ACCESS TO SERVICES

SECURITY

WORKSPACE

STUDY ONLINE

UNIVERSITÄT
DUISBURG
ESSEN

Open-Minded

ZIM
Centre for Information and Media Services

INFO/SUPPORT

E-LEARNING

MANAGEMENT OF THE STUDIES

FURTHER OFFERS

YOUR PATH
TO UNIVERSITY
WITH THE SERVICES PROVIDED BY ZIM

ZIM
Centre for Information and Media Services

ADDRESS

Campus Duisburg
Forsthausweg 2
47048 Duisburg

Campus Essen
Schützenbahn 70
45127 Essen

HOTLINE

Mon – Thu 8 am – 8 pm
Fri   8 am – 7 pm
Sat   10 am – 2 pm
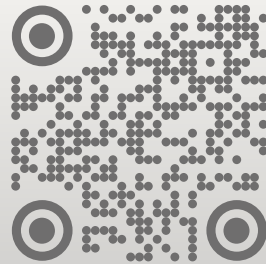Phone (DU)0203 379 2221
Phone (E) 0201 183 4444
hotline.zim@uni-due.de

E-POINT

Campus Duisburg
Building LK (library)
Phone 0203 379 4242

Campus Essen
Building R09
(library GW/GSW)
Phone 0201 183 4444

www.uni-due.de/zim

Welcome!

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.

Our services for your studies

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Access to the services

- University username
- Selfcare portal
- E-Mail
- WLAN
- VPN

University username

The university username is a combination of letters and numbers 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. All newly enrolled students of the University of Duisburg-Essen must retrieve the certificate of university identification in HISinOne at https://campus.uni-due.de/cm within 4 weeks after enrollment.

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/46
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 acount and the membership for mailing lists of the university (e.g. the newsletter) can be carried out or modified.

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.

Computers are increasingly targeted through e-mails. This occurs via spam e-mail or phishing emails, which can, for example lead to the locking of all your data. Many threats are automatically intercepted by central systems. However, you can and must also take certain measures and configurations when handling e-mails yourself.

Configuration instructions: www.uni-due.de/zim/quick/107
Further information about E-Mail: E-Mail www.uni-due.de/zim/quick/5
Further information about the quota: www.uni-due.de/zim/quick/116
Security in E-Mail traffic: www.uni-due.de/zim/quick/126

WIFI

The ZIM provides the WiFi connection eduroam, which is being expanded and up-graded on a regular basis. You can access the WiFi through <username>@uni.due.de and your university password.

For the first connection with eduroam, configuration via certificate or manual setup is necessary. In the self-care portal, a delegated password for the Wi-Fi can be set.

Eduroam offers an easy access to WiFi in other universities /organizations as well.

Further information: www.uni-due.de/zim/quick/40
Selfcare 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.

Further information: www.uni-due.de/zim/quick/06

Info/support

- Socia-Media presence
- RSS-Feeds
- Help at the E-Point
- FAQs

Social-Media presence

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

Instagram: www.instagram.com/zim_ude | Facebook: www.facebook.com/uni.due.zim/

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

Help at the e-Point

The e-Point is an information center where students help students. 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/20

FAQs

Many questions arise repeatedly. 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

Certificates

Secure password

Anti-virus software

IT-Security

Dealing with information security is also an important topic für 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/104

▤ Certificates

Every member of the UDE can receive a user certificate which is used for example to entail e-mails with a signature.

*** 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.

!! Passwords must not be shared !!

⛨ Anti-virus Software

There should always be an up-to-date anti-virus scanner installed in order to protect important data from harmful viruseviruses, e. g. Windows Defender. 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.

E-Learning

- Moodle
- E-Assessment with Moodle & JACK

Moodle

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.

E-Assessment with Moodle & JACK

At UDE online exam formats are conducted using the Moodle e-learning platform and the JACK practice and exam system.

Whether it is a take-home exam or an online exam, we support you in the planning, design and implementation of various digital exam formats.

With the help of our Moodle Exam Server, we can ensure that your exams run smoothly. The e-assessment tool JACK, which was specially produced by the UDE, offers various types of mathematical and technical tasks and is a perfect complement to our Moodle system.

WORKPLACE

- **PC-HALL**
- **(PC)-WORKPLACE**
- **LAPTOPS FOR STUDENTS**
- **CAMPUS-CLOUD SCIEBO**
- **VIRTUAL DESKTOPS FOR STUDENTS**
- **SOFTWARE**
- **GIGAMOVE**

PC-HALL

The PC hall is a room where computer-based exams take place.

FURTHER INFORMATION: PC-HALL WWW.UNI-DUE.DE/ZIM/QUICK/58

(PC)-WORKPLACE

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.

FURTHER INFORMATION: WWW.UNI-DUE.DE/ZIM/QUICK/8

LAPTOPS FOR STUDENTS

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

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 about sciebo: www.uni-due.de/zim/quick/100

VDI virtual desktops for students

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

To use virtual 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/128

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 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 Azure Dev Tools for Teaching offers further Microsoft products.

Further information about lizensed software: www.uni-due.de/zim/quick/122
Further information about Office 365: www.uni-due.de/zim/quick/117
Further information about Microsoft Azure: www.uni-due.de/zim/services/software/microsoft-produkte

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 about Gigamove: www.uni-due.de/zim/quick/112

Management of the studies

DuE-Campus

myUDE Campus-App

Further training

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 (and have to) register for exams in the campus management system HISinOne. Any changes or variations that may arise will be communicated in the relevant events. 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.

Further information about LSF: www.uni-due.de/zim/quick/9
Further information about HISinOne: www.uni-due.de/zim/quick/56

myUDE-Campus-App

The campus app myUDE is the central entry point to the most important offers of the UDE. It provides access to the mobile semester ticket, to the functions of the university library, and to the menu plans of the Student Services.

Further information about myUDE: www.uni-due.de/myude

Further training

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

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

Further information about E-Learning courses: www.uni-due.de/zim/quick/109
Further information about digital Scrips: www.uni-due.de/zim/quick/110

Study online

BBB

Zoom

Rocket.Chat

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.

Further information about 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.

Further information about 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.

Further information about Rocket.Chat: www.uni-due.de/zim/quick/125
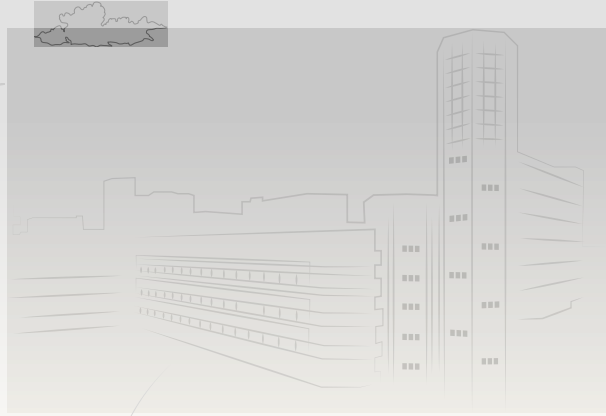
LENDING OFFICE FOR MEDIA TECHNOLOGY

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, and is 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/113

THE ZiLM
WISHES YOU

A GOOD START TO THE SEMESTER