>)

Semester management (for all students)

- register for courses
- create your own timetable

Exam management (for programs of study that have already switched to HISinOne)

- register for and deregister from exams
- access transcripts of records

Online application for master programs (for programs of study that have already switched to HISinOne)

Semester management in HISinOne through student services

- certificates ((im)matriculation, certificate of study, BAföG certificate, periods of study)
- registration by SEPA direct debit
- status of bills / payments of fees viewable
- registration difficulties viewable
- manage student addresses

HISinOne: <https://campus.uni-freiburg.de>

LSF: <http://www.uni-freiburg.de/go/qis>

Campus Management

Portal: LSF

(<http://www.uni-freiburg.de/go/qis>)

Exam management (for all courses of studies not managed in HISinOne)

- register and deregister from exams
- access transcripts of records

Additional information:

- Overview: Which functions are available in which system?
<http://www.rz.uni-freiburg.de/services/cm/hisinone>
- Which students should use HISinOne for exam management?
https://wiki.uni-freiburg.de/campusmanagement/doku.php?id=hisinone:studieren:zielgruppen_en
- general information:
<http://www.studium.uni-freiburg.de/studium-en/studium-en>

HISinOne: <https://campus.uni-freiburg.de>

LSF: <http://www.uni-freiburg.de/go/qis>



WLAN “eduroam”

WLAN at the University of Freiburg

The University IT Services offers WLAN in almost all university buildings. The WLAN infrastructure includes access via eduroam. eduroam is an international initiative that aims at facilitating a simple and standardized internet access for academic institutions. All members of Freiburg University are able to access the WLAN of participating universities and research institutes worldwide on their laptops or smartphones. Internet access through eduroam also provides access to journals available through the university library.

- 1) Set up an eduroam password in myAccount (see page 6). Please choose “pass-/keyword” in the menu bar. Please note the instruction on generating the password.
- 2) To set up eduroam access, the following three components are required:
 - SSID (WLAN-Name): **eduroam**
 - Username: **Uni-Account@uni-freiburg.de**
 - Password: Your personal **eduroam password**

SSID: is identical for all participating institutions. Whether you are accessing the network at Heidelberg University or at the University of California Los Angeles, you will be able to use the same settings!

Username: is a combination of the UserID of your University Account and @uni-freiburg.de. **This is not your e-mail address**, although it looks similar.

Password: Please note that the password for your University Account cannot be used for accessing WLAN “eduroam.” You will have to set up an eduroam password.

http://www.rz.uni-freiburg.de/services-en/netztel-en/wlan-vpn-en/vpnwlan-en?set_language=en

<https://wiki.uni-freiburg.de/rz/doku.php?id=wlan-eduroam> (in German)

Other options for accessing the university network

Connecting to the Freiburg University Network (FUN) with a Freiburg University IP Address is necessary, for example, to access certain online journals or licensed databases.

- The computers in the University IT Services computer labs or in KG II, fourth floor (former law library) are automatically in the FUN network. The same holds for access through eduroam.
- If you would like to access the University Network from home or outside of the University campus, you will need to log in via <https://mylogin.uni-freiburg.de> or via VPN by downloading the VPN-Client (<http://www.rz.uni-freiburg.de/go/vpn>).

<http://www.rz.uni-freiburg.de/services-en/netztel-en/wlan-vpn-en/vpnwlan-en>

<http://www.rz.uni-freiburg.de/go/vpn>

<https://mylogin.uni-freiburg.de/info/news?locale=en>



Student Helpdesk

Here you can find support for IT-related problems

If you can not enter the University's wireless network on your laptop, if you have questions regarding the Uni-Account or if you simply need some guidance from IT student 'experts' ...

... come to our student helpdesk in the University IT Services or in KG II (fourth floor, former law library). Bring your laptop with you in order to receive guidance in setting up the WLAN or VPN. We will make sure to explain how the IT services work to help you manage in the future.

The helpdesk team is available Monday to Friday and is happy to answer questions relating to the usage of computer labs and IT systems of the University of Freiburg. If you experience problems with your laptop (such as defects or viruses), we recommend that you directly contact the respective computer company or a professional computer service center.

Helpdesk in the University IT Services (Hermann-Herder-Str. 10) in Room 002 (ground level)

Helpdesk in KG II, fourth floor (former law library)

Phone: 0761/203-4666

Computers, Printing, Scanning

The University offers various PC Workstations, Printers and Scanner

Freiburg University currently has around 300 computers, located in computer labs and work stations around campus. In these spaces, you have access to modern office programs as well as many other software programs, data bases and internet research. You can also burn data onto CDs and DVDs, print and scan material.

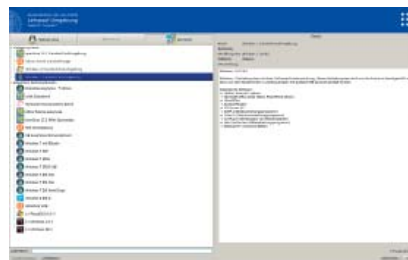
The University IT Services offers four computer course rooms, located in the basement, each with 12-15 work stations as well as another open computer lab. All of these computers are available to University members during normal opening hours. Please also consult posted bookings for courses. There are more computer labs located in the University IT Services branch KG II, fourth floor (former law library). In other University Institutes and Faculties you may find computer labs which offer different computer programs specific to the respective study purposes. Please clarify any questions directly with the institute or faculty.

All of the computer work stations in the University IT Services are connected to a printer. For larger printing jobs, such as final projects and papers, a color laser printer is available. The only requirement for printing is enough credit on your printing account (see page 6).

Computer labs: The bw-computer-lab system

The computer lab system allows you to choose amongst multiple operation systems.

Should your course specify a specific environment with its own software equipment, please choose this environment; otherwise you can select one of the default environments under Win-



bw-computer-lab: menu of machines



Computers, Printing, Scanning (Continued)

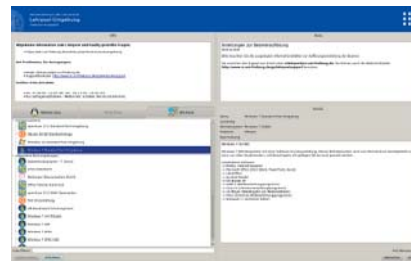
dows 7, Windows 10, as well as up-to-date versions of openSUSE and Ubuntu with a wide selection of software. Please also take note of the help and notices surface.

During courses in the computer labs, you might be asked by the teaching staff to share your screen for the management through the Pool Video Switch System. This will be automatically reset during logout and can also be reset during the session. More information can be found on the posters in the computer labs.

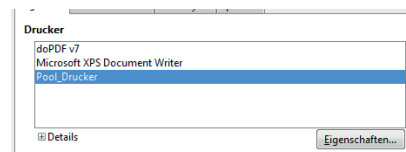
Printing in computer labs

As of now, the new bwComputerLab-printing system allows printing via virtual windows machines in all computer labs. The only difference in the printing process (compared to the previous system) is that only one printer ("Pool_Drucker") should be selected.

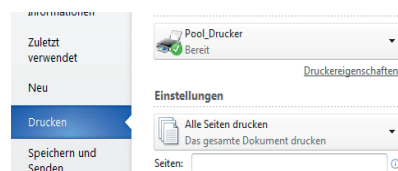
Specific printing settings can be adjusted already in the options of the printer "Pool_Drucker." Printing on one side vs. on both sides of each sheet of paper can be adjusted in a menu window that appears at a later stage of the process.



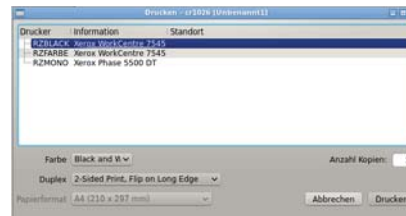
help and notices surface



Default Printer for LibreOffice



Default Printer for MS-Word



BW computer lab printing system selection window

Computers, Printing, Scanning (Continued)

After selecting “Drucken/Print” in respective programs, the printing window of the bw system appears. The available printers will be listed according to location. Depending on the printers further choices can be made; primarily this concerns printing on one side vs. on two sides of each sheet (simplex/duplex).

If username and password are required for the printing service, this information will be asked for in a consecutive window.

Printing jobs in the IT Services Building will, as before, have to be cleared in the printing-release-station in the basement.

Printing Service

In specific cases you can also print special formats, such as DIN A0 posters. If you require such services, please contact the IT Services printing service. You can find the printing service in room 17a (ground floor). The printers are located in room -111 (basement).

Printing Service, Scanning

Both the IT Services branch in Hermann-Herder-Str. 10, Lower Level, and computer lab KG II, fourth floor (former law library) offer scanners for A3 and A4 formats.

Printing Services in the University IT Services, ground floor, room 17, phone: 0761/203-4618

<http://www.rz.uni-freiburg.de/services-en/pc-en/druck-plot-en>
<http://www.rz.uni-freiburg.de/services-en/pc-en/pcpools-en>
<https://wiki.uni-freiburg.de/rz/doku.php?id=tag:lehrpool>
<https://wiki.uni-freiburg.de/rz/doku.php?id=poolvideoswitch>
https://wiki.uni-freiburg.de/rz/doku.php?id=drucken_im_bwlehrpool



“Central” Data Storage

Your personal data storage space

All enrolled students receive a personal storage space (homedirectory) with 10 GB of space connected to the respective Uni-Account. This allows you to store data and access it from all over the world. This data is stored on a fileservers in the University IT Services and undergoes regular backups, making it an ideal way to store copies of important documents such as theses and final dissertations.

How to access your personal directory:

- 1) The computer lab system offers various operation modes. In the Linux environment the home directory is shown below the directory “PERSIS-TENT”. Various virtual work environments can be chosen alternatively (i.e. Windows 7 to 10). There, the home directory is provided automatically. It is integrated and displayed as a network resource. If you want to save content out of an application, it is important to make sure that the data is correctly saved into this directory. Data which is not saved there will be deleted after the end of your session for security reasons.
- 2) If you would like to access this fileservers while working from your computer at home, you must first be connected to the Freiburg University Network through a secure VPN client (see page 12). This requires the following settings:
 - Windows 7: Right mouse click in the Windows Explorer on “Computer” and then “Connect to Network.” Then choose “Connect with another network drive” and choose a letter for the network. Provide the following information: Ordner/Folder \\userid.files.uni-freiburg.de\home\userid (userid = Your University Account). Enter public\userid as well as your personal password.

“Central” Data Storage

Your personal data storage space (Continued)

- Mac OS X (10.5 and above): You need to start the finder, open the menu “go to,” select “connect to server” and enter `smb://userid.files.uni-freiburg.de/home/userid`. Thereafter, enter your user id and password.
- Linux: Use the smbclient address:
`smbclient//userid.files.uni-freiburg.de/home/userid -U userid`.
Thereafter enter your password.

http://www.rz.uni-freiburg.de/services-en/serverdienste_en/filesserver-en



E-Learning

E-Learning Service Center: Services for digitally supported learning and teaching

The E-Learning Service Center is the main point of contact for any questions or suggestions regarding the set-up and use of digital media in teaching. The center manages the learning platform ILIAS and offers numerous e-learning services, such as:

- E-Learning guidance for teaching
- Mobile sets for lecture recording
- Wikis
- Online seminars, meetings, office hours or presentations with Adobe Connect

If you have any ideas or concerns regarding the e-learning tools being offered at Freiburg University, please do not hesitate to contact us directly. Also, if you feel that your course may be significantly enhanced with a digital tool, e.g. ILIAS, feel free to approach your professor or lecturer and let them know about our services. Alternatively, feel free to contact us, and we will offer our advice to your professor.

servicestelle@elearning.uni-freiburg.de

<http://www.rz.uni-freiburg.de/services-en/elearning-en/sel-en>

ILIAS

The University's central E-Learning Platform

ILIAS is Freiburg University's online learning platform, where professors and lecturers can upload any course material (e.g. exercises, tests), making it virtually available to students. This platform features various communication and collaboration tools such as forums, wikis, virtual classrooms, surveys, self assessment and feedback.

In order to access ILIAS you will need a valid Uni-Account (see page 5) and a valid E-Mail address (deposited in myAccount, see page 6).

Courses

Students join courses themselves in most cases. Most courses are protected through a password, however. These are administered by the respective professor.

Study groups

Students can create study groups in a section entitled "Studentische Lerngruppen/Angebote der Fachschaften". In this areas offers by the student councils of individual faculties can be found.

Please note: Courses of the SLI (Language Teaching Centre) are to be found on the server for continuing education: <https://wb-ilias.uni-freiburg.de>

Contact in case of technical questions and problems (login, download of materials, etc.):

ilias@rz.uni-freiburg.de
<https://ilias.uni-freiburg.de>



Software & Hardware

Special offers for students

The University IT Services offers inexpensive and sometimes free campus and regional licenses for programs such as Citavi (literature research program), Mathematica, OriginPro as well as SPSS statistics software. Microsoft operating systems and development tools are available through the so-called MINT subjects (Mathematics, Information Technology, Natural Sciences and Technology).

The University IT Services has a contract for less expensive software, licenses or updates. This is available in the online software shop ASKnet:
<https://ruf.asknet.de/>

For more information and conditions:

http://www.rz.uni-freiburg.de/services-en/beschaffung-em/software-en/index_html-en

http://www.rz.uni-freiburg.de/services-en/beschaffung-em/software-en/onlineshop-en?set_language=en

Freiburg University takes part in the "Apple on Campus Program," where you can find apple hardware, software and additional products for reduced prices. You will need to verify your Uni-Account in order to access to these products.

<http://www.rz.uni-freiburg.de/services/beschaffung/hardware/apple-en>

Special offers for other hardware are currently not available.

Literature Research with ReDI

Online Literature Research

ReDI (Regional Database Information Baden-Württemberg) allows you to conduct literature research in numerous online databases simultaneously.

Please log in to your Uni-Account with the corresponding password at www.redi.uni-freiburg.de. You can access ReDI from any computer with internet connection. Alternatively you can access the University Network via VPN-client (see page 12). With any access or password problems please contact the IT Services User Service at nutzerservice@rz.uni-freiburg.de.

The selection and supply of databases (bibliographical, factual and full-text databases) as well as the contents and technical management of all ReDI services is run by the University Library. Therefore, please address the University Library with questions regarding this service at info@redi-bw.de or get in touch with the ReDI Team in the library directly.

<http://www-fr.redi-bw.de>



RZ-Wiki

Collaborative Wiki Development

In the University IT Services Wiki, you will find useful material regarding our services as well as tips on how to use the University's IT infrastructure, e.g. how to set up the University's e-mail account through diverse e-mail clients or for a detailed description of the services available in the computer labs.

The best part of the RZ wiki is: students of Freiburg University can take part. We encourage you to add insights, advice, complete or correct entries, as well as add your own article. For example, have you found a way to access your e-mails through your mobile phone? Share it with other students in the IT Services Wiki.

It's easy to contribute: sign up using your Uni-Account and read the guidelines under "Mitmachen," and off you go. Until now, this Wiki has only been written in German, but we encourage you to add any comments in English.

<http://www.wiki.uni-freiburg.de/rz>

Network Security

Safe Internet Use

Computers that are connected to the internet are constantly subjected to many forms of danger.

Here are some basic tips for securing your computer and data from abuse:

- Keep your personal information secret (e.g. Uni-Account login).
- Your personal password should fulfill the following criteria: Use at least 10 digits, combining letters, numbers and symbols. Never choose a password that can be found in a dictionary or that is connected to your personal surroundings (such as names of friends or relatives, birth-dates, etc.).
- Set up your operating systems and tools in such a way as to minimize any unnecessary programs or services: only install the programs that are necessary and make sure these programs are up-to-date. Make sure that Microsoft updates are installed on a regular basis, it is often best to set-up automatic updates.
- Protect your computer from viruses, worms and Trojans with an anti-virus program and make sure this is updated daily. You can use the University's recommended software Sophos, that is available free of charge for all University members at:
<http://www.rz.uni-freiburg.de/services-en/sicherheit-en/virenschutz-en>



Network Security

(Continued)

- The University's mail server filters all known viruses from its mail system. If you use another mail server, make sure it has such a filter.
- Be aware of e-mails that ask for any personal information (such as passwords, account numbers, etc.). This may be phishing e-mails and may be falsified. Delete such e-mails immediately and do not respond to them.
- Use a Firewall for your operating system in order to ensure basic security.
- Not all websites are serious and some browser features may lead to security problems, e.g. JavaScript, Java, and ActiveX. With a safe configuration of your internet browser you can protect yourself against such risk. For more information, please visit <https://www.bsi.bund.de> search word "browser configuration."
- Secure your data on a regular basis, especially important assignments and papers, on your homedirectory (see page 17-19). Here you will be able to restore the data in case of an emergency.

These tips only account for basic protection of your computer and data. Please see the following websites for more detailed information regarding such matters.

<http://www.rz.uni-freiburg.de/services-en/sicherheit-en/virenschutz-en>
<https://www.bsi.bund.de>
<http://www.wiki.uni-freiburg.de/rz>



University IT Services Hours of Operation

Hermann-Herder-Str. 10, Lower Level, computer lab

Mo – Fr: 07.00 – 20.00
Sa: 09.00 – 13.00

Helpdesk, Ground Floor, Room 002

First Helpdesk for problems with IT or computer lab tools

Mo – Fr: 17:00 – 20:00

User Helpdesk, Ground Floor, Room 001/002

Questions regarding:

- Uni-Account, -Passwords: nutzerservice@rz.uni-freiburg.de
Di – Do: 09.00 – 12.00
Mo – Do: 13:00 – 15:30
- E-Mail: postmaster@rz.uni-freiburg.de
Mo, Mi, Do: 09.00 – 12.00
Mi, Fr: 14.00 – 16.00

Printing Service

Printing Services in IT Services, Tel.: 0761/203-4618

Mo – Do 08.00 – 12.00 and 13.00 – 18.00
Fr 08.00 – 12.00 and 13.00 – 15.30

KG II, fourth floor (former law library)

Computer Work Stations

Mo – Fr: 09.00 – 20.00
Sa: 09.00 – 12.30

General support: KG II, fourth floor

First point of contact in case of problems with using computer labs

For up to date hours of operation please see:

<http://www.rz.uni-freiburg.de/go/oeffnungszeiten>



Important URLs

Uni-Account

<http://www.rz.uni-freiburg.de/services-en/uniaccount-en/uabeantragen/uastudi-en>

MyAccount

<https://myaccount.uni-freiburg.de/>

UniCard

http://www.unicard.uni-freiburg.de/index_html-en

CampusManagement (Online Course Schedule)

HISinOne: <https://campus.uni-freiburg.de>

LSF: <http://www.uni-freiburg.de/go/qjs>

Information regarding e-mail

<http://www.rz.uni-freiburg.de/services-en/uniaccount-en/email>

ILIAS

<https://ilias.uni-freiburg.de>

Topping up printing accounts

<https://rzdruck.intra.uni-freiburg.de>

RZ-Wiki

<https://www.wiki.uni-freiburg.de/rz>

Opening hours IT Services

<http://www.rz.uni-freiburg.de/go/oeffnungszeiten>





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