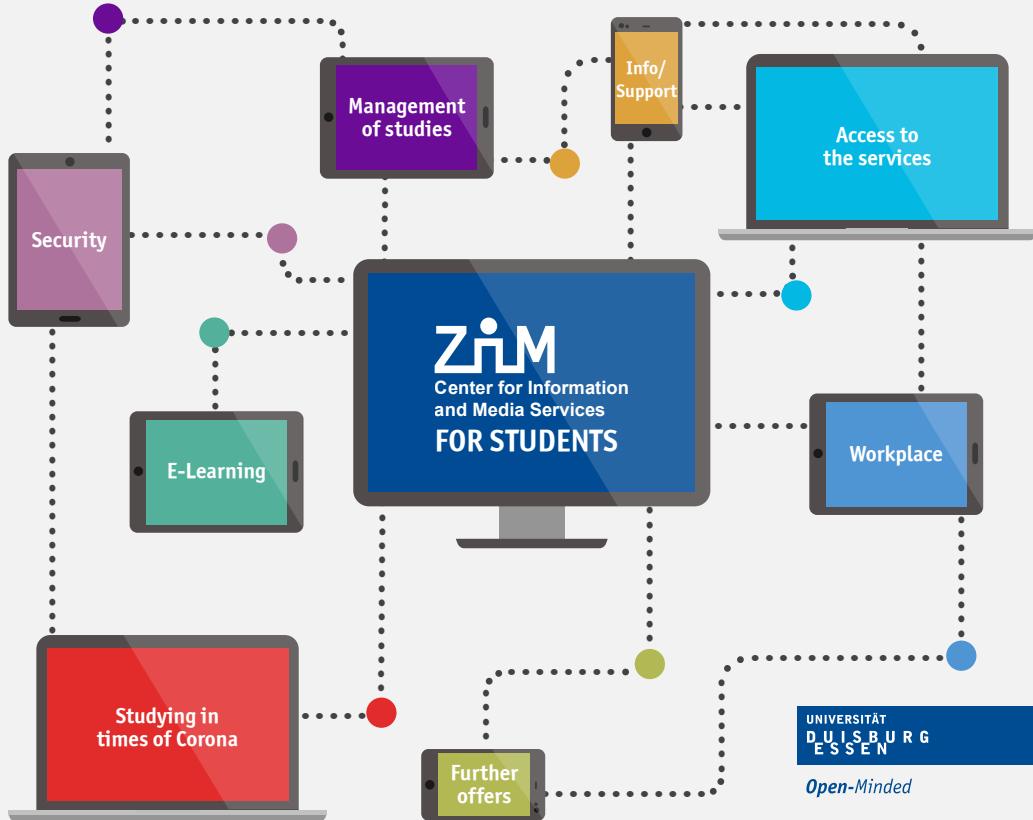


ZiM Support for students in times of Corona



UNIVERSITÄT
DUISBURG
ESSEN

Open-Minded

ZiM

Centre for Information and Media Services



Centre for Information and Media Services

The Centre for Information and Media Services (ZIM) of the University Duisburg-Essen is the central IT-service facility. Its tasks range from providing networks and servers, e-learning platforms, qualified consulting on all our e-services and on e-learning, media and IT-support, to high-performance computing, training courses, as well as support for special events and processes in the library and in the administration.

The so-called “e-Points” are located in the libraries both in Essen and in Duisburg and function as a competent first level support.



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ACCESS TO THE SERVICES

University username

The university username is a combination of letters and numbers (if need be) connected to a password, which is required to access most of the services of the ZIM as well as certain restricted services of the UDE. Along with the matriculation, every student of the UDE received an individual username which has to be activated with a clearance password through the selfcare-portal.

The username is valid until leaving the university. Subsequently, the given accesses and resources will be removed.

INFORMATION ABOUT THE UNIVERSITY USERNAME: WWW.UNI-DUE.DE/ZIM/QUICK/129

INFORMATION ABOUT THE ALUMNI ARRANGEMENT: WWW.UNI-DUE.DE/ZIM/QUICK/115



Selfcare-portal

The selfcare-portal of the user administration makes it possible to change the settings of the username. The password can be changed and a separate WiFi password can be set. Here, the settings for the spam protection of the e-mail account, the memberships for mailing lists of the university (e.g. the newsletter) and the activation of a personal website can be carried out or modified.

Furthermore, information concerning the authorizations of the individual username can be found here. Existing errors can be determined single-handedly, should there be a problem with the authentication. Potential blockings of the username are also shown here.

INFORMATION ABOUT THE SELFCARE-PORTAL: WWW.UNI-DUE.DE/ZIM/QUICK/26

● E-Mail

Every student of the UDE receives a personal e-mail account on the server mailbox. uni-duisburg-essen.de.

The e-mail address is usually generated as follows: `name.surname@stud.uni-due.de`. It is required for the use of software such as Office 365.

Mails informing about the UDE are also sent to this e-mail address. The e-mail inbox can easily be accessed through the webmail-interface (webmailer.uni-due.de). There is no configuration needed.

Additionally, the settings can be adjusted to the individual needs. For example, a forwarding to external or internal e-mail addresses, a personal signature or a notification of absence can be installed.

Every inbox has a certain capacity (Quota). If the Quota is exceeded, new e-mails will not reach the inbox, regardless of the importance.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/130

CONFIGURATION INSTRUCTIONS: WWW.UNI-DUE.DE/ZIM/QUICK/141

INFORMATION ABOUT THE QUOTA: WWW.UNI-DUE.DE/ZIM/QUICK/142

● WiFi

The ZIM provides the WiFi connection eduroam, which is being expanded and upgraded on a regular basis. The configuration can be carried out manually or automatically. In order to access the WiFi, `<username>@uni.due.de` and either the university password or the WiFi password is needed, if a separate password has been installed in the user portal. The setting of a separate WiFi password is strongly recommended for reasons of security. Students can carry this out in the selfcare-portal.

Eduroam offers an easy access to WiFi in other universities/organizations as well. By now, it is possible to use eduroam even in the city center of Duisburg.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/131

SELF CARE-PORTAL: WWW.UNI-DUE.DE/ZIM/QUICK/26

● VPN

VPN stands for 'virtual private network'. It enables the establishment of an encrypted connection to IT-services of the university. The access through VPN is required in order to make use of licensed university services such as e-books or certain restricted software.

SELF CARE-PORTAL: WWW.UNI-DUE.DE/ZIM/QUICK/132



● Help at the e-Point

The e-Point is an information center where students help students. It is open from 09:00 to 19:00 o'clock. Here, questions regarding the services of the ZIM are answered and problems for example with the username or the configuration are solved. The e-Points are located on the ground floor of the library in Duisburg (building LK) and in Essen (building R11).

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/133

● Social media presence

The ZIM informs about events, performances and new services on posters and flyers as well as on RSS feeds, social media channels and on the website.

FACEBOOK: WWW.FACEBOOK.COM/UNI.DUE.ZIM/

TWITTER: @ZIM_UDE

● RSS-feeds

With the RSS newsfeeds it is possible to track current announcements, occurring faults or safety information regarding the ZIM. The notifications can be set as a bookmark in the browser or be subscribed to via newsreader and e-mail.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/RSS-NEWSFEED.SHTML

FAQs ●

There are questions that come up time and again. That is why the ZIM collected a knowledge database where these questions are answered and support is provided.

FAQs WWW.UNI-DUE.DE/ZIM/QUICK/4



SECURITY

● IT security

The security of information is an important topic for students. In order to guarantee a safe usage of computers or smartphones as well as data of the university network, it is important to act responsibly and to abide by certain rules.

Regular updating of the operating system, the use of an up-to-date anti-virus scanner and the use of secure passwords is significant. The ZIM informs about current threats in the RSS feed security.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/134

● Certificates

Every member of the UDE can receive a user certificate which is used for example to entail e-mails with a signature. For the identification, a contact of the ZIM will require a valid ID or a passport.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/135

● Secure password

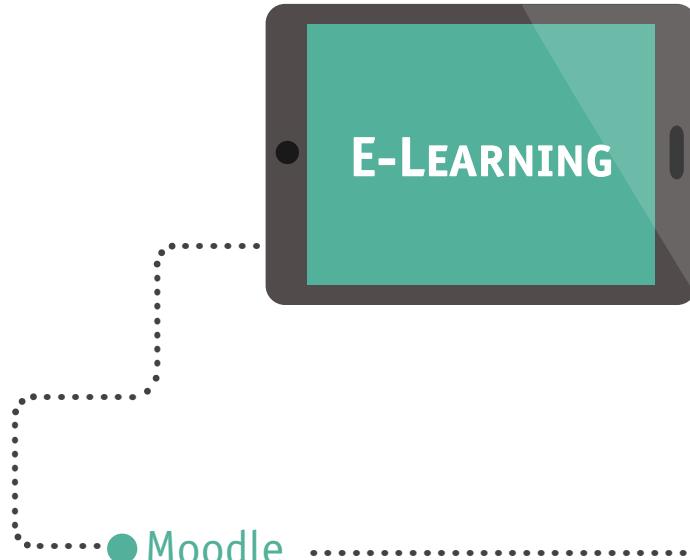
Passwords should at least meet the minimum requirements when it comes to security. Therefore, it should be clear that the personal password ought to consist of a combination of letters, numbers, and symbols a stranger cannot identify, regardless of the type of service it is used for. The use of the same password for multiple services aside from the university (e.g. Facebook or Twitter) does not suffice for a secure login. That is why the ZIM offers a password card that helps generate and administer secure passwords. With a certain scheme that is only known to the owner of the card, an individual password can be read for every needed service.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/136

● Anti-virus software: Sophos

There should always be an up-to-date anti-virus scanner installed in order to protect important data from harmful viruses. The ZIM offers every member of the UDE a free and easy use of the anti-virus software SOPHOS. Nevertheless, it is important to keep in mind that an anti-virus software is not enough. A cautious and responsible behavior is of the utmost importance.

FURTHER INFORMATION AND DOWNLOAD INSTRUCTIONS: WWW.UNI-DUE.DE/ZIM/QUICK/34



Many lecturers use the e-learning platform Moodle in order to support their courses. Moodle enables students to work together in discussion boards and provides access to practice material as well as electronic learning tests.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/13

 **Mahara**

Mahara is an e-learning tool which can either be used for study credits in modules or be utilized independently from any seminars. Mahara is also an ePortfolio system. This means texts, videos or pictures can be put together to create a portfolio or a Blog. There is no distinction made between lecturers or students. Every user can decide individually who has access to the created portfolio or Blog and with whom they want to work in a group.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/108



WORKPLACE

(PC) work areas

The ZIM offers PC work areas on both locations, which are equipped with virtual desktops. Beside the basis software application, there is also a more extensive software application which can be accessed with just a click. With these virtual desktops it is guaranteed that every workplace is provided with the same working environment. Students are able to make use of these virtual desktops from their own devices.

The campus app myUDE gives an overview over free work areas on the campus.

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[FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/137](http://WWW.UNI-DUE.DE/ZIM/QUICK/137)

PC-hall

The PC hall is a room where computer-based exams take place. The exam programs for computer-based exams can be tested in advance, partly online or at the PC pools.

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[FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/58](http://WWW.UNI-DUE.DE/ZIM/QUICK/58)

[INFORMATION ABOUT TEST VERSIONS: WWW.UNI-DUE.DE/ZIM/QUICK/111](http://WWW.UNI-DUE.DE/ZIM/QUICK/111)



Free Software

The ZIM offers every student licensed software free of charge or for discounted university rates, which can be used within the framework of campus and state licensing agreements.

Through Microsoft Office 365 ProPlus important programs for creating presentations, for writing texts and for managing e-mails can be accessed free of charge. The programs Word, Excel, PowerPoint, Outlook and OneNote can be used for free on up to ten different devices.

In addition, the Microsoft Imagine program offers further Microsoft products.

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[INFORMATION ABOUT LICENSED SOFTWARE: WWW.UNI-DUE.DE/ZIM/QUICK/101](http://WWW.UNI-DUE.DE/ZIM/QUICK/101)

[INFORMATION ABOUT MICROSOFT IMAGINE PROGRAMS: WWW.UNI-DUE.DE/ZIM/QUICK/99](http://WWW.UNI-DUE.DE/ZIM/QUICK/99)

[INFORMATION ABOUT OFFICE 365: WWW.UNI-DUE.DE/ZIM/QUICK/117](http://WWW.UNI-DUE.DE/ZIM/QUICK/117)

● Laptops for students

To support students in digital teaching, the rectorate provides special funds to make laptops available to students in need.

This is to ensure that students who do not have their own hardware can also take part in the digital courses.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/127

● VDI desktop for students

Students can use the virtuell desktops, known from PC-halls, with an extensive software package on their private devices for free.

To use virtuell desktops on an existing system, you need to install the software VMware Horizon Client which you can download for free from VMware for your desktop operating system (Microsoft Windows, Mac OS, Linux) or your mobile device (Android, iOS).

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/138

● Campus-Cloud Sciebo

Sciebo is a cloud storage service for research, study, and teaching, which is run on the servers of the universities in NRW. The data are saved according to the German Data Protection Act.

Students are provided with 30 GB storage capacity. The data can be accessed on various devices either with an app, a desktop client or the web interface at any time. Individual files or entire folders can be shared with others.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/139

Gigamove

With the help of Gigamove students have the possibility to exchange data (maximum of 2 GB per file; 10 GB overall) which are too large to be sent via e-mail. The files are uploaded and the link can be sent to other users who then have the opportunity to download the files.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/112

MANAGEMENT OF STUDIES

DuE-Campus

In the lecture management system LSF an individual schedule can be created and students can register for their lectures and seminars.

Students can (have to) register for exams in the campus management system HISi-nOne. Any changes or variations that may arise are communicated here. In addition, the academic level as well as the study credits can be looked into, the enrolment certificates can be found and printed out here, and students have the possibility to change their address or phone number as well.

ACCESS TO LSF: WWW.UNI-DUE.DE/ZIM/QUICK/143

ACCESS TO HISINONE: WWW.UNI-DUE.DE/ZIM/QUICK/56

myUDE campus app

The campus app myUDE functions as a central overview of the university's most important services. It offers for example the registration to exams, the access to schedules or test performances as well as to the library account. In addition, the occupancy of the PC workplaces, the menu of the cafeteria and the campus navigation can be accessed.

With myUDE the VRR-/NRW-ticket can be used as well. The app can be downloaded in the Google Playstore <http://myude.de/android> and in the Apple Store <http://myude.de/ios>.

FURTHER INFORMATION: WWW.UNI-DUE.DE/MYUDE

Further training

The ZIM offers courses regarding different IT issues, for example advanced training in Office applications, operating systems, programming language, and audio- and video-recording as well as editing.

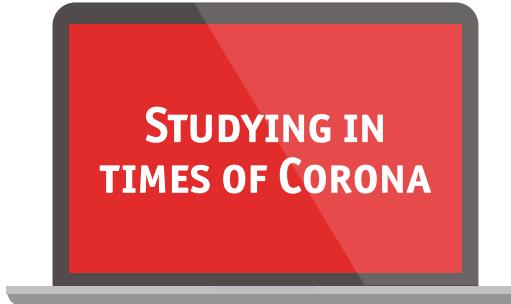
Furthermore, there are free of charge e-learning courses for Microsoft products such as Microsoft Word, Access or OneNote.

The online platform HERTCampus enables students to download free PDF scripts as IT-learning and -teaching material.

FURTHER INFORMATION ABOUT COURSES: WWW.UNI-DUE.DE/ZIM/QUICK/1

FURTHER INFORMATION ABOUT E-LEARNING COURSES: WWW.UNI-DUE.DE/ZIM/QUICK/109

FURTHER INFORMATION ABOUT DIGITAL SCRIPTS: WWW.UNI-DUE.DE/ZIM/QUICK/110



● BBB (BigBlueButton)

BigBlueButton is a Video conference service for digital, synchronous meetings. Furthermore you can upload presentations, record online meetings or share your screen e.g. for presentations. The authentication takes place via your University username.

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INFORMATIONEN ZU BBB WWW.UNI-DUE.DE/ZIM/QUICK/123

● Zoom

Zoom is also a tool for Video conferencing und digital meetings. Screen sharing e.g. for presentations is also possible. Zoom supports barrier-free conferences.

It is currently available to all relatives of the University Duisburg-Essen and limited to meetings of up to 300 people. These can be used immediately without an additional license.

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INFORMATIONEN ZU ZOOM WWW.UNI-DUE.DE/ZIM/QUICK/124

● Rocket.Chat

With Rocket.Chat the ZIM offers a web-based, persistent messaging service with a focus on group communication. All university members who have a university account can exchange ideas via a simple, intuitive platform. There are also desktop apps for Windows, MacOS and Linux, as well as apps for iOS and Android.

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INFORMATIONEN ZU ROCKET.CHAT WWW.UNI-DUE.DE/ZIM/QUICK/125



FURTHER OFFERS

● Lending office for media technology

Members of the university have the possibility to use modern media technology, which is offered through the online lending system. The collection contains for example HD projectors, notebooks, digital recorders, 4K camcorder, wireless microphones and mobile as well as interactive large screen monitors, which are updated regularly. Students may utilize the large screen monitors for presentations. In order to lend one of the devices a lecturer's permission is required.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/140

● Homepage

There is the possibility of creating an individual homepage on the university web server, which is connected to university username. This web space can be configured in the selfcare-portal.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/16

HOTLINE

For problems or malfunctions

Mo-Fr 8-20:00 o'clock

Phone (DU): 0203-379-2221

Phone (E): 0201-183-4444

E-mail: hotline.zim@uni-due.de

E-POINT

First level support and information

Mo-Fr 9-19:00 o'clock

Campus Duisburg (Entry of the library) Building LK • Phone (DU): 0203-379-4242

Campus Essen (Entry of the library) Building R09 • Phone (E): 0201-183-4444

ADDRESS

Campus Duisburg
Forsthausweg 2
47048 Duisburg
Telefon: 0201-183-2890
Fax: 0201-183-3960

Campus Essen
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45127 Essen



