University IT Services for Students

2022 / 2023

rz

UNI
FREIBURG

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Dear students,

With this brochure we would like to help you to quickly familiarize yourself with the Information Technology (IT) systems of the University of Freiburg. Especially if you are a new student, the short explanations and instructions on the IT services available will make it easier for you to get started. They will help you to effectively manage important processes in your studies such as communicating, organizing, conducting research by using information and education technologies.

As a member of the University of Freiburg, all of the services mentioned are available to you free of charge. The services are provided exclusively for educational purposes and must not be used commercially.

During your studies, you will also encounter IT services that are not provided by the University IT Services, but, for example, by the University Library (Universitätsbibliothek, also referred to as UB), faculties or other university institutions. This brochure only applies to the services offered by the University IT Services. If you have questions regarding the services of the other institutions, please get in touch with them directly.

We finalized the contents of this brochure in August 2022, and it is possible that some changes have occurred since then. For any updates and current information, including addresses, contact information and operating hours please check out our homepage at https://www.rz.uni-freiburg.de/en where you will also find announcements on current service disruptions. You will find a small selection of the most important weblinks mentioned in this brochure on page 33.

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

Checklist: Your UniAccount

Important steps to start your studies

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

- After you have enrolled, please activate your UniAccount at https://myaccount.uni-freiburg.de (see page 6).
- Check the private e-mail address you have entered (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.

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

UniAccount

Your personal user identification

After you have enrolled, 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 that password via myAccount (see p. 6), your UniAccount is activated and you can use the central IT services of the university: Campus Management HISinOne, course enrolment, exam registration, registration of academic achievements and semester re-registration including payment of fees via SEPA direct debit, retrieval of study certificates, Uni-E-Mail, ILIAS learning platform, (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

myAccount

Online platform to manage your UniAccount

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, please 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, you can also change your password for eduroam or VPN access via myAccount (both networks use the same password).

(Re-)charging your printing account

Your UniAccount is also connected with a printer account which you can charge with credit to use the printers in the computer pools or the print service of the IT Services building (see p. 17ff). You can (re-)charge your printer account via a separate application: https://rzdruck.intra.uni-freiburg.de.

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

Contact:
User Service:
nutzerservice@rz.uni-freiburg.de

https://www.rz.uni-freiburg.de/en/services/uniaccount-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 with 500 MB storage space via myAccount (see page 6). 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 among eight planet names. You can either set up the e-mail address as a mailbox or as a forwarder.

If you have set it up as a mailbox you can check your e-mails at https://mail.uni-freiburg.de. Please use your complete e-mail address as login. 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 access it from your smartphone. You can find configuration instructions in the University IT Services Wiki under „E-Mail", „Mail Clients" (RZ-Wiki, see page 28, in German). If you have set it up as a forwarder there is no login and password. Instead, e-mails are simply redirected to your private email address.

You can also set up spam filtering.

In case of service disruptions, please note:

Outages are possible, even with the mail server. IT Services publish information about current outages at https://www.rz.uni-freiburg.de/en.

Should the mail server be down, please do not send an email to the postmaster, as the email will not be delivered until it is up again.

Contact:
postmaster@rz.uni-freiburg.de

https://www.rz.uni-freiburg.de/en/services/uniaccount-en/email/email-en
https://www.wiki.uni-freiburg.de/rz

UniCard

The UniCard is your student ID card as well as a multi-functional chip card. You can use your UniCard

for cash-free payments:
- in canteens and cafeterias
- to use many copiers at the UB and in various faculty pools
- of small fees for various services

in the university library:
- to borrow media
- to use cloakroom lockers

to open doors:
- to gain access to buildings and rooms (if activated)

to use the Regio-Verkehrsverbund Freiburg (RVF, i.e. regional transport association):
- use of the SemesterTicket (further information at https://www.vag-freiburg.de/tickets/semesterticket) with UniCard plus matriculation certificate plus official photo ID.
- free use of the RVF after 7:00 p.m. with UniCard plus enrolment certificate plus official photo ID.
- Tip: If you purchase your SemesterTicket or the free „7 p.m. proof" online from VAG/RVF (registration required), you only need an official photo ID and your online ticket to travel.

Bicycle rental Frelo: Registration possible with university e-mail address (see UniAccount), 30 minutes per rental in Freiburg are included (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

WLAN "eduroam"

WLAN (WIRELESS LAN) at the University of Freiburg

WLAN is provided by the University's IT Services in almost all university buildings. The WLAN infrastructure integrates eduroam access. Eduroam is an international initiative intended to provide members of academic institutions worldwide with uniform and simple internet access. All members of the University of Freiburg can use eduroam to log into all WLAN networks of participating universities and research institutions in Germany and abroad with mobile devices such as laptops or smartphones without any major configuration effort.

1) First, set 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". Make sure you follow the instructions for generating your eduroam password.

2) To create a WLAN eduroam connection, 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 can access the wireless network using the same settings as in Freiburg.

Username: This 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 access via WLAN eduroam. You must set up a different eduroam password under myAccount (see page 6)!

You can find detailed instructions in the **RZ-Wiki** „wifi with eduroam".
https://www.rz.uni-freiburg.de/services-en/netztel-en/wlan-vpn-en/vpnwlan-en
https://www.rz.uni-freiburg.de/de/services/netztel/wlan-vpn/eduroam-at-home
https://wiki.uni-freiburg.de/rz/doku.php?id=wlan-eduroam

Other ways to access the university network

To use some services (e.g. access to electronic journals) of the University of Freiburg, a special connection to the Freiburg University Network (FUN) is required to identify yourself on the internet with an IP address of the University of Freiburg.

- When using the eduroam access @uni-freiburg.de you are automatically enabled to use the journals in the UB. Thus, using a VPN client is no longer necessary.
- The computers in the pool rooms at the RZ (Rechenzentrum, i.e. Computer Center/University IT Services building), in the RZ branch office on the first floor of Werthmannstraße 4, the common pool and e-examination center (next to the University Library), the University Library (UB) or in the computer pools of university faculties are automatically in FUN.
- To access some services of the University Library, such as electronic literature searches and journals, from home, you must authenticate yourself. This is easily done via https://mylogin.ub.uni-freiburg.de/info/what?locale=en_us . Alternatively, access via VPN is possible. You can download the VPN client from the RZ homepage at https://www.rz.uni-freiburg.de/en/services/netztel-en?set_language=en. Information about the installation can be found in the RZ-Wiki (see p.28).

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

Campus Management

Your all-round online study service

The campus management portal HISinOne will support you at various stages of your studies: not only when applying and enrolling, but also when registering for courses, events, exams and when re-registering each semester. Use your university account (see page 5) to log in to HISinOne and get to know the wide range of functions:

https://campus.uni-freiburg.de/qisserver/pages/cs/sys/portal/hisinoneStartPage.faces

On HISinOne, as a student you can

- see all modules, courses, exams and credits at a glance in the study planner,
- enroll for courses, register for exams and register academic achievements using the study planner,
- find dates for reserved or pre-registered courses, registered exams and registered academic achievements in your timetable,
- retrieve your performance overviews under the menu point „My studies" → „Performances",
- create certificates (enrollment, study/BAföG certificate, study progress) under the menu point „My studies" → „Study services", re-register (via SEPA direct debit), change your contact details and much more,
- apply for a change of subject or a more advanced study program: Menu option „Studienangebot" → „Studienbewerbung",
- submit an „application for data collection for persons interested in doctoral studies": Menu option „Studienangebot" → „Promotion".

Campus Management (continued)

Online application

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

Help, News

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

Who should I contact for help?

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

ILIAS – Central Learning Platform

ILIAS is the central learning platform of the University of Freiburg. Here, teachers can create course rooms and very easily make learning materials as well as cooperation and communication tools (e.g. OnlyOffice, working groups, wikis) available online. In addition, tools to create learning modules, link lists, exercises, surveys, feedback and self-tests, etc. are available:

https://ilias.uni-freiburg.de

To use ILIAS, you need your UniAccount (see p. 5) and a valid e-mail address (stored in your profile in HISinOne, see p. 11).

Courses

Students usually join courses on ILIAS on their own (Repository → Courses WS / SS ...). In many cases, you will be given a course password by your instructor in the first course session. This course password will be requested once by ILIAS when you join the course. You can only get this course password from the corresponding teacher.

Some faculties use the course enrolment procedure in HISinOne (see p. 11) in combination with an interface to ILIAS. In this case, you will find the courses taken in HISinOne directly in ILIAS under „ Repository" → „My courses and groups" and do not have to join them again.

Study groups

As a student you can independently create online "study groups" that allow you to use all ILIAS tools (upload files, write together in wikis,...) in a separate area in the magazine („Repository" → „Student learning groups/offers of the student councils"). Every student can create as many study groups as they like in the learning group area on ILIAS where they can work together with fellow students. Unlike using messenger services or Dropbox, you will, of course, not be required to pass on personal data such as your private email address or telephone number.

ILIAS – Central Learning Platform (continued)

Your access to the study groups is enabled through access to ILIAS via your UniAccount. Study groups are normally created for the current semester, but can be manually „moved" by the group admins to the following semester. If this is not done, they will be automatically deleted two months after the start of the following semester.

In addition to storing files and using other tools (scheduling, voting, ...), study groups also provide the option to create Big Blue Button online meeting rooms (similar to ZOOM or Skype) where you can meet virtually to brainstorm and discuss ideas. Besides communicating via webcam and microphone, participants can also share their screen. You can participate in a BBB meeting from your laptop, tablet, or smartphone directly from within ILIAS via a browser – no separate program needs to be installed. As browsers, it is best to use a current version of Mozilla Firefox, Google Chrome or Microsoft Edge (Safari sometimes causes problems).

Another attractive option in the context of study groups are flashcards, which can be created either individually or jointly. For this, the terms and card contents are simply crammed into one or more glossaries and, via a „flashcard" object, automatically sorted into different „boxes" for repetition depending on their status („remembered", „difficult", „not remembered"), a process very similar to paper flashcards.

In addition, the study group area will provide offers from many faculties on various topics and information groups, in particular for the Erstiwoche (first-year students' week), including interesting materials about the respective subject, the subject culture and study-related issues. Some student councils also offer databases for old exams and forums for exam preparation.

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

The ILIAS Pegasus App

Mobile learning materials

With the ILIAS Pegasus app, you can conveniently access the learning platform ILIAS (see page 13) from mobile devices.

With a smartphone or tablet, you can download the app via the AppStore and then access the teaching and learning content provided online on ILIAS by your lecturers. In addition to PDF files, this can, for example, include learning modules, e-tests, videos and PowerPoint slides. Via the Favorites function, you can either download entire courses and groups or just individual files, folders and "Learnplaces" to your smartphone or tablet where they are automatically kept up to date.

The structure of the app is similar to the desktop version and just as easy to use. Previously booked courses and groups can be found under „My courses and groups". Unfortunately, the app cannot be used to search and book new courses. You can only access content that you have previously booked via the web version of ILIAS or via HisinOne.

In addition, „Learnplaces" can be created by teachers and made available to students via the ILIAS Pegasus app. Here, via GPS, teachers virtually deposit learning materials (texts, images or videos) at specific locations, which can then be accessed directly on site via the app. You can download the "Learnplaces", including all stored materials to your smartphone in advance so that they are available even if the internet connection is poor.

With the ILIAS Pegasus app, you have all available learning materials from the University of Freiburg with you at all times – and thus half of your studies in your pocket.

https://www.ilias-pegasus.de

E-Learning

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

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

- Consulting and workshops for teachers on the use of digital infrastructure in education
- A BigBlueButton server and Zoom licenses for online seminars, consultation hours or lectures
- Support for the implementation of hybrid teaching formats
- Student learning groups on ILIAS
- Support in setting up and conducting digital (online-) examinations
- Support of the portal for the study entry phase (kosmic.uni-freiburg.de)

Do you have any ideas and suggestions for e-learning offers and services at the university? Please make your teachers aware of the offer or contact the E-Learning department directly. We will be happy to take up your questions and suggestions or pass them on to the lecturers.

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

Computer, Printer, Scanner

The university offers various PC workstations, printers and scanners

As part of the university PC pool concept, the University of Freiburg provides more than 400 computers as workstations. Here you can choose from a variety of virtual teaching and working environments, covering a wide range of software from Office applications to subject-specific programs under different basic operating systems (Windows, Linux). These environments are either offered in a basic configuration by the RZ, or they are created by individual lecturers for specific courses and subjects. You can, of course, also do research on the internet and in databases, print texts and graphics, and scan or burn data to CD and DVD on selected machines.

In the common pool center on the ground floor of Werthmannstr. 4 you will find seven pool rooms of different capacity with about 160 workstations; the pool rooms at the Computer Center (four course rooms with 15-30 seats each) are also still available. In addition to these direct offers of the RZ, many faculties and the UB offer PC workstations in the main building as well as in decentral libraries. Due to the bwLehrpool system used, a wide range of work environments is available everywhere. This means that you are normally not forced to go to a specific location for a specific environment. All computers can be used during regular opening hours. Please note the occupancy signs on the doors of rooms used for courses.

Information on current courses and current occupancy of most of the pool rooms can be found at: https://www.rz.uni-reiburg.de/rz/aktuell/bwlehrpool_turschilder

PC pool rooms: Selecting a suitable learning and working environment

After logging in, the bwLehrpool system used in the pool rooms offers you the possibility to choose from a variety of operating systems and course environments. If the teaching staff has notified you of a specific environment with its own software equipment in the context of a course or event, please select this environment.

Computer, Printer, Scanner
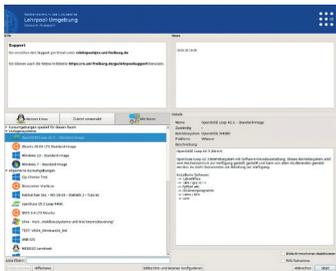
bwLehrpool environment selection window

Otherwise, standard environments under Windows 10 and Linux (openSUSE, Ubuntu) as well as additional environments with a wide range of (subject-specific) software are available.

Teaching staff can create their own environments within the bwLehrpool system; please let your instructors know if you need additional software beyond what is already provided! Please also check the help and message selection menu. When taking courses in the teaching pools, instructors may ask you to share your screen for control by the Pool Video Switch system. This sharing is automatically reset when you logout and can also be reset during the session. Further instructions can be found on the posters in the respective PC pools.

Printing in computer pools

The computer workstations in the computer center and Werthmannstr. 4 are connected to freely accessible printers. A printing service is also available in the RZ for large-format prints such as posters, placards, notices, etc.

To use the printer, you must have sufficient credit on your printer account (see p. 6).
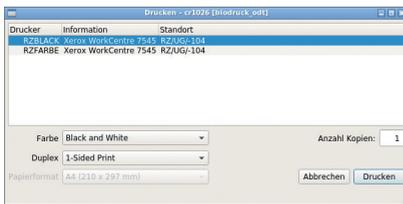
bwLehrpool printing system selection window

Computer, Printer, Scanner

In the bwLehrpool system, printing can be done from virtual Windows and Linux machines. Here, in contrast to the usual printing process, only the uniformly named "Pool printer" should be selected, regardless of which other printers are offered. You can directly select special settings such as landscape format, multiple pages per sheet, etc. from the options of the „Pool printer" printer.

After clicking on the „Print" button of the individual programs, the print selection window of the bwLehrpool system appears. The printers available at the specific location will then be listed. Depending on the printer, further desired print options can be selected, primarily single or double-sided printing (simplex/duplex).

To use certain printers, you may be required to authenticate the print job by username and password (in a new window), if necessary.

Print jobs issued at the Computer Center must be released at the printer release station in the basement in room -111, where the printers are located as well. The release station of Werthmannstraße 4 is located in the separate printer room in the rear area. The cost of pending print jobs and existing credit is displayed. Many pool rooms of the faculties also work with release stations, whereas in the UB printing needs to be done from a predefined environment.
https://www.rz.uni-freiburg.de/services-en/pc-en/pcpools-en
https://wiki.uni-freiburg.de/rz/doku.php?id=lehrpools

General printing service at RZ (Computer Center)

In justified cases, e.g. as part of a course, you may also print DIN A0 posters at the Computer Center. If required, please contact the print service of the RZ in time. You will find the printing service in room 017 (first floor, phone +49 761 203 4618).
https://www.rz.uni-freiburg.de/services-en/drucker-en/druck-plot-en

Scanning

Scanners for A3 and A4 formats are available in the Computer Center and in the PC pool at Werthmannstr. 4, first floor.

"Central" data storage

Your personal data storage space

As an enrolled student with a UniAccount you automatically receive a personal data space with 20 GB of storage space. Here you can store your documents and access them from anywhere in the world. Your files are stored on the file server (data server) of the Computer Center, and they are automatically and regularly backed up. Thus, your data storage space is a safe place, for example for your study papers and theses.

How to access your data directory:

1) If you want to access your personal data space remotely from home or wherever you are, dial into the university network via the VPN client (see p. 10, 27). To do this, use the following settings:

- Windows: In Windows Explorer, right-click „Computer" or „This PC" and then click „Connect network drive". Check „Connect with other credentials" and select a letter for the drive. As folder, please enter \\userid.files.uni-freiburg.de enter\home\userid (userid = your UniAccount). Enter public\userid as user and your personal password.
- MacOS: In the Finder, select the menu item Go to „Connect Server", enter smb://userid.files.uni-freiburg.de/home/userid and then your password.
- Linux: You can use the smbclient utility via command line: „smbclient //userid.files.uni-freiburg.de/home -U public/userid -D userid". Then enter your password. You can also use graphic file managers like Dolphin, Konqueror, Nautilus etc. with the address „smb://userid.files.uni-freiburg.de/home/userid". Specify „public" as domain.
- In the pool rooms of the RZ, the mapping of the home directory is done automatically.

"Central" data storage (continued)

2) In bwLehrpool - unless otherwise specified by the teaching staff - the working environments automatically mount your personal data directory (network home directory) and any course-specific drives. In addition, corresponding shortcuts are displayed on the desktop.

In Linux environments, your network home directory is mounted under ~/PERSISTENT, other network drives correspondingly under ~/Drive name. In Windows, each network drive is given its own drive name or letter. Mounting and display may differ in courses created by the teaching staff.

When saving, always check that the data is actually written to your network home directory or a course-specific network drive. For security reasons, data not saved to a network drive or USB stick will be deleted!

https://www.rz.uni-freiburg.de/de/services/serverdienste/
file-server-home-directory

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

Due to the Covid 19 situation, restrictions to face-to-face teaching and practice can still be expected this semester. In these cases, many course instructors shift their courses and lectures to a digital environment, and many students increasingly work from home, using their own equipment. However, the environment required for practical work, i.e. the software usually provided in the computer pool rooms, is often missing and the installation of these programs on students' private devices is often not possible due to licensing restrictions or configuration problems.

Since the bwLehrpool computers can, in principle, be used, but were previously not accessible to students, bwLehrpool-remote was created to allow students to access unused computers remotely from anywhere using a simple web browser.

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 computing operations take place on the respective pool computer.

Application

To access bwLehrpool-remote, just go to https://bwlehrpool.ruf.uni-freiburg.de.

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".

Selecting a room

After logging in, you can usually choose among several virtual rooms. Since bwLehrpool offers room-based different events, you will see different environments depending on the selected room. Be aware of this in case you do not find your usual environments.

Attention: At this step, set the size of your browser window you want to work with!

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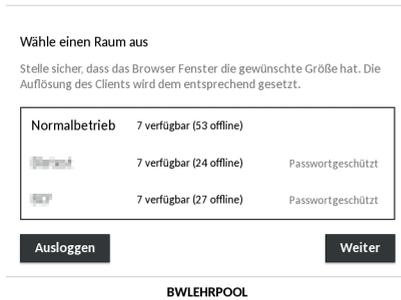
Freely accessible rooms

Mark the room you want by a single left click. Then click directly on „Next".

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

Password-protected rooms

Access to some rooms may be restricted by password if, for example, only a limited group of students is to be granted access to software severely restricted by licensing law, or if only a few computers are available in certain locations.

In this case, mark the room in question with a single left-click, tap on the password field and enter the password provided by the teaching staff. Then click on „Next".

Selecting an event

The further operation is the same as usual - just as if you were present on site in the respective pool room.

Software & Hardware

Special offers for students

You can purchase low-cost and also free software licenses for your private computer through the Computer Center. Free campus or state licenses of Citavi, MATLAB & Simulink, Mathematica, ArcGIS, MaxQDA (limited number), f4 (limited number), Sophos (antivirus), LabView, and ChemDraw are available to students.

External offers of Microsoft products are also available for purchase: All students can subscribe to Office 365 for a small fee and get a Windows 10 Education Upgrade license for free.

More information and software instructions can be found on the Computer Center website:

https://www.rz.uni-freiburg.de/en/services/procurement/software

In addition, you can order discounted software such as SPSS or Mathworks (for free) from the online software shop Asknet, which is operated on behalf of the RZ. You can find a product overview at:

https://ruf.asknet.de/cgi-bin/home/ml=EN

The University of Freiburg participates in the „Apple on Campus Program", which offers you the opportunity to purchase Apple products such as Apple hardware, software and peripherals at discounted rates. Just identify yourself with your UniAccount.

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

Unfortunately, we are currently unable to offer deals 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.

Researching literature online

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 falls within the remit 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

The University IT Services Wiki provides plenty of useful information about our services, as well as basic tips for using the IT infrastructure of the University of Freiburg, e.g. instructions for setting up various e-mail clients or detailed descriptions of the equipment of the PC pools. The best thing about the RZ-Wiki is: As a student at the University of Freiburg you can help shape the information in the Wiki, add to it, correct it, and create new articles. Have you, for example, found a way to access your e-mails with a certain cell phone model? Add this to our Wiki so that others can benefit from it. If necessary, you can enhance or improve the content and language of existing articles.

Getting involved is easy: simply log in to the Wiki with your university account, read the Wiki guide under „Get involved" and off you go.
https://www.wiki.uni-freiburg.de/rz

Network Security

Responsible internet use

Computers on the internet are exposed to a variety of dangers. A considerable part of the work performed by the RZ administrators is invested in defending against attacks or in eliminating their consequences.

Some basic tips on how to secure your own computer and data against misuse:

- Never share your access data (e.g. UniAccount login) with others.

- 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 catalogs/reference lists or have to do with your personal environment (names of friends or relatives, dates of birth, etc.)

- Set up the operating system and applications in such a way that they are as little vulnerable as possible. Install only programs and services that you require and update them regularly. Make sure that you regularly install the Microsoft Windows updates or allow automatic installation of updates in your system settings.

- Use an anti-virus program to protect your computer against viruses, worms and Trojans and make sure it is updated daily.

- The university's mail server filters out all e-mails with known viruses. Use this or another mail server that protects you from viruses.

Network Security (continued)

- Beware of e-mails that ask you for personal information (passwords, account no., etc.). 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 cover only the basic protection of your computer and your data. Please also read further information on the subject of security at:

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

Student Helpdesk

Support for IT-related problems

You would like to access the university WLAN with your notebook, you have questions, e.g. about the UniAccount or need help with IT problems? Then you can reach our student helpdesk by e-mail to beratung@rz.uni-freiburg.de and/or by phone +49 761 203 4666 or 4603.

Make an appointment by phone and simply bring your notebook to the helpdesk. We will then support you in setting up WLAN and VPN so that you can start using the university's WLAN and access all services provided by the university.

The advisory team is on site every day from Monday to Friday and will be happy to help you with any questions you may have about using the pools and IT systems at the University of Freiburg. If you have basic problems with your notebook (defect, virus attack, etc.), please contact your computer manufacturer or specialist retailer.

Helpdesk at the RZ (University IT Services),
Hermann-Herder-Str. 10
Room 002 (ground floor)
Phone: +49 761 203 4666

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

Opening hours of University IT Services (RZ) and branch office Werthmannstr. 4, ground floor

University IT Services Building
Hermann-Herder-Str. 10, pool room (basement)
Mon – Fri: 08:00 - 20:00 / closed on Sat

Helpdesk, ground floor, Room 002:
First contact point for IT problems and equipment use in the pools
Mon - Fri: 17:00 - 20:00 / closed on Sat

User Service, ground floor, Room 001, phone: 203-4627 or 4623:
- UniAccount, passwords: nutzerservice@rz.uni-freiburg.de
- Tue - Thu: 09:00 - 12:00
- E-Mail: postmaster@rz.uni-freiburg.de
- Mon, Wed: 09:00 - 12:00
- Wed: 14:00 - 16:00

Printing Service:
Printing service location in the University IT Services Building,
Hermann-Herder-Str. 10, Room 017, Phone: +49 761 203 4618
Mon – Thu: 09:00 - 12:00 and 13:00 - 17:00
Fri: 09:00 - 12:00 and 13:00 - 15:30 / closed on Sat

RZ branch office in the PC pool at Werthmannstraße 4, first floor
Computer Workstations:
Mon - Fri: 08:30 - 21:00 / closed on Sat
The current Covid 19 regulations apply.

General support in the PC pool, WM 4, first floor, room 008, please make an appointment by telephone, 0761 203-4666:
Mon - Fri: 08:30 - 19:00 / closed on Sat/ first contact point for IT problems and for equipment use in the pools

The current opening hours of the RZ can be found at:
https://www.rz.uni-freiburg.de/rz-en/oeffnungszeiten-en

Important URLs

Find support for IT problems here:

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://rz.uni-freiburg.de/de/services/uniaccount/email/email

ILIAS
https://ilias.uni-freiburg.de

Printer account upload
https://rzdruck.intra.uni-freiburg.de

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

Current RZ contact points
https://www.rz.uni-freiburg.de/helpcenter/ansprechstellen

PC pool overview in Werthmannstr. 4, UB, RZ
https://www.rz.uni-freiburg.de/rz/aktuell/bwlehrpool_turschilder

Notes

Imprint

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