ZIM
Centre for Information and Media Services

UNI-VERSITY-NET

SUPPORT

USERNAME, EMAIL

E-LEARNING

ONLINE ADMINIS-TRATION

CLOUD STORAGE SERVICE

MYUDE CAMPUS APP

PRESENCE ON SOCIAL MEDIA

The centre for information and media services (ZIM) of the university Duisburg-Essen is the central IT-service facility. It supports students with their virtual organization of their studies by offering various online services such as WiFi, e-learning platforms or openly accessible computers. In addition, the ZIM provides IT-courses and free software for students. First level support can be found at the "e-Points" in the libraries in Duisburg and Essen.

A full overview over the university's services, opening hours and contact persons can be found on the following website: *www.uni-due.de/zim*

We wish every student a good start for their studies!

ONLINE ADMINIS-TRATION

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DuE-Campus

Most of the information you need for successfully studying at the UDE is online. By using our online services, you can create your schedule, have a look at the course overview or register for your exams and seminars. Further online features are your personal transcript of records, information on cancelled seminars, room reservations and the staff register.
www.uni-due.de/zim/quick/9

Username (Unikennung)

Along with your matriculation, you received a username which is your key to gain access to the online platforms and restricted services of the UDE. In order to activate your username, you need to change your given password in the Selfcare-portal of the user administration into a personal password.
www.uni-due.de/zim/quick/26

Email Address

As a student you are provided with your own personal email address. It is connected with your university username and should be used in order to communicate with fellow students and lecturers. Instructions on how to use your university email address can be found here:
www.uni-due.de/zim/quick/5

WIFI

At university, you can use the WiFi connection "eduroam", which is expanding steadily on our campus. Eduroam is also accessible at most of Europe's universities. You can find further information regarding the wireless network settings here:
www.uni-due.de/zim/quick/40

VPN Connecting to the University-Net from Home

The external access to certain university services is only permitted through the network of the UDE. For example, you need to activate the VPN client in order to make use of licensed areas of the university library. Further information as well as an installation instruction can be found on our website or at the e-Points.
www.uni-due.de/zim/quick/6

First Level Support at the e-Points

Do you have a question about your university ID? Do you need help connecting to the WiFi? How exactly can you get the software you need? We know that the first weeks at university can be a little overwhelming. This is why we have established a helpdesk to answer your technical or administrative questions. Our colleagues in Duisburg and Essen are happy to help you with any problem you might have concerning your university username, your email account or the registration for ZIM courses. You can also go to our e-Points in case you need help to configure VPN or WiFi or if you need to change your password. You can find these e-Points on the main floor of the libraries GW/GSW in Essen (building R11) and Duisburg (building LK).

www.uni-due.de/zim/quick/20

Free Software Download

Did you know that you can download Microsoft Office 365 for free? Or that almost all students can receive a version of Windows, for the full price of nothing? We offer a wide range of software which is either free or greatly reduced in price for our students, all you need to do is ask. Please contact our e-Point for further information.

www.uni-due.de/zim/quick/99

Advanced Training

University is, for the most part, about studying. In case you want to widen your horizon on top of your regular studies, the ZIM provides courses on a broad spectrum of IT topics on a regular basis. For instance, you can register for courses such as Office applications, operating systems, programming languages, graphic editing or audio and video recording. *www.uni-due.de/zim/quick/1*

Facebook and Twitter

A lot of things are happening at the UDE on a daily basis, it's easy to lose track of what is really important. Up-to-date news and trouble reports are posted on our social media accounts. Don't hesitate to follow us on Facebook and Twitter:

www.facebook.com/uni.due.zim/@ZIM_UDE

Moodle

Many lecturers incorporate Moodle into their lectures. It has the advantage that you can work online in collaboration with other students, recall files needed for your seminar, exchange information or take tests.

www.uni-due.de/zim/quick/13

Campus App

The app myUDE is a tool that combines all useful information about your daily life at university in one place. It gives you a central overview of the university's most important services. The campus app is where you can download the VRR/NRW–ticket or access your schedule, your exams, your test performances as well as your library account. Moreover, you can make use of various exciting gadgets such as the search function or the campus navigation which helps you to find numerous points of orientation around university.

www.uni-due.de/myude

Cloud Storage Service

You know that the cloud is just someone else's computer. So in case you want to work with sensitive data without prying eyes, we have a solution for you. The cloud storage service sciebo is especially designed for research, studies and teaching. You can use up to 30 GB of storage space and your data is accessible on all terminals and devices which are synchronized with your sciebo account. In addition to this, it is possible to share files and folders so that you can work with others on the same document. Your files are stored securely on the servers of the UDE and other collaborating universities in NRW. Thereby, they are protected by Germany's strict data protection law.

www.uni-due.de/zim/quick/100