# Helpful tips for technical matters

## Before beginning to study

Register at: *www.idm.fau.de*
Apply at: *www.campo.fau.de*

## WHAT TO DO NEXT:
## Activate IdM Username & E-Mail-Address

### What to do, when I start studying at FAU?

First, activate your IdM username and your e-mail account, so you can use all online services and portals of the FAU. You will receive all necessary information in a separate activation letter once you have paid your semester fee and the admission process by the administration office is complete. You can download the letter at **www.campo.fau.de**. The student administration is responsible for it.

### 1. This is how the activation works:

Go to **www.idm.fau.de**, click on "Activation" and enter your username and your activation password. You can find these in the activation letter. After that, you can log into the IdM portal with your IdM username and password from registration. The platform will tell you, which steps you have to take next.

### 2. This is now possible:

After the activation, you can access your own FAU-e-mail-address, the FAU network, internet as well as various online platforms, where you can access study material, find your grades and exam dates or revisit past lectures. Public computer-labs (CIP-Pools) will also be accessible now.

### 3. Personal Messages and important documents:

In addition to your university e-mail-address, you receive a FAUMail-mailbox. You can request your mailbox at IdM via "Requests/Tasks" (Anfragen/Aufgaben). Information concerning re-registration for the next semester, registration for exams or lectures, Information about the library, or important messages of the FAU will be sent to this FAUMail-mailbox. Instructions for using the mailbox can be found here:
**www.rrze.fau.de/internet-e-mail/e-mail/postfaecher/faumail-postfach**

Your own documents (Exam grades, Confirmation of enrollment, results of application or admission, events) can be found, downloaded and printed at "meinCampus". To login, you have to have an active account. **www.campus.fau.de**

## IMPORTANT GADGETS: FAU*card*

### What do I need the FAUCard for?

The FAU*card* 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 food at the cafeterias of the University, for snacks and beverages at vending machines and also to make copies at copying machines.

In order to be able to use the FAUcard for the library you have to accept the "Allgemeine Benutzungsordnung der Bayerischen Staatlichen Bibliotheken (ABOB)" (General Terms of Business for Bavarian State Libraries) once here:
**www.idm.fau.de** → *Requests/Tasks* → *FAUcard*

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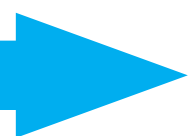**www.card.fau.de**

In case you lose your FAU*card* or it is stolen, you should immediately block the card here:
**www.idm.fau.de** → *Requests/Tasks* → *FAUcard sperren*

## INTERNET-ACCESS: WLAN, VPN, eduroam

### How can I access the internet at the university?

Students can use the WiFi network "FAU.fm" or "eduroam" on their computer or Smartphone with the IdM username and password. There are more than 1.600 access points covering the greater area of Erlangen City, the Southern Campus, Nuremberg and Fürth.

**ONLINE-PORTALS, COMPUTER-LABS, IT-COURSES, SOFTWARE**

**Can I connect to the University network from home?**
Yes! You can connect to the University network from home by using VPN (virtual private network). All you need is the VPN client of the RRZE, which you can find here: www.an-leitungen.rrze.fau.de/internet-zugang/vpn/. After the instal-lation of the client, you can connect to the University net-work (Login with IdM-username & password). You can also access a variety of scientific journals and databases of the library.

**INTERESTING ONLINE-PLATFORMS**

**Missed a class?**
Simply catch up from home: The video portal of the FAU offers a wide range of audio-visual material online – over 10.000 videos, podcasts and PDFs of numerous University classes, presentations and articles from and about the Uni-versity can be downloaded via the media portal *www.fau.tv*

**Save, synchronize and share data securely**
You want to save your data and documents comfortably, se-curely and reliably and keep them synchronized on several devices at once? You want to access them worldwide, share and exchange them with other people? Use FAUbox, the cloud storage service of the university with 50 GB of free cloud storage. You retain full control of your data, consistent with the German data protection rules.
*www.faubox.rrze.fau.de*

**Create and publish your own blog**
The „Blog"-Service of the University allows the creation of weblogs (CMS WordPress) to publish personal messages or additional information about studying at the FAU. Further information can be found at *www.blogs.fau.de*

**PUBLIC COMPUTER-LABS**

**Work in peace in the public computer-labs (CIP-Pools) of the university**
The University of Erlangen-Nuremberg currently maintains CIP-Pools for students at 30 different locations. You can go there almost directly after the activation of your IdM user-name to work at the computers. The computer-labs can be found all over Erlangen and Nuremberg for all faculties. A complete list of all CIP- Pool locations can be found at:
*www.computerraeume.rrze.fau.de*

**Can I print or scan at the computer-labs?**
Printers and scanners are available at all CIP-Pool-com-puters. Students can also send documents to printers from everywhere, where there is FAU-Wifi, to the CIP-Pool in Findelgasse 7/9 in Nuremberg and to the CIP-Pool in the TNZB in Erwin-Rommel-Straße 60 in Erlangen to print the documents.

**BASICS FOR STUDYING AND WORKING**

**IT-courses for Microsoft Office and other programs**
The RRZE offers all students of the University of Erlangen-Nuremberg an extensive course program. The courses are about Microsoft Office programs, graphics and design, web development or about strategies for working efficiently. The courses subsidized for students and therefore very low-priced. You can find a detailed description of the specific courses, current events and the possibility for online regis-tration at *www.kurse.rrze.fau.de*

**Use Software for free on your own computer**
The RRZE has many license contracts for software-pro-ducts (i.e. Microsoft Office 365, MS Teams 365 and many more) which students can use on their private computers.
*www.software.rrze.fau.de → private use → products →* *Order at www.studisoft.de*

# Any questions?

**You can find help at your local Help Desk**
For all customers
Central Help Desk, RRZE, Erlangen Southern Campus
Address: Martensstraße 1, 91058 Erlangen, Room 1.013
*www.service-theken.rrze.fau.de*

For customers located in the center of the city Erlangen, of the Theology Department and the Law Department:
Help Desk, IT-Betreuungszentrum Innenstadt (IZI)
Address: Bismarckstraße 1, 91054 Erlangen, Room C105
*www.izi.rrze.fau.de*

For customers located in Nuremberg, Department of Eco-nomics:
Help Desk, IT-Betreuungszentrum Nuremberg (IZN)
Address: Lange Gasse 20, 90403 Nürnberg, Room 0.439
*www.izn.rrze.fau.de*

For customers located in Nuremberg, Department of Didac-tics:
Help Desk, IT-Betreuungszentrum Nuremberg (IZN)
Address: Regensburger Straße 160, 90478 Nürnberg
*www.edv.phil.fau.de*

**You can find an overview of this information here:**
*www.rrze.fau.de/infocenter/kontakt-hilfe/neu-an-der-fau/*