University IT Services for Students

2021/2022
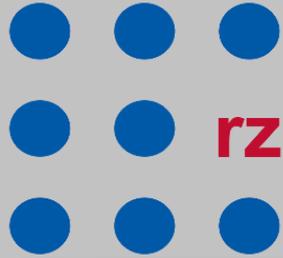
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FREIBURG

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Dear Students,

This brochure provides students with an overview of Freiburg University Information Technology (IT) systems and caters especially to new students by providing short explanations and instructions of 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 provided exclusively for educational purposes 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, also referred to as UB) or other University institutions. This brochure applies only 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.

We finalized the contents of this brochure in August 2021, 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 https://www.rz.uni-freiburg.de/index.html-en. There you will also find announcements about current system outages. You can find a small selection of the most important links referenced in this brochure on page 33.

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

Checklist: Your UniAccount

Important steps to take at the beginning of your studies

Your UniAccount is your central user account, which you keep for the entire duration of your studies at the University of Freiburg. You can manage your account via the myAccount platform:

- Following enrolment, activate your UniAccount at https://myaccount.uni-freiburg.de (see page 6)
- Check your private e-mail address (see page 7). Please manage your e-mail address(es) in the Campus Management System HISinOne (see page 11).
- If necessary, set up your own university e-mail address firstname.lastname@domain.uni-freiburg.de (see page 7).
- Set up an eduroam password in myAccount (see page 9). You will need this password to log in to the university wireless network and to use the international wireless network access, eduroam.

UniAccount

Your personal user identification

After enrolment, you will receive your own personal university account (UniAccount) by e-mail. This account consists of a user identification (initials of your name plus random number) and an initial password.

As soon as you have changed the password via myAccount (see page 6), your UniAccount is activated. Now you can use the central services of the University, especially those of the University IT Services such as Campus Management HISinOne, event booking, exam registration and registration of academic achievements, semester re-enrolment, including payment of fees via SEPA direct debit, retrieval of course certificates, university e-mail, learning platform ILIAS, (literature) databases and much more. You also have access to the computer workstations, printers and scanners in the pool rooms (see p. 17 ff.)

The UniAccount is your personal user identification. To protect it from misuse, **do not share** your password with any third party.

https://www.rz.uni-freiburg.de/services-en/uniaccount-en/uabeantrag-en/uastudi-en?set_language=en

myAccount

Online Platform for UniAccount management

Via the application myAccount (https://myaccount.uni-freiburg.de), you can manage your personal data from any computer with an Internet connection. When you log in for the first time, change your initial password. In myAccount you can set up your own university e-mail address and subscribe to various mailing lists and newsletters.

In addition, using myAccount you can change your password for eduroam or VPN access (both networks use the same password).

Topping up your printing account

A printer account is also connected to your UniAccount, which you can pre-load with credit in order to print using the printers in the computer pools or the print service of the IT Services building (see p. 17ff). You can recharge your printer account by using a separate application: https://rzdruck.intra.uni-freiburg.de**.**

Please note that once you leave the university, we can reimburse any remaining amount on the printer account in cash only (at the printing service in the IT Services building). Unfortunately, we cannot make bank transfers for refunds.

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

https://www.rz.uni-freiburg.de/services-en/uniaccount-en/uabeantrag-en/uastudi-en?set_language=en
https://myaccount.uni-freiburg.de
https://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 500 MB available space as well as a pre-set spam filter. To do this, select your university e-mail address under the menu item "Mail- & lists administration → Mail accounts". This has the following format: firstname.lastname@students.uni-freiburg.de. Alternatively, instead of the domain 'students' you can choose from eight planet names. You can check your e-mails at https://mail.uni-freiburg.de. As login, you will use your complete e-mail address. You can also manage your university e-mail account on your computer using e-mail programs such as Mozilla Thunderbird or Microsoft Outlook or you can retrieve it using your smartphone. You can find instructions for configuration in the University IT Services Wiki under "E-Mail", "Mail Clients" (RZ-Wiki see page 28, in German). You can also set your account to forward e-mails to your private e-mail address.

In case of malfunctions/outages, please note:
Outages are possible, even with the mail server. IT Services publish notifications about current outages at https://www.rz.uni-freiburg.de. Should the mail server be down, please do not send an email to the postmaster, as the email will not be delivered until the fault is resolved.

Contact:
postmaster@rz.uni-freiburg.de

https://www.rz.uni-freiburg.de/go/email
https://wiki.uni-freiburg.de/rz/doku.php?id=spamfilter
https://www.wiki.uni-freiburg.de/rz
https://www.wiki.uni-freiburg.de/rz/doku.php?id=communigate-kalender
https://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/PC-Pools
- fees for various services

in the University Library to:
- borrow books, equipment and other media
- access lockers and coat check

to open doors:
- entrance to buildings and rooms after specifically being granted access

to use Freiburg's regional public transportation system:
- use the 'SemesterTicket' (more information at https://www.vag-freiburg.de/tickets/semesterticket) with your UniCard plus enrolment certificate plus an official identity document
- use the public transportation free of charge after 7:00 pm with your UniCard plus enrolment certificate plus an official identity document
- Tip: if you get your 'SemesterTicket' or the free '19-Uhr-Nachweis' online at VAG/RVF (registration required), you only need an official identity document and your online ticket to travel with the regional public transport
- Rental bikes Frelo: Registration possible using the University E-mail address (see UniAccount); 30 minutes free per rental in Freiburg (https://www.frelo-freiburg.de/en/partner/)

Contact:
The UniCard office is located at the Student Service Center, Sedanstr. 6. E-mail: unicard@uni-freiburg.de, phone: +49 761 203 8893 (available during UniCard office hours)
https://www.studium.uni-freiburg.de/en/student-services/unicard?set_language=en

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.

1) First, set up your personal eduroam password once in myAccount (see page 6). To do this, log in to myAccount and select the menu item "Pass-/keyword", then "eduroam keyword". Please pay attention to the notes specifying the requirements for your eduroam password.

2) To connect to eduroam, the following three components are required:
   - SSID (WLAN Name): **eduroam**
   - Username: UniAccount@uni-freiburg.de
   - Password: Your personal **eduroam password**

SSID: This is identical for all participating institutions. Whether you are at the University of Heidelberg or the University of California Los Angeles, you will access the wireless network by using the same settings as in Freiburg.

Username: is a combination of the UserID of your university account followed by @uni-freiburg.de. This is not your e-mail address, although it looks similar.

Password: Please note that the (initial) password of the UniAccount does not work for accessing via WLAN eduroam. You must set up a different eduroam password under myAccount (see page 6)!

You can find detailed instructions in the University IT Services Wiki "wlan with eduroam".

https://www.rz.uni-freiburg.de/services-en/netztel-en/wlan-vpn-en/vpnwlan-en?set_language=en
https://www.rz.uni-freiburg.de/services-en/netztel-en/wlan-vpn-en/eduroam-zuhause?set_language=en
https://wiki.uni-freiburg.de/rz/doku.php?id=wlan-eduroam

Other options for accessing the university network

Some services (for example, access to certain online journals or licensed databases) require connecting to the Freiburg University Network (FUN) and obtaining a Freiburg University IP Address.

- When you are using eduroam @uni-freiburg.de, you can access electronic journals in the library (UB). The use of a VPN client is not additionally necessary.
- The computers in the University IT Services computer labs or in the joint PC-Pool/E-Assessment center on the ground floor of Werthmannstraße 4 (across from the university library), within the university library or in the PC labs of university buildings are automatically in the FUN.
- To access shared drives or other resources within the university network or for access to selected services of the university library from home or outside of the University campus, you will need to authenticate via https://mylogin.unifreiburg.de or use a VPN. You can download a VPN Client here: https://www.rz.uni-freiburg.de/services/netztel/vpn/vpn-clients_per_ua. Installation and configuration instructions are located in the University IT Services Wiki (s. page 28).

https://www.rz.uni-freiburg.de/services-en/netztel-en/wlan-vpn-en/vpnwlan-en?set_language=en
https://www.rz.uni-freiburg.de/services-en/netztel-en/wlan-vpn-en/eduroam-zuhause?set_language=en
https://www.rz.uni-freiburg.de/services-en/netztel-en/vpn/vpn-clients_per_ua?set_language=en
https://www.wiki.uni-freiburg.de/rz
https://mylogin.ub.uni-freiburg.de/info/news?locale=en_us

Campus Management

Your online service regarding studies

The campus management portal HISinOne supports you at various stages of your studies: not just the application and enrolment, but also in order to register for courses, events, exams and semester re-enrolment. Use your university account (see page 5) to log in to HISinOne and get to know the variety of functions.

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

On HISinOne, as a student, you can
- see all modules, courses, exams and study achievements at a glance in the study planner
- sign up for courses, register for exams and register credits
- find dates in your timetable for booked or preregistered courses, registered exams and registered academic achievements
- view your performance summaries under the menu item "My studies" → "My achievements"
- create certificates (enrolment, study/BAföG certificate, transcripts), re-register (via SEPA direct debit), change your contact details and much more under the menu item "My Studies" → "Study Service"
- apply for a different major subject or for an advanced course of study, under menu item "Studies offered" → „Application"
- submit an "application for data collection for persons interested in doctoral studies", under the menu item "Studies offered" → "Doctorate"
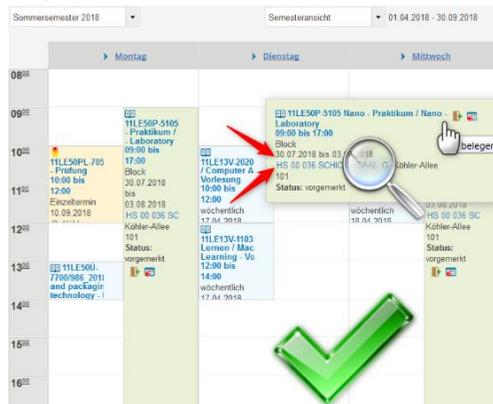
Schedule in HISinOne

Campus Management (continued)

Online application

If you want to apply for Master programs or for a change of subject at a later date, please log in to HISinOne and use the menu item "Studies offered" → "Application".

Help, News

- In the HISinOne Wiki you will find instructions on event booking, exam registration, feedback etc. You can access the Wiki directly from HISinOne via the menu item "Help" → "Instructions for students".
- On the HISinOne homepage (after logging in) you will see news and important information displayed. Check here regularly!

Whom should I contact for help?

- If you have organizational questions, e.g. regarding deadlines for events, please contact the responsible faculty or institution.
- In case of technical problems, the Campus Management Team can help at cm@rz.uni-freiburg.de.

ILIAS - Central E-Learning Platform

ILIAS is the central learning platform of the University of Freiburg. Due to the current restrictions on classroom teaching, it is a central contact point for digital teaching. Here, professors and lecturers can create course rooms and provide online learning materials and activities very easily (files, learning modules, lists of links, exercises, self-assessment, etc.). Numerous cooperation and communication tools such as wikis, forums, working groups and blogs are available for use in teaching, as well as tools for surveys, self-tests and feedback:

https://ilias.uni-freiburg.de

To use ILIAS, you need to have activated your university account (see page 5) and have a valid e-mail address stored in your profile in HISinOne (see page 11).

Courses

Students usually join the courses at ILIAS on their own (Repository → Lehrveranstaltungen WS / SS (English: "Courses") ...). In many cases, the course organizer will give you a "secret" course password in the first course session. This password will be requested once to allow you to join the ILIAS course. You can obtain this course password from the course organizer.
Some departments use the booking procedure in HISinOne (see page 11) in combination with an interface to ILIAS. In this case, you will find the courses taken in HISinOne directly in ILIAS under "Magazine -> My courses and groups" and do not have to join them again.

Study groups

In a separate section of the magazine (Repository → Student Learning Groups / Departmental Student Committees) students can create their own learning and working groups and use all available ILIAS tools (uploading files, collaborating in wikis, etc.). Every student can create as many study groups and work together with as many fellow students as they like in the study group area on ILIAS. With ILIAS, it is not necessary to pass on your personal data such as private e-mail address or phone number, as is usual with messenger services or Dropbox.

ILIAS <small>(continued)</small>

The university account used for ILIAS also regulates the access to the individual study groups. Normally, one creates study groups for the current semester but the group admins can also manually "move" groups to the following semester, if desired. If the group admins choose not to do so, the study groups will be deleted automatically two months after the start of the following semester

In addition to the possibility of storing files and using other tools within your study group (such as scheduling, voting, etc.), you can create and use online meeting rooms on the BigBlueButton server (BBB), similar to ZOOM or Skype. Here you can meet, discuss and collect ideas virtually. In addition to communication via webcam and microphone, participants can also share their screen. You can participate in a BBB meeting with a laptop, tablet or smartphone directly from ILIAS via the browser – no need to install a separate program or app. It is best to use a current version of the common browsers Mozilla Firefox, Google Chrome or Microsoft Edge (Safari sometimes causes problems).

Another attractive option within the study groups are singly or jointly created flashcards. For this purpose, you simply create the terms and card contents in one or more glossaries in the study group. Then, via a "flashcard" object, which is very similar to flashcards made of paper, the terms can be reviewed crammed and will be automatically sorted into different "boxes" ("known", "difficult", "not known") for repetition.

In addition, you will also find offers from many student councils on various topics in this section. In addition to organizational tools and information groups especially for the freshmen orientation week, you will also find interesting material about the different subjects, subject culture and study. Some student councils offer information such as databases for old exams and forums for exam preparation

Contact
For technical questions and problems (login, download of material, support in setting up and designing study groups, etc.) please consult with
ilias@rz.uni-freiburg.de.

The ILIAS Pegasus App

Making learning material mobile

With the ILIAS Pegasus app, the learning platform ILIAS (see page 13) can also be easily accessed on mobile devices. The app can be downloaded through the AppStore onto your smartphone or tablet. The learning material uploaded to ILIAS by teachers can then be accessed through the app. This can include PDFs, learning modules, e-tests, videos and PowerPoint slides.
Entire courses and groups or just individual files, folders and learning locations can be downloaded to the smartphone or tablet via the favorites function and automatically kept up-to-date, so that you always have the designated learning content in your pocket.

The interface of the app is similar to the desktop version and is just as easy to use. On your Personal Desktop you can find previously booked courses and groups. Unfortunately, looking for and booking new courses is not possible through the app. Only content that was previously booked through the web version can be accessed.

Since the summer semester 2020 "learning places" can be created by teachers and made available to students via the ILIAS Pegasus app. Teachers deposit learning materials (texts, pictures or videos) virtually via GPS at specific locations, which can then be accessed directly by the students in the app. The highlight of the app is that the learning locations can be downloaded to the smartphone in advance, so that they are available even if the Internet connection is not good.

With the ILIAS Pegasus app, you can carry all available learning material of the University Freiburg with you at all times.

https://www.ilias-pegasus.de

E-Learning

E-Learning Department: Services for digitally supported learning and teaching

The E-Learning Department manages the learning platform ILIAS and offers numerous e-learning services, such as:

- Advice and workshops on the use of digital infrastructure in teaching
- Online seminars, office hours or presentations using BigBlueButton or Zoom
- Implementation of hybrid teaching formats
- Use of student learning groups on ILIAS
- Application and implementation of electronic exams
- Support of the portal for the initial phase of studies (kosmic.uni-freiburg.de)

If you have any ideas or suggestions regarding the e-learning tools offered at the university, feel free to approach your professor or lecturer and let them know about our services or contact the e-learning department directly. t hesitate to contact us directly. In addition, 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. Your questions and suggestions will be gladly taken up or passed on to the lecturers.

elearning@rz.uni-freiburg.de
https://www.rz.uni-freiburg.de/services-en/elearning-en

Computers, Printing, Scanning

The University offers various PC Workstations, Printers and Scanner

As part of the university PC pool concept, the University of Freiburg is currently providing approximately 400 computers as workspaces in pool rooms. There you can select a wide range of virtual teaching and training environments, use modern office applications and subject-specific software packages in various operating systems (Windows, Linux). Furthermore, you can conduct research in databases and on the Internet, burn files onto CDs and DVDs, or print and scan materials. These environments are offered by the computer center in a basic configuration, or specially configured by teachers for specific courses and subjects.

In the combined computer pool and e-testing facility on the ground floor of Werthmannstr. 4, there are seven different rooms of various sizes with a total capacity of c. 160 work stations. Also available are three computer pools in the basement of the IT Services Center in Hermann-Herder-Str. 10 with 15-30 work stations each. In other University Institutes and Faculties you may find additional computer pools. Using the software bwLehrpool, you have a large selection of virtual teaching and training environments. These are usually location-independent, i.e. no need for you to be at a specific location to use the software. All of the pool work stations are available to University members during normal opening hours.

Please note the signs on the doors of the course rooms used for courses. Information on courses in progress and current occupancy of most of the pool rooms can be found at:
https://www.rz.uni-freiburg.de/rz/aktuell/bwlehrpool_turschilder

Computer pools: Selecting the right teaching and training environment

The PC pool software bwLehrpool allows you to choose amongst multiple operation systems once you are logged in. Should your course specify a specific environment with its own software configuration, please choose that environment. Otherwise, you can select one of the default environments using Windows 10 and Linux (openSUSE and Ubuntu). These and further environments contain a broader selection of (specialist) software.

Computer, Printing, Scanning (continued)

The teaching staff can create their own environments within the bwLehrpool system; notify your teachers if you need further software. Please also take note of the help and notices screen. During courses in the computer labs, you might be asked by the teaching staff to share your screen for the control system 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

bwLehrpool environment selection window

found on the posters in the computer labs.

Printing in computer pools

The computer work stations in Hermann-Herder-Str. 10 and Werthmannstr. 4 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).

bwLehrpool printing system selection window

Computer, Printing, Scanning (continued)

The bwLehrpool-printing system allows printing via virtual Windows machines in all computer labs. One printer ("Pool_Drucker") should be selected; specific printing settings can be adjusted in the options of this printer. 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.

After selecting "Drucken/Print" in a given program, the printing window of the system appears. The available printers will be listed according to location. Depending on the printers, further choices can be made such as 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 requested in a consecutive window.

Printing jobs in the IT Services Building will have to be cleared at the printing-release-station in the basement, room -111. PC-Pools in Werthmannstr. 4 also work with the printing-release-station found in the separate printing room at the far end of the corridor. The costs for waiting print jobs and your available print credit will be displayed. The computer labs/pools of other institutes also use the printing release system. In the University Library (UB), printing can only be done from a specific environment.
https://www.rz.uni-freiburg.de/services-en/pc-en/pcpools-en
https://wiki.uni-freiburg.de/rz/doku.php?id=lehrpools

Printing Service

In justified cases (for example as part of a course) 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 017 (ground floor, phone: +49 761 203 4618).
https://www.rz.uni-freiburg.de/services-en/drucker-en/druck-plot-en?set_language=en

Scanning

Both the IT Services branch in Hermann-Herder-Str. 10, and computer pools in Werthmannstr. 4, ground floor, offer scanners for A3 and A4 formats.

"Central" data storage

Your personal data storage space

All enrolled students automatically receive a personal data directory with 20 GB storage space connected to their UniAccount. Here, you can store your documents and access them from anywhere in the world. Your files are stored on the file (data) server in the University IT Services and are regularly backed up. This makes your data directory a safe place for important files such as your papers or your final thesis.

How to access your personal directory:

1) In the bwLehrpool system, working environments automatically include your personal data directory (network home directory) and any course-specific network drives by default (unless the course instructor or creator of the environment has specified otherwise). Additionally, corresponding shortcuts are displayed on the desktop.
In Linux environments your network home directory is integrated under ~/PERSISTENT, other network drives are integrated analogously under ~/<drive name>. Under Windows, each network drive gets its own drive name or drive letter. Integration and display may differ in courses created by the teaching staff. When saving, you should always check whether the data is actually written to your network home directory or a course-specific network drive. For security reasons, data not stored on network drives or USB sticks will be deleted after the end of a session!

2) If you wish to access your personal directory from home or on the road, dial into the university network with the VPN client (see pages 10, 27). You will need to make the following settings:

- Windows: In Windows Explorer, right-click "Computer" or "This PC" and then "Connect network drive". Check "Verbindung mit anderen Anmeldeinformationen herstellen" meaning "Connect with other credentials" and select a letter for the network drive. For the folder, enter \\userid.files.uni-freiburg.de\home\userid (userid = your UniAccount). Enter public\userid as user as well as your personal password.

"Central" data storage (continued)

- macOS X (10.5-10.15) and up to and including macOS 12: You need to start the Finder, open the menu item "go to", select "connect to server" and enter smb://userid.files.uni-freiburg.de/home/userid and then your password.
- Linux: To connect using the command line tool smbclient: "smbclient //userid.files.uni-freiburg.de/home -U public/userid -D userid". Then enter your password. You can also use graphical file managers such as Dolphin, Konqueror, Natilus or similar with the address "smb://userid.files.uni-freiburg.de/home/userid". When asked for the domain, enter "public"
- In the Windows pools in the Computer Center, your home directory will be automatically mapped.

https://www.rz.uni-freiburg.de/go/fileserver

bwLehrpool-remote – using pool environments (not) only from home

Due to the Corona situation, there are still restrictions on face-to-face teaching and practice this semester. Many course instructors are therefore shifting their courses and lectures to a digital environment, and many students are increasingly working from home, using their own equipment. However, the environment necessary for practical work is often missing in the form of the software usually provided in the computer pool rooms and the installation of these programs on students' private devices is often not possible due to licensing restrictions or configuration problems.

During lockdown, bwLehrpool computers are not accessible to students. Fortunately, bwLehrpool-remote function provides a way to access computers from anywhere. Students and teaching staff connect via a simple web browser, which requires neither very powerful hardware nor special software.

Requirements

On the user side, a reasonably fast internet connection is required in addition to a reasonably up-to-date, HTML-5-capable browser such as Firefox, Safari, Edge or similar. The performance of your own computer is less important, since all arithmetic operations take place on the respective pool computer.

Application

To access bwLehrpool-remote, visit https://bwlehrpool.ruf.uni-freiburg.de. Javascript is required; make sure you turn off any javascript-blocking browser extensions you might be using.

bwLehrpool-remote – using pool environments (not) only from home (continued)

Login

After entering the web address, you will see the login to bwLehrpool-remote. Enter your user ID and password and click on "Login".

Problems with the login may be caused by the fact that the web interface treats any special characters in your password differently from your computer. Tip: to verify what characters you are typing, enter your password or simply the special characters in question into the user id field for display (do not send).

Location selection

After login, you will find several rooms available for selection. Since bwLehrpool offers different events based on locations, you will see different environments depending on the room you have selected. If you cannot find the environment you are looking for, confirm that you are in the correct location.

Attention:
In this step, set the size of browser window you wish to work with!

Wähle einen Raum aus

Stelle sicher, dass das Browser Fenster die gewünschte Größe hat. Die
Auflösung des Clients wird dem entsprechend gesetzt.

Normalbetrieb	7 verfügbar (53 offline)	
	7 verfügbar (24 offline)	Passwortgeschützt
	7 verfügbar (27 offline)	Passwortgeschützt

Ausloggen   **Weiter**

BWLEHRPOOL

Freely accessible locations

Simply left-click on the location you want to select and then click on "Continue".

Wähle einen Raum aus

Stelle sicher, dass das Browser Fenster die gewünschte Größe hat. Die
Auflösung des Clients wird dem entsprechend gesetzt.

Normalbetrieb	7 verfügbar (53 offline)	
	7 verfügbar (24 offline)	Passwortgeschützt
	7 verfügbar (27 offline)	Passwortgeschützt

Ausloggen   **Weiter**

BWLEHRPOOL

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bwLehrpool-remote – using pool environments (not) only from home (continued)

Password-protected locations

Access to some locations is protected by password. For instance, access can be restricted to a limited number of concurrent students if the location provides access to software that is restricted by licensing rules. This also applies if only a few computers are available at certain locations.

In this case, simply left-click on the location you wish to enter, tap on the password field and enter the password provided by the teaching staff. Then click on "Continue".

Wähle einen Raum aus

Stelle sicher, dass das Browser Fenster die gewünschte Größe hat. Die Auflösung des Clients wird dem entsprechend gesetzt.

Normalbetrieb	6 verfügbar (53 offline)	
▓▓▓	6 verfügbar (24 offline)	●●●●●●●●●●●●
▓▓	7 verfügbar (27 offline)	Passwortgeschützt

Ausloggen   Weiter

BWLEHRPOOL

Selection of the event

Further steps are as usual - just as if you were present on site.

Software & Hardware

Special offers for students

You can acquire reduced-price or even free software licenses for your private computer through the University IT Services. Available to students are campus or state licenses for Citavi, MATLAB & Simulink, Mathematica, ArcGIS, MaxQDA (limited number), Sophos (anti-virus), LabView and ChemDraw, all free of charge.

You may make use of external offers for Microsoft products as well:
All students can subscribe to Office 365 as well as to a Windows 10 Education Upgrade license. Thanks to the generous funding from the "Studierendenvorschlagsbudget", i.e. funding nominated by the student body, this offer is free of charge. Students simply need to renew their subscription once a year.

For further information and instructions regarding the software, please visit the University IT Services website:

https://www.rz.uni-freiburg.de/go/software

Furthermore, you can order discounted software such as SPSS at a reduced price through the online software store ASKnet, which is operated on behalf of the University IT Services. You can find a product overview here:

https://ruf.asknet.de

The University of Freiburg participates in the "Apple on Campus Program", through which you can obtain Apple products such as Apple hardware, software and peripherals at a reduced price. For this purpose, you have to verify your status with your UniAccount.

https://www.rz.uni-freiburg.de/go/apple

Unfortunately, we are currently unable to provide special offers for other hardware.

Electronic resources
provided by the University Library (UB)

Extensive stock of e-media

In addition to printed books and journals, the University Library offers you a wide range of e-resources such as e-journals, e-books, databases and audiovisual materials.

On-line literature research

Using the UB's online catalogs and licensed online databases (bibliographic, factual, and full-text databases), you can conduct comprehensive literature searches:

https://www.ub.uni-freiburg.de/en/research

The selection and provision of the databases as well as the content-related and technical support of the online literature searches are all the responsibility of the University Library. If you have any questions, please contact the UB for support.

https://www.ub.uni-freiburg.de/en/support

University IT Services Wiki

Collaborative Wiki Development

In the University IT Services Wiki you will find useful material about our services as well as tips on how to use our IT infrastructure, e.g. instructions on how to set up various e-mail clients or detailed descriptions of the configuration of the PC pools.

The best part about the RZ Wiki is: As a student at the University of Freiburg, you can help shape, supplement and correct the information in the Wiki and create new articles. For example, have you found a way to access your e-mails through your mobile phone? Write it in our Wiki so that others can benefit from this info. You are welcome to add or improve the content of existing articles.

Taking part is easy: Simply log in to the Wiki with your UniAccount, read the Wiki-Guide under "Mitmachen/Participate" and off you go. Until now, this Wiki has only been written in German, but we encourage you to add any comments in English.

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

Network Security

Safe Internet Use

Computers connected to the internet are exposed to many dangers. The administrators of the University IT Services invest considerable part of their work in the defense against cyber-attacks or the elimination of their consequences.

Please consider some basic tips on how to secure your own computer and data against misuse:

- Never share your access data (e.g. UniAccount login).
- Your personal password should meet the following criteria: Use at least 12 characters; combine letters, numbers and special characters. Never choose passwords that are contained in dictionaries or have to do with your personal environment (names of friends or relatives, dates of birth, etc.)
- Set up the operating system and applications so that they offer as small a target as possible. Only install the programs and services you need and update both regularly. Make sure to install Windows updates from Microsoft regularly or set your system to install them automatically.
- Protect your computer with an anti-virus program against viruses, worms and Trojans and make sure this is updated daily.

The university's mail server filters out all mails containing known viruses. Use this or any other mail server that protects you from viruses.

Network Security (continued)

- Treat e-mails which ask you for personal data (passwords, account numbers, etc.) cautiously - it could be a phishing e-mail with fraudulent intent. Delete such e-mails and do not reply to them.
- Use your operating system's firewall to achieve basic security of your computer.
- Not all websites are serious and some advanced browser features such as JavaScript, Java, and ActiveX may cause security problems. With a secure configuration of your internet browser, you can protect yourself against such risk. You can find further information at https://www.bsi.bund.de, search word "browser configuration".
- Back up important data such as term papers, diploma theses, or doctoral theses regularly on your home directory (see page 20-21). Your data is safe there and can be restored in case of an emergency.

These tips only account for basic protection of your computer and your data. Please also read additional information on the subject of security at:

https://www.rz.uni-freiburg.de/services-en/sicherheit-en?set_language=en
https://www.wiki.uni-freiburg.de/rz
https://www.bsi.bund.de
https://www.rz.uni-freiburg.de/services-en/sicherheit-en/virenschutz-en?set_language=en

Student Helpdesk

Support for IT-related problems

If you wish to access the University's wireless network with your notebook or if you have questions about your UniAccount or need help with IT problems, you are welcome to mail us at beratung@rz.uni-freiburg.de and/or phone us at +49 761 203 4666 or 4603. Please note that due to the Covid-19 situation you will need to book a slot via Campus Management in advance in order to access and work in the computer pools.

Please bring your notebook with you and we will help you in setting up WLAN and VPN so that you can use the university's wireless network and access all our services.

Our student help desk team is on site daily from Monday to Friday and will be happy to help you with any questions you may have regarding the use of our pools and IT systems. If you experience problems with your notebook (defect, virus attack, etc.), please contact the respective computer company or specialist dealer.

Help desk in the University IT Services (Hermann-Herder-Str. 10)
Room 002 (ground floor)
Phone: +49 761 203 4666

Help desk in Werthmannstraße 4
Room 008
Phone: +49 761 203 4603

Opening hours University IT Services and branch office Werthmannstr. 4, ground floor

University IT Services Building, Hermann-Herder-Str. 10 pool room (basement, please note the limited access due to the Covid-19 situation)
Mon – Fri: 07:00 – 20:00
Sat: 09:00 – 13:00

Helpdesk, ground floor, Room 002
First point of contact regarding IT problems and equipment use in the pools
Mon – Fri: 18:00 - 20:00

User Helpdesk, ground floor, Room 001/002

- UniAccount, passwords: nutzerservice@rz.uni-freiburg.de
  Tue – Thu: 09:00 – 12:00

- E-Mail: postmaster@rz.uni-freiburg.de
  Mon, Wed, Thu: 09:00 – 12:00
  Wed, Fri: 14:00 – 16:00

Printing Service
Printing services location in the University IT Services Building. Phone: +49 761 203 4618
Mon – Thu: 08:00 – 12:00 and 13:00 – 18:00
Fri: 08:00 – 12:00 and 13:00 – 15:30

IT Services branch PC Pools, Werthmannstraße 4, ground floor
Workstations:
Mon – Fri: 08:00 – 22:00
Sat: 09:00 – 18:00

General support in Werthmannstr. 4, ground floor, Room 008
Mon – Fri: 08:30 – 20:00

For up-to-date hours of operation, please see:
https://www.rz.uni-freiburg.de/rz-en/oeffnungszeiten-en?set_language=en

Important URLs

(Please check for a corresponding English version)

UniAccount	https://www.rz.uni-freiburg.de/go/ua-studierende
myAccount	https://myaccount.uni-freiburg.de
UniCard	https://www.studium.uni-freiburg.de/en/student-services/unicard
HISinOne	https://campus.uni-freiburg.de
E-Mail	https://www.rz.uni-freiburg.de/go/email
ILIAS	https://ilias.uni-freiburg.de
Printer account reload	https://rzdruck.intra.uni-freiburg.de

(Only available from the university network or via VPN)

Computer Center Wiki	https://www.wiki.uni-freiburg.de/rz

Point of contact

https://www.rz.uni-freiburg.de/helpcenter/ansprechstellen

PC Pool Supervision in Werthmannstr. 4, University Library, University IT Services

https://www.rz.uni-freiburg.de/rz/aktuell/bwlehrpool_turschilder

Imprint

You can find this brochure online at:
https://www.rz.uni-freiburg.de/go/studiheft