



October 2014

INFORMATION FOR STUDENTS

INTERNET, EMAIL, PERSONAL COMPUTER POOLS ...

How can I get access the Internet, email and computer-labs (CIP-Pools) at the FAU?

First, activate your Customer-ID (account) and your email account. You will find your Customer-ID and activation password in the information letter that you receive at the students' office where you enroll in person and pay your student services fee. Please activate your account as soon as possible to avoid unauthorized use.

How do I activate my account and student email account?

Access www.idm.fau.de and enter your username and your activation password where it says "Activation". Then follow the on-screen instructions.

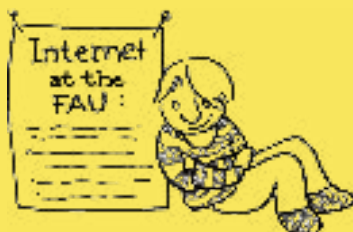
After that you will have access to all online services of the University (e.g. email, WLAN, VPN) as well as various online portals (such as "mein campus" or StudOn) and will be able to use the public computer-labs (CIP-Pools).

Where do I activate my account?

At the public info-terminals of the University of Erlangen-Nuremberg (details on the back) but also over the internet from any PC.

I have activated my account – how do I access the Internet at the University of Erlangen-Nuremberg?

Registration for the CIP-Pools at the University libraries (UB) and (TNZB), at the Faculty of Law, at the Faculty of Theology, at the Faculty of Philosophy and at the Faculty of Economy will be processed within two hours after the activation of your username. In order to use any of the other CIP-Pools at the University of Erlangen-Nuremberg please visit the local CIP-Pool administration teams on location for registration.



Where do I find the CIP-Pools?

The University of Erlangen-Nuremberg currently maintains CIP-Pools for students at 30 different locations for all faculties in both Erlangen and Nuremberg. A complete listing of all CIP-Pool locations can be found at www.rrze.fau.de/infrastruktur/cippools/

What is the FAUcard?

The FAUcard is the student ID card of the University of Erlangen-Nuremberg. It is a multifunctional chipcard that you can use as a student ID card, as a library card for the University libraries and as an ID card for areas with electronic access

control. You can also charge the card with money and use it to pay for lunch in the mess halls, at the cafeterias of the University, for snacks and beverages at vending machines and also to make copies at copy machines.

Every semester the card must be validated and updated again at an appropriate validation station. You can find the locations of the validation stations along with more information concerning the FAUcard at www.card.fau.de.

How do I use the library functions of the FAUcard?

In order to be able to use the FAUcard for the library you must activate it once online by accepting the "Allgemeine Benutzungsordnung der Bayerischen Staatlichen Bibliotheken (ABOB)" (General Terms of Business for Bavarian State Libraries). To activate your library access please go to www.idm.fau.de --> *Requests/Tasks* --> *FAUcard*

How can I have my FAUcard blocked?

You should immediately block your FAUcard in case it is lost or stolen. At www.idm.fau.de --> *Requests/Tasks* --> *FAUcard* you can have your card blocked.

Where can I download personal documents?

Go to www.campus.fau.de (to login you must have activated your account). "mein campus" is the web portal for Bachelor/Master students, professors and University employees where personal documents can be accessed and printed (i.e. test results, application documents, events).

How can I use my University mailbox?

At the time of enrollment every student gets access to an account (FAUMail account) at the RRZE once the email address has been registered. This email address is used for information on re-registration, on applications for events or exams, for messages from the University library and other important announcements of the FAU.

General instructions on how to use the account can be found at www.mail.rrze.de/postfaecher/faumail.shtml

Support especially for email software configuration is available under www.rrze.fau.de/dienste/internet-zugang/shi/internet-software

Can I connect to the university network from home?

Yes! You can connect to the University network by using VPN (virtual private network). All you need is the VPN client of the RRZE. After the installation of the client you have access to the



University network and you are able to download software (see below section "Software download ..."). You can also access a variety of scientific journals and databases of the library and the online-shop for FAU hardware. For journals and database research at the library the proxy settings

of your browser must be adjusted as well. More information concerning downloads and browser configurations can be found at www.rrze.fau.de/dienste/internet-zugang/vpn

Where to get access to the Internet by a wireless network connection (Wireless LAN) at the University of Erlangen-Nuremberg?

There are more than 1.100 access points area-wide in Erlangen City, the Southern Campus and in Nuremberg. Further access points are continuously being added. FAU students can use the wireless networks FAU-STUD oder FAU-VPN. Guest students can use eduroam. Further information is provided at:

www.rrze.fau.de/dienste/internet-zugang/wlan.shtml

WLAN availability:

www.rrze.fau.de/infrastruktur/kommunikationsnetz/wlan.shtml

How can I publish my own information in the Internet?

The „Blog“-Service of the university allows the creation of weblogs to publish personal messages or additional information about studying at the FAU. Further information can be found at

www.blogs.fau.de

Printing, scanning documents and burning CDs and DVDs in CIP-Pools

Printers are available at all CIP-Pool-computers. Several scanners (also for slides) and CD/DVD burners are available at the TNZB. Some of the other CIP-Pools offer the same services. Please refer to the local administrators for information on printing services and costs. You can contact the information desk ("Service-Theke", IZI-Helpdesk, IZN-Helpdesk) for further information.



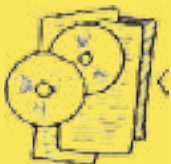
Software download and privat use

Information on downloading software (freeware, shareware, public domain software) can be found at

www.rrze.fau.de/dienste/software/server/ftp.shtml

Some software license agreements permit the private use by students of the University of Erlangen-Nuremberg:

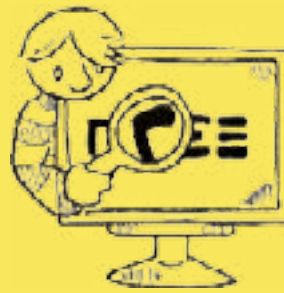
www.software.rrze.fau.de
--> *Private-Nutzung*



Where and how can I sign-up for computer classes?

The RRZE offers all students of the University of Erlangen-Nuremberg an extensive course program. The low-priced training courses are offered as half-day and/or full-day classes both during the semester as well as during the semester break. A detailed description of the specific courses, current events and the possibility for online registration can be found at:

www.kurse.rrze.fau.de



Missed a class?

Simply catch up from home: The video portal of the Friedrich-Alexander University of Erlangen-Nuremberg or iTunesU offers a wide range of audio-visual material online – over 4.000 videos, podcasts and PDFs of numerous University classes, presentations and articles from and about the

University can be downloaded on both media portals. The video portal of the University can be accessed directly with any browser.

www.fau.tv, www.itunes.fau.de

Where can I find an overview of all this information?

Information concerning user ID, Internet, WLAN, VPN, information centers and help desk, software and hardware at reduced prices and useful manuals and programs (Firefox, VPN, PDF, virus scanners, ...) is made available by the RRZE on a special website: www.starthilfe.rrze.fau.de

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Conditions for using the Internet services and the CIP-Pools of the University of Erlangen-Nuremberg:

All devices and offered Internet services may only be used for purposes of research and science. If abuse is determined, the permission of use will be detracted. All guidelines of the University of Erlangen-Nuremberg for data processing and CIP-Pools apply
www.rrze.fau.de/dienste/konditionen/benutzungsrichtlinien



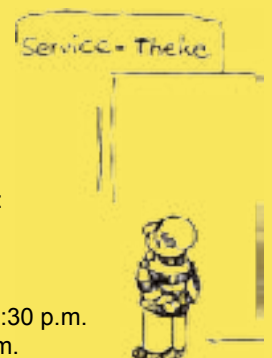
ANY QUESTIONS?

If you have any questions, please refer to your local CIP-Pool administrator

For the CIP-Pool located at the TNZB: Service-Theke (room 1.013) RRZE, Martensstr. 1, 91058 Erlangen Tel.: 09131 85-29955

Opening hours: Mon-Thu: 9 a.m. - 4:30 p.m.
Fri: 9 a.m. - 2:00 p.m.

www.rrze.fau.de/hilfe/service-theke



For CIP-Pools located in the city center of Erlangen: Helpdesk, IT-Betreuungszentrums Innenstadt (IZI) Bismarckstr. 1, 91054 Erlangen, B-Turm
Opening hours: Mon-Thu: 9 a.m. - 2 p.m.
Fri: 9 a.m. - 12:30 p.m.

www.izi.rrze.fau.de

For CIP-Pools located in Nuremberg: Helpdesk, IT-Betreuungszentrums Nuremberg (IZN) Lange Gasse 20, 90403 Nürnberg, Raum 0.439
Opening hours: Mon-Fri: 9 a.m. - 12 p.m.,
2 p.m. - 5 p.m. and 7 p.m. - 9 p.m.

Sat: 9 a.m. - 12 p.m., 3 p.m. - 5 p.m.,
8 p.m. - 9 p.m.

www.izn.rrze.fau.de