ar:toolbox

Corporate IT Systems and Services

TUM

IT Guide for Employees

IT Guide
November 2018

Welcome!

We like to relieve your start in the IT at TUM, answer recurring questions as well as give you information with this „IT Guide for Employees".
The broschure gives you a mix out of information and short manuals.
Below we have listed the most important abbreviations to read through this guide.
We hope to relieve your working day and are looking forward to your feedback or helpful suggestions.

Kindly your

Annekatrin Witte and Dr. Frauke Donner
Corporate IT Systems and Services

Important abbreviations

ITSZ: Corporate IT Systems and Services

LRZ: Leibniz Supercomputing Center

MWN: Munich Scientific Network (Network of all Munich universities) provided by the LRZ

NAS: Central storage, provided by the LRZ

DFN: German National Research and Education Network (Network of all national universities and research institutions as well as international universities, ...)

Content

Current News, Informationen...

There is a wide range of opportunities to catch up on the IT services of TUM. Some of the services we like to show you in this booklet. Addtional we offer IT trainings or you can subscribe the IT-Newsletter.

Current News

Current News, our offer on IT services, scheduled maintenance or interruptions can you find...

... at **www.it.tum.de/en** . Current news and the whole offer of IT services and systems.

... in the **TUM IT-Newsletter**. News, security and event notes and a lot more information.
Subscribe at **www.it.tum.de/en/news/itnews/**

... in the **IT system service interruption notifier.** Interruptions and scheduled maintenance of IT systems **www.it.tum.de/en/aktuelles/stoerungsmelder/**

Guidelines, FAQ and Manuals

We put together a set of manuals, user guides or frequently asked questions on our IT systems for you.

The **Download Center** offers guidelines, manuals or information brochures in PDF format for you.
www.it.tum.de/en/downloadcenter/

Detailed **step-by-step manuals** can you find in the „Wiki Docs". **wiki.tum.de/x/Zpbw**

On our YouTube channel „TUM IT-Servicezentrum" and on our websites we put together **video manuals** for you.
wiki.tum.de/x/eguQAg

... Training and Assistance

All **frenquently asked questions (FAQ)** are clearly merged at **www.it.tum.de/en/faq/**

Or you just order one of our **brochures** at the IT-Support.

IT Training

Do you need a training on one of our IT systems? The LRZ and the TUM offer face-to-face or online trainings.

Face-to-face trainings are offered e. g. for TUMonline, Moodle, SAP, OTRS, PC-Software or high-performance computing
www.it.tum.de/en/info/training/

The **webinar series „IT for Dessert"** explains once a month in between 15 minutes one special IT application.
http://www.it.tum.de/en/webinars/

The video training portal Lynda offers free of charge video trainings to different softwares or soft skills.
www.it.tum.de/en/lynda

Assistance

Do you have questions? Did you forgot your password?
Or do you have other IT problems?
TUM IT Support kindly likes to help you out!

E-Mail: **it-support@tum.de**
Phone: **089.289.17123**
Face-to-face: see page 52

Your TUM Account

You receive your TUM account automatically with your employment. The TUM account gives you access to a lot of IT services you need for your work, such as the

... Campus-Management-System TUMonline,
... central storage,
... Wi-Fi „eduroam,"
... eLearning-system Moodle and a lot more.

All IT systems and further helpful information on your TUM account can you find at
www.it.tum.de/en/account

User name und Password

Your user name is either your **TUM ID**, e. g. ga53xum (p. 7) or your **TUM e-mail address**, e. g. erika.mustermann@tum.de (p. 9). Set your **password** at initial login. Choose your password carefully and do not give it to third parties!

For a lifetime the same TUM ID: If you have studied at the TUM or have already been an employee, please use the existing ID. You have forgotten your user credentials? Please contact the IT Support at it-support@tum.de

E-mail at TUM

As soon as your TUM account gets activated you are able to use the TUM e-mailing system. Choose and set up your TUM e-mail address by yourself (p. 9).

The E-mail System Exchange

The e-mail system Exchange gives you a lot of advantages and opportunities to work with your colleagues.

- You have 3 GB of storage that can be increased if needed.
- You can access calendars and contacts and you can share your calendar with colleagues.
- You can set up collaborative calendars or functional e-mail accounts for your organization.
- You can use all applications wordwide with an internet browser at mail.tum.de .

Further information on the topic e-mail can you find at **www.it.tum.de/en/e-mail**

E-mail Certificates

A certificate can be used to sign an e-mail electronically. The mail program of the recipient can determine whether the mail address, the content and the electronic signature are trustworthy.
www.it.tum.de/en/certificates

Search | →] Login ⌂ ⊕ ⓘ de | en

JMonline V2.00 Help ⌂

Log-in

User name	
Password	

Log in   Cancel

- Students:
  You can obtain your PIN-Code from our IT-Support (it-s
  Please enter your matrikel number with a leading zero (
  Enter your PIN code here
- Mitarbeiter:
  Enter your PIN code here
- Alumni:
  Enter your PIN code here

Account - Validate PIN Code
Mitarbeiter

PIN code	
Geburtsdatum		Format:

Save

6

Initial Login with TUM Account

TUM Account? TUMCard? Login? We put together all needed information for your **"First steps in TUMonline"** : **wiki.tum.de/x/JxBSB**

Enter PIN Code

You receive your PIN code to initially login TUMonline from the User Administrator of your organization or the IT Support.
Open **campus.tum.de** and switch the langugage by clicking on "de | en" top right.
Click on Login top right.

Below the Login field click on **"Mitarbeiter: Enter your PIN code here"**.

Type in your PIN code and your date of birth and confirm with "Save".

Subsequent set your **personal password** for your TUM account. Never reveal it to anyone else! For tips on how to create secure passwords, follow this link: **www.it.tum.de/en/it-security**

TUM ID

Your TUM ID is an unchangeable syllable-number-syllable combination, which is assgined to you for a lifetime, e. g. ga53xum.
You can find your TUM ID in your TUMonline business card at "TUM ID".

TUMcard: Identification card

The TUMCard (Personal Card) is a multifunctional chip card. You can use it as identification card for TUM membership, library and mensa.
Apply for it in TUMonline.
www.it.tum.de/en/tumcard

E-mail addresses (incoming)

Adresse

Eingabe - Adresse

| erika | ▼ | @tum.de |

Momentane Adressen

4038BF3A32B44699@mytum.de

.mustermann

ga53xum

ga53xum@mytum.de

Mailbox chosen

◯ **Nur Weiterleitung**

◉ **TUM-Mailbox (exchange)**

Meine Weiterleitungsadresse

| anne.witte@tum.de |

Please note:
- If you choose "TUM-Mailbox (exchange)", your mails are forwarded to the exchange mailbox and - if you entered a "Weiterleitungsadresse" - also to this address.
- If you choose "Nur Weiterleitung", you have to enter an address under "Meine Weiterleitungsadresse".

Further information and help

The TUM E-mail address

Please set up your TUM e-mail address as soon as possible. You receive relevant information of TUM to this address, so please make sure you are reachable.

How do I set up my TUM E-mail address?

Login at **campus.tum.de** and select „E-Mail-Adresses". Enter your desired e-mail address in the upper field of the opened card - like this:
givenname.familyname@tum.de

As far as possible your TUMonline User Administrator sets up department E-mail adresses, which are administrated in TUMonline, for you.

How do I access my E-mail?

You can access your e-mail account at any time and from anywhere using the login at **mail.tum.de** . It is of course also possible to retrieve your e-mails with common e-mail programs, such as Outlook and so forth.
Manuals can you find here:
go.tum.de/999791 (MS Exchange) or
go.tum.de/209210 (Outlook)

How to receive your e-mail with your smartphone is explained on page 11.

E-mail forwarding

You can forward your e-mails to a department e-mail address. Choose at „Mailbox chosen" in the e-mails mask „Nur Weiterleitung". Type in your forwarding address in the field „Forward mails to".

A forwarding of your e-mails to a commercial e-mail provider is due to security risks not recommendable.

ACCOUNT

Email address
erkia.mustermann@tum.de

Domain\username
ads\ga53xum

Password
•••••••••

Incorrect email address or password entered.

◯ Show password

SERVER SETTINGS

Exchange server
xmail.mwn.de

Cancel	**Exchange**	Done

Email	erika.mustermann@tum.de

Server	xmail.mwn.de

Domain	ADS
Username	ga53xum
Password	••••••••••

TUM E-mails on Smartphones

Due to a variety of smartphones and operating systems only a general overview on how to set up the TUM e-mail address on smartphones can be given.

Set up a new E-mail account…

Create a new e-mail account on the smartphone. Choose a „MS Exchange" account and use the advanced / manual settings to set it up.
The following data is needed to configure the e-mail account.

Your E-mail	*givenname.lastname***@tum.de**
User name	e.g. *ga53xum* (Your TUM ID)
Server	**xmail.mwn.de**
Domain	**ads**

Note: Some smartphones combine the field „user name and domain". Enter the information as shown, divided by a **\ backslash**:

ads\your TUM ID (e. g. **ads\ga53xum**)

You **have to enter** the domain, otherwise the e-mails cannot be sent to your smartphone.

Note: The usage of the Outlook App is forbidden at TUM due to data security reasons.

Download a certificate …

In addition, on some devices you need to install two user certificates.
You can find the „Root-certificate" for Deutsche Telekom here: **go.tum.de/380271**
The T-TeleSec class 2 „Root-certificate" can be found here: **go.tum.de/804966**

Ms. **Mustermann**, Erika

Email	ga53xum@mytum.de
Homepage	-
Telephone TUM	-
Office hours	Mo-Fr 7.00-11.00 Uhr
Additional info	Virtuelle Person für Dokumentationszwecke des IT-Management (Annekatrin Witte)
Postal address	TU00000 Technische Universität München 80333 München, Arcisstr. 21
other org.	TUPEX01 TUM

ing & Research	Studies	Resources	Services
Course bookmarks	Applications	Organisations & Responsibilities	TUMcard passport photograph upload
LV-Bookmarks Timetable		TUM ID	Software
ORCID iD		Use Policies	Change Password
		Calendar	TUM Mailbox (Exchange)
		Roles	Storage (NAS)
		Personal Settings	Sync+Share

IT-Management

- 🌐 Homepage
- ✉ Contact
- 👤 Head
- 👤 Secretarial Office

Teaching & Research	Resources	Services
Module Catalog	People & Responsibilities	Resource Occupancy
	AD-Administrators	Resources
	Persons	
	Roles	

Role/Person		
Name/ holder	from	to
User Administrator (H)		
Lauchner, Albert, Dipl.-Phys. (Univ.)	18.11.2011	
Role manager (H)		
This role is not assigned to any person.		
Guest Management (H)		
Lauchner, Albert, Dipl.-Phys. (Univ.)	26.05.2014	
LRZ MasterUser		
Lauchner, Albert, Dipl.-Phys. (Univ.)	24.09.2014	
Pongratz, Johann, Dr. rer. nat.	24.09.2014	
Maillist Administrator (H)		
This role is not assigned to any person.		
Organisational Dates (H)		
This role is not assigned to any person.		
Room Setup Editing (H)		
This role is not assigned to any person.		
Resource Management (H)		
This role is not assigned to any person.		
Telephone Administration (H)		
This role is not assigned to any person.		
TUMonline Administrator (H)		
Lauchner, Albert, Dipl.-Phys. (Univ.)	18.11.2011	

TUMonline

TUMonline is the Campus-Management-System of TUM.
At **campus.tum.de** you have the opportunity to...

... search for people, organizations, rooms and so on,
... view the degree programs,
... manage your contact details,
... manage courses or exams,
   and a lot more.

The personal business card

You reach your personal business card by clicking on your name top right.
Here you administrate your contact details and you have access to the different applications.
Edit your contact details by clicking on „Edit" top right.

There is also a business card for every organization which can be found via the navigation tree on the left.

Roles

In order to administrate e. g. „examinations" you need certain roles in TUMonline. These roles are allocated by your department`s „TUMonline Administrator (TOB)".

You can find the TOB of your organization/department on the business card of your organization, at „Roles".
To reach the business card of your organization, click on it on your personal business card.

Your personal „Roles" can you find at your personal business card at „Roles".

Informationen and manuals on TUMonline can you find at:
www.it.tum.de/en/tumonline

Course categories allocate - Select category elements

| Save & Continue | Save & Close | Cancel |

Category group: **eLearning**

Element

- Neuen Moodle-Kurs im aktuellen Semester bereitstellen
- Neuen Moodle-Kurs MIT GRUPPEN im akt. Sem. bereitstellen
- KEINEN Moodle-Kurs im akt. Sem. bereitstellen

| Save & Continue | Save & Close | Cancel |

Moodle

Moodle is TUM`s central learning platform. Students have here the opportunity to learn independent of time and place in their own pace. In addition Moodle offers a lot of options to support your teaching, such as...

... structure learning materials,
... create tasks for students,
... promote the collaboration of students,
... online meetings,
... self-tests and much more.

Log in with your TUM ID and your personal password (p. 7) under **moodle.tum.de** .

Setting up a moodle course

If you offer a course, you can configure a Moodle course for the corresponding TUMonline course by allocating the category „e-learning" to your lecture in TUMonline.

Instructions: **go.tum.de/380482**

Help and Information

Do you have questions? The moodle team likes to help you out at **lms-support@tum.de**

Further information on e-learning at the TUM can be found at **www.prolehre.tum.de/** .

Events concerning the topic e-learning are listed at: **www.prolehre.tum.de/**

eduroam -Wireless Internet Access

eduroam is an international university initiative that provides employees and students simple and uncomplicated WiFi Internet access.

Availability

eduroam is available at every TUM campus and at all participating german, european or universities around the world. Additional eduroam is available on a lot of public places such as Munich downtown or at sights.
lrz.de/wlan

Authentication

The login requires your **TUM ID** and your **personal password**.
On the following pages the installation of the needed configuration profiles is described for the operation systems Windows (p. 19), macOS (p. 21), Android (p. 23) und iOS (p. 25).

Please note: It`s imperative that you utilize the suitable configuration profile for your operating system!
Logging in without proper configuration poses security risks for your personal data!
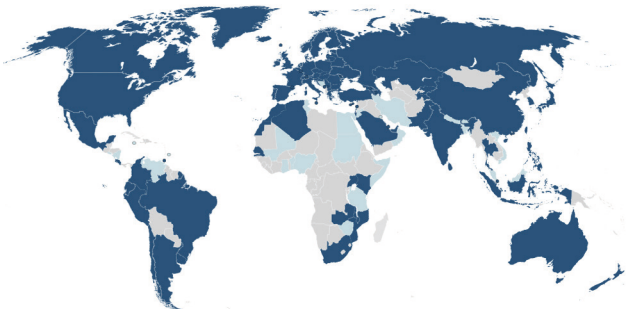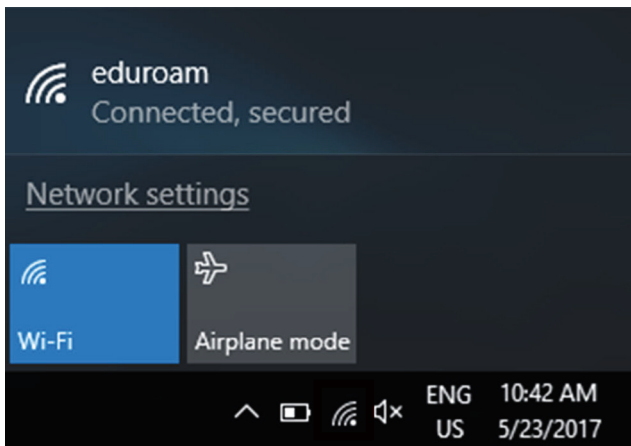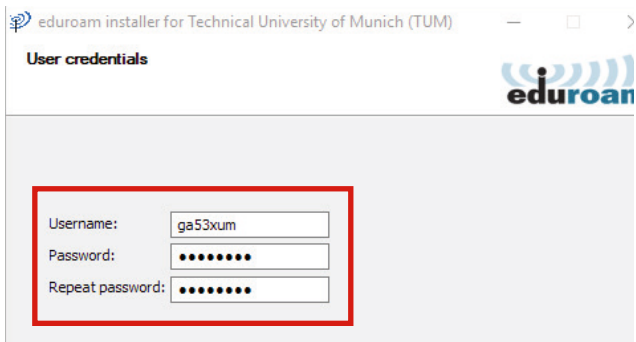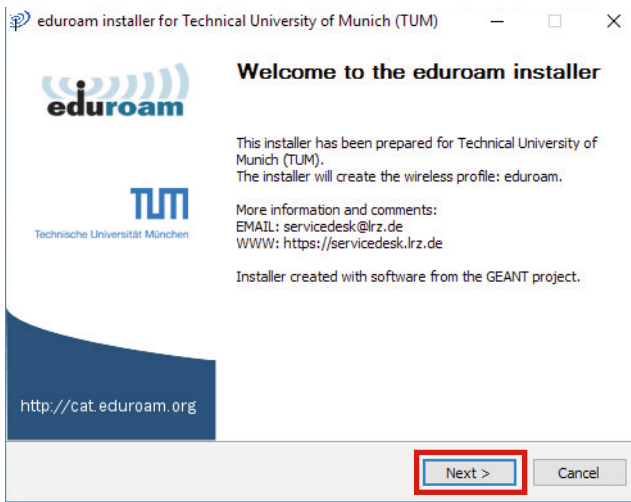
eduroam with Windows

It`s imperative that you utilize the suitable configuration tool for your operating system! Logging in without proper configuration poses security risks for your personal data!

Download configuration tool

At the campus you can use the open WiFi „lrz" or a LAN connection to configure the eduroam on your device.

At
lrz.de/services/netz/wlan_en/eduroam_en/
choose the suitable version of Windows and install the configuration tool.

Authentication

While the installation you are asked for your user name and password.

Your user name is:
TUM ID@eduroam.mwn.de
e. g. ga53xum@eduroam.mwn.de

Password is your personal password (p. 7)

Enter your user credentials like this and your device connects automatically to the eduroam, if available.

Connect the WiFi

After installing the configuration profile choose „eduroam" in the settings and connect your device to the WiFi. Choose „Connect automatically" and your devices connects automatically to the eduroam.

Install "eduroam"?

This profile will configure your Mac with the following: 2 Certificates and Wi-Fi Network.

Show Profile   Cancel   Continue

2 settings

eduroam
2 settings

Supercomputing Centre of the Bavarian
Academy of Sciences and Humanities' -
provided by eduroam

Signed   GRP: eduroam CAT FedAdmins
Installed 20. Mar 2018 at 11:36

Settings Certificate
          Deutsche Telekom Root CA 2
          Wi-Fi Network
          eduroam

Enter settings for "eduroam":

Enterprise Network

Enter settings for the enterprise network "eduroam":

Username: ga53xum@eduroam.mwn.de
Password: ●●●●●●●●

Cancel   Previous   Install

Wi-Fi: On
Turn Wi-Fi Off

✓ eduroam
@BayernWLAN
Camera familială.k
dhri_karl
DIRECT-57-HP M130f Laser...
DREABBLE_GUEST

eduroam with macOS

It`s imperative that you utilize the suitable configuration profile for your operating system!
Logging in without proper configuration poses security risks for your personal data!

Download the configuration profile

At the campus you can use the open WiFi „lrz" or a LAN connection to configure the eduroam on your device.

At
lrz.de/services/netz/wlan_en/eduroam_en/
choose the suitable version of macOS and install the configuration profile.

Authentication

While the installation you are asked for your user name and password.
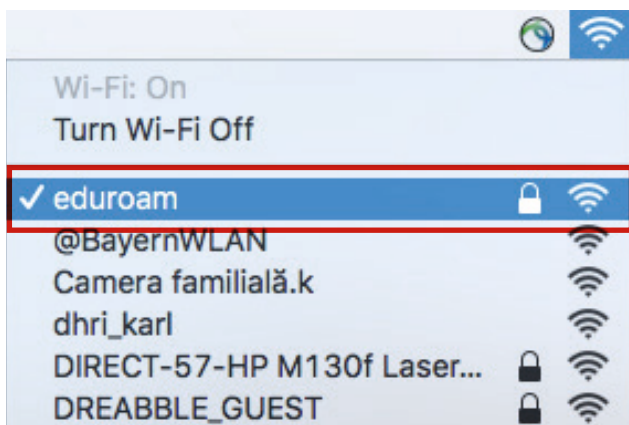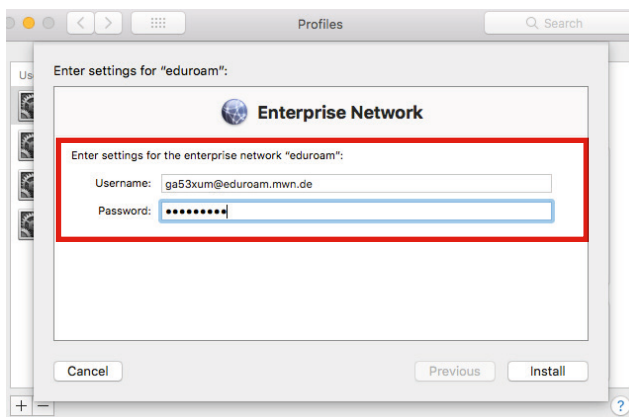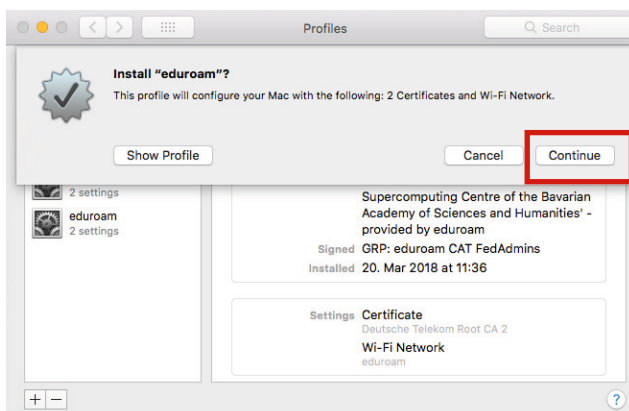
Your user name is:
TUM ID@eduroam.mwn.de
e. g. ga53xum@eduroam.mwn.de

Password is your personal password (p. 7)

Enter your user credentials like this and your device connects automatically to the eduroam, if available.

Connect WiFi

After installing the configuration profile choose „eduroam" in the settings and connect your device to the WiFi.

eduroam with Android

On your Android opererated device use the configuration with the EAP method : PWD.

Configuration

Open the WiFi network eduroam to connect to it.

Select the EAP method **PWD** .

Authentication

In the next step enter your user name and password as follows.

Your user name is:
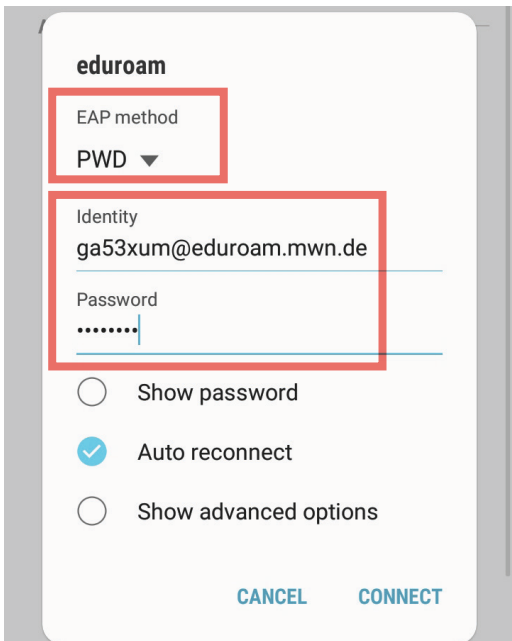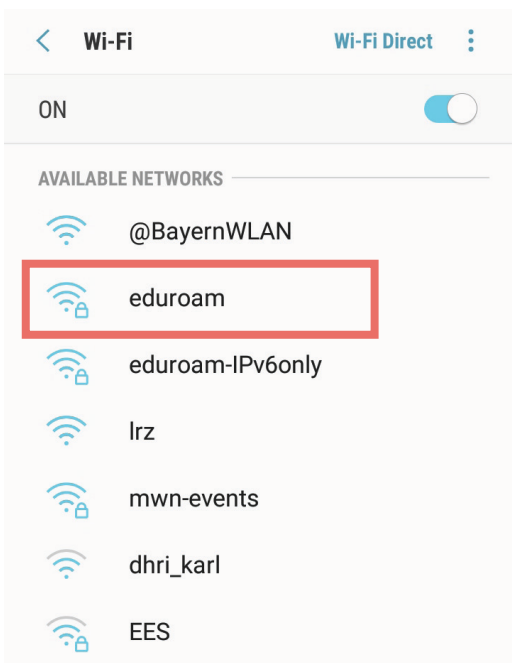**TUM ID@eduroam.mwn.de**
e. g. ga53xum@eduroam.mwn.de

Password is your personal password (p. 7)

Enter your user credentials like this and your device connects automatically to the eduroam, if available.

Connect WiFi

Your device connects automatically to the WiFi.
If NOT, select „eduroam" out of the list of WiFis again.

🔒 cat.eduroam.de ↻

DFN eduroam CAT eduroam

View this page in

English(GB) ▾

Select your institution

Technical University of Munich (TUM) ▾

Choose an installer to download

Apple iOS mobile devices (iOS 7 and abc ▾

Do you have an account at this institution?
If so and if the other settings above are
OK then click here to download...

| Cancel | **Install Profile** | Install |

eduroam
Technical University of Munic...

Signed by   cat-invite@eduroam.de
             Verified ✓

Description   Network configuration profile
              'eduroam Universitaet Freiburg' of
              'Albert-Ludwigs-Universität Freiburg'
              - provided by eduroam

Contains   Wi-Fi Network
             3 Certificates

More Details   ›

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eduroam with iOS

It`s imperative that you utilize the suitable configuration profile for your operating system!
Logging in without proper configuration poses security risks for your personal data!

Download configuration profile

You find the configuration profile for your iOS at:

cat.eduroam.de/

Select the Technical University of Munich (TUM) from the list of home institutions. Use the manual search function, if TUM is not listed.
Download the configuration profile.

Authentication

In the next step enter your user name and password as follows.

Your user name is:
TUM ID@eduroam.mwn.de
e. g. ga53xum@eduroam.mwn.de

Password is your personal password (p. 7)

Enter your user credentials like this and your device connects automatically to the eduroam, if available.

Connect WiFi

Your device connects automatically to the WiFi.
If NOT, select „eduroam" out of the WiFi settings again.

Data storage, ...

You can safely and easily store your data on the "network access storage" (NAS) system, which is operated by the LRZ for all Munich universities.
The NAS offers a wide range of advantages such as:

- High availability, so that your data can be accessed at any time.
- A high degree of security, so your data is protected against access by third parties.
- The capability to restore your data by using snapshots of older versions.
- Personal or project-based storage space

Personal storage space

Each member of TUM currently has 100GB of storage on the NAS. You can set up this space as a network drive on your PC (p. 29f). With the help of a VPN client, you can also use your **network drive** with a laptopon the run, or access the storage space with a web browser under **webdisk.mwn.de** .

Project storage space

In order to collaborate with other people within your unit or elsewhere within TUM, apply for "project storage space" by contacting your IT Administrator. Project storage space is used exactly in the same way as personal storage space (p. 33).

Sharing data with external partners

An especially suitable way to share data with external partners is the "Synch+Share" service operated by LRZ. You can find further information on page 39.

... secure and archive

For archiving or long-term storage of data, you can use the Tivoli Storage Manager (TSM) operated by LRZ. The TSM offers the following:

- Long-term data storage
- Automatic back-ups
- Archiving of large amounts of data

Information about data storage, back-up and archiving can be found at:
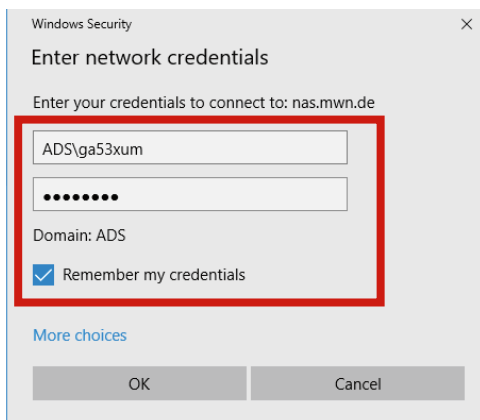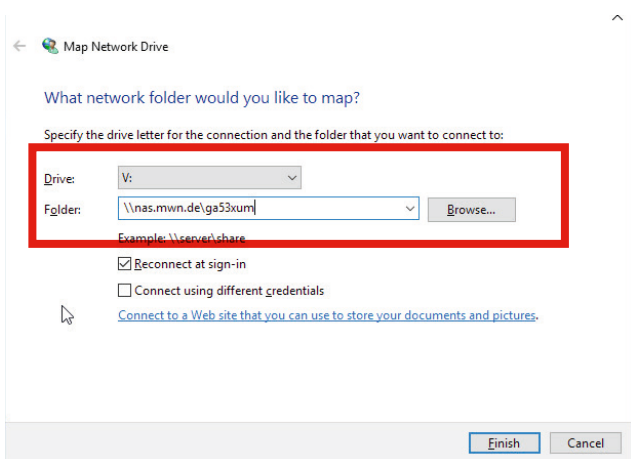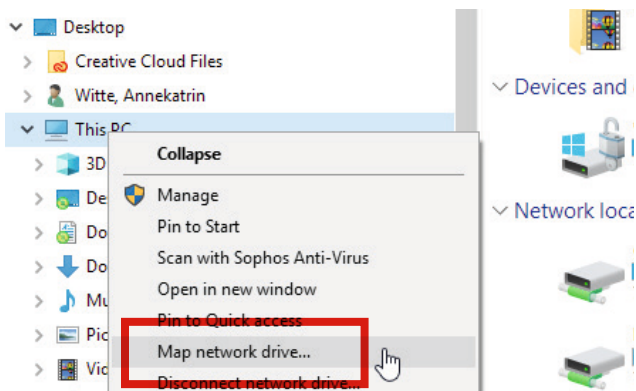**www.it.tum.de/en/storage-archiving/**
www.it.tum.de/en/faq/storage

Data medium disposal

TUM offers collection points where you can dispose of data medium such as hard drives, USB sticks, DVDs and magnetic tapes in compliance with data protection regulations. You can find an overview of the collection points at:
www.it.tum.de/en/faq/geraete-entsorgung/

Integrating the personal drive - Windows

You can integrate your personal drive (storage) easily on your workplace PC or laptop. On your workplace in between the Munich Scientifc Network take the way described on this page.

On the run, use a VPN connection as described on p. 35.

Integrate drive

In your file explorer click on „This PC" with the **right** mouse button and choose „Map network drive"

In the next step you assign a letter to the drive. You can use the suggested letter.
Under „Folder" you enter the the following path:
\\nas.mwn.de\TUM ID
e. g. \\nas.mwn.de\ga53xum (TUM ID p. 7)
Click on „Finish".

In the next window enter your user name and password as shown:
ADS\TUM ID e. g. ADS\ga53xum
Your personal password (p.7)

By setting the tick „Reconnect at sign-in" your device connects automatically with the drive after starting.

You find your drive in the file explorer at „This PC" and there a folder with your TUM ID.

The **Backslash ** can you reach via the shortcut „Alt Gr" und „?ß\" on a german keyboard.
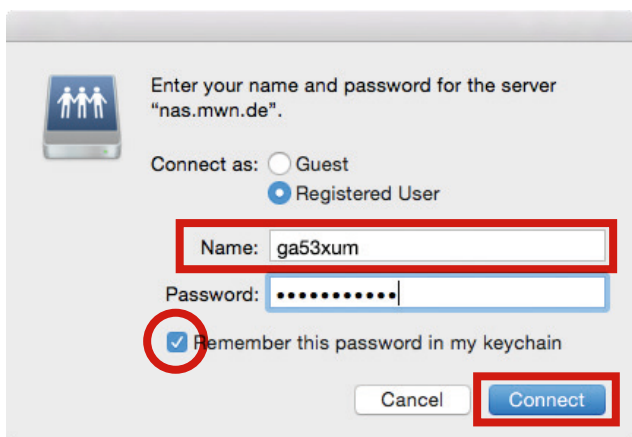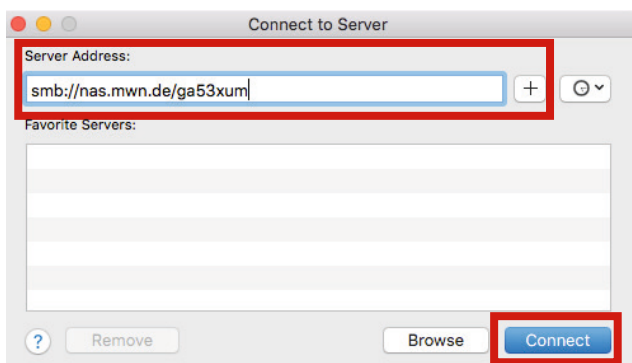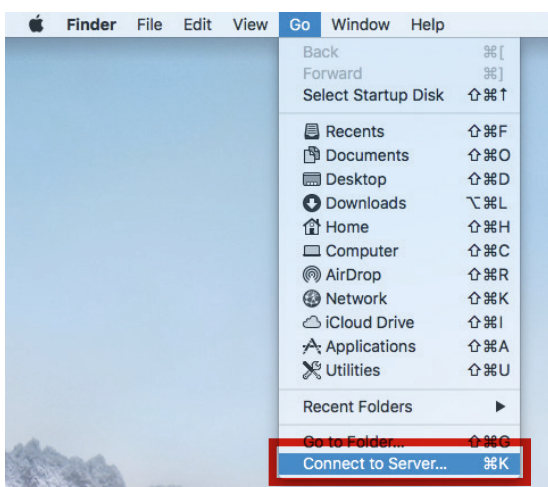
Integrating the personal drive – macOS

You can integrate your personal drive (storage) easily on your mac or macbook. On your workplace in between the Munich Scientifc Network take the way described on this page.

On the run, use a VPN connection as described on p. 35.

Integrate drive

In the Finder under the menu „Go" select „Connect to Server.

In the next window enter the server address as follows:
smb://nas.mwn.de/TUM ID
e. g. smb://nas.mwn.de/ga53xum (TUM ID p. 7)
Click on „Connect".

This opens a window where you will be asked for your user name and password.
Enter your TUM ID and your personal password (p. 7).
Click on „Connect".

If you would like to use the connection on a regular basis, activate the „Remeber this password in my keychain" checkbox.

You find the drive at „Favorite Servers" the next time.

Map Network Drive

← 🌐 Map Network Drive

What network folder would you like to map?

Specify the drive letter for the connection and the folder that you want to connect to:

Drive:	V:
Folder:	\\nas.mwn.de\tuzeitm

Example: \\server\share

☑ Reconnect at sign-in

☐ Connect using different credentials

Connect to a Web site that you can use to store your documents and pictures.

Finish   Cancel

Connect to Server

Server Address:

smb://nas.mwn.de/tuzeitm

Favorite Servers:

? Remove   Browse   Connect

Technische Universität München

Search

Search term	IT MANAGEMENT	Search

ℹ Tips on searching for organisations

Hits: 87

	ID	Organisation
1	**[TUZEITM]**	IT-Management
2	**[TUZEITZ]**	Corporate IT Systems and Services
3	[TUINI20]	Informatics 20 - Chair of IT Security (Prof. Eckert)
4	[TUEIITS]	IT-Service
5	[TUZEITH]	IT-Support
6	[TUZVR23]	IT-Support (department 25)

Integrating Project Drives

A projekt or organization drive can be used, if it is ar-
ragened for your organization. Please contact your **IT
administrator** first and ask if the storage is used in your
organization.
To integrate the projekt drive proceed as described.

Project Drive- Windows

Proceed as described on p. 29.
In the second step, while assigning the letter, enter at
„Folder" your organization ID as follows:
\\nas.mwn.de\Organization ID
e. g. \\nas.mwn.de\TUZEITM

Afterwards you enter **your** TUM ID and your personal
password (p. 7).

Project Drive - MacOS

Proceed as described at p. 31.
In the second step you enter at „Server Address" of your
organization ID as follows:
smb://nas.mwn.de/ Organization ID
e. g. smb://nas.mwn.de/TUZEITM

Afterwards you enter **your** TUM ID and your personal
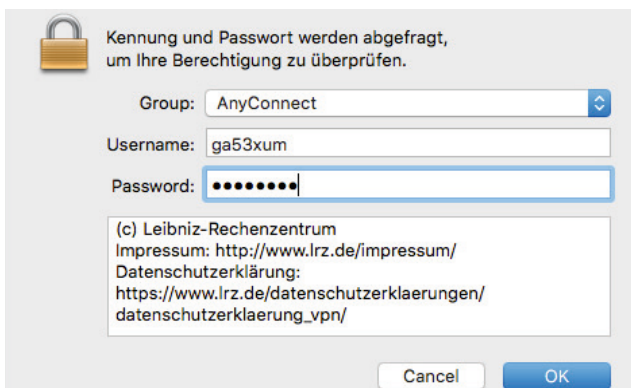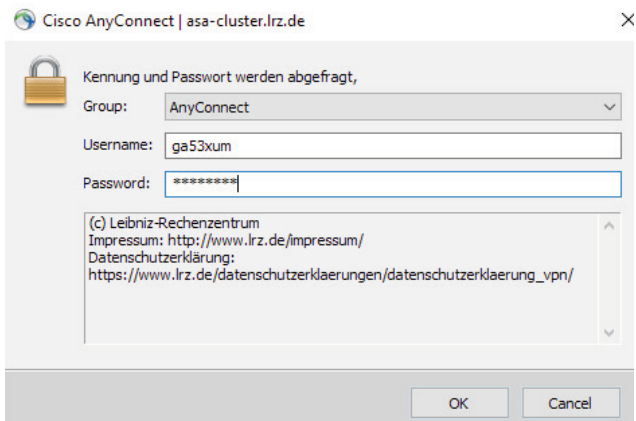password (p. 7).

Find Organization ID

To find your organization ID use the search function of
TUMonline at **campus.tum.de** top right.

Here you choose „Organization" and search for your
organization. The ID of your organization ist shown in the
result at „ID".
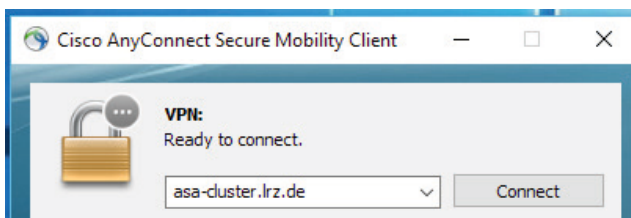
The MWN on the run - with VPN

On the run you can also use a lot of TUM IT services. Be part of the MWN with the help of a Virtual Private Network (VPN).
All you need is a VPN client and internet access.

Install VPN Client

The VPN client is a program you need to install on your device. This program establishes a secure connection to the MWN.
The process is equal for Windows and macOS users.

Download the VPN client at **https://asa-cluster.lrz.de** . Enter your TUM ID and personal password (p. 7). Afterwards your operating system will be detected and the correct VPN client will be downloaded.

Should the automatic download not work, you can download and install the latest version of the „AnyConnect Secure Mobility Client" at: **go.tum.de/369007**

Connect VPN Client

Start the Cisco AnyConnect client after installing it. The process is equal for Windows and macOS users.

In the „Connect" field, enter **asa-cluster.lrz.de** . Click on „Connect".

In the next window enter your TUM ID and personal password (p. 7) and click on „OK".
You get a message once the client is connected, „VPN connected".

Software & Hardware

Software

TUM owns several campus licenses that allow the university to offer its members an interesting selection on inexpensive or even free software programs. These include:

- Microsoft Windows and Office products
- Sophos Antivirus
- EndNote and Citavi
- MathWorks products
- OriginPro
- ANSYS and a lot more

All central software offers can be found at:
www.it.tum.de/software

Hardware

TUM has campus agreements with Apple, Fujitsu, HP and Lenovo for the aquisition of various hardware (PCs, laptops, server, and so on). So the TUM gets the devices at lower cost.

If you need new hardware, contact the IT administrator of your organization.
Only orders for official use are permitted.

Informationen on Hardware can you find at:
www.it.tum.de/en/software-hardware

Security & Data Protection

Would you leave the door unlocked when you leave the house? Of course not! Protect your devices and data!

IT-Security

Protect your PC, laptop or smartphone against unauthorized access by:

- Using secure passwords and PINs
- Using anti-virus software
- Locking your screen
- Scrutinizing suspicious e-mails (phishing, spam)
- Avoiding unsecure IT services
- Encrypting notebook hard drives

Further information about IT security can be found at:
www.it.tum.de/en/it-security/

Data security
As part of your daily activities, you handle a variety of sensitive information, whether it's student data, research results or personal data. Here's how you can protect this information:
- Keep private and work activities separate on social media sites
- Use alternatives to services such as Dropbox and Doodle
- Store your data on internal TUM servers
- Save/store as little data as possible

Further information about alternative services or data protection can be found at:
www.it.tum.de/en/doodle-co
www.datenschutz.tum.de

Communicate…

Share, exchange and synchronize data

Sync+Share offers you 50GB of space to easily store your data or share it with others. You can also synchronize the data on various end-user devices. You can learn more on page 41.
syncandshare.lrz.de

GigaMove is a particularly suitable way to share large volumes of data. You can use it to share files as large as 2GB with your partners within a limited timeframe.
gigamove.rz.rwth-aachen.de

Function objects

With the help of function objects, you can create e-mail distribution lists or establish guidelines for access to the NAS system for your work group. The person responsible for this area is the "Function Objects Administrator" for your department in TUMonline. In addition, your department must utilize the TUM Exchange e-mail system (p. 5).
www.it.tum.de/en/funktionsobjekte

E-mail distribution lists & newsletters

By using the free program Mailman, you can create e-mail lists and send out newsletters. Mailman also features the mandatory double-opt-in newsletter registration. Recipients can unsubscribe from the newsletter at any time.
www.it.tum.de/en/mailverteiler

Information about other **communication and collaboration** services can be found at:
www.it.tum.de/en/communication-collaboration/

... and Collaborate

Video conferences

The **Meet** application operated by LRZ offers fast and simple video conferencing. This online service functions in many different browsers and with a wide range of devices (smartphones, tablets). Read page 43 to learn more.
www.it.tum.de/en/faq/meet

Adobe Connect is provided through the German Research Network (DFN) and features functions such as a whiteboard, screen authorization and recording. This service is well-suited for webinars or meetings with a high number of participants since the video conferences can be moderated.
www.it.tum.de/en/faq/adobe-connect

Wiki

Utilize the TUM Wiki service for fast and uncomplicated collaboration. This platform allows you to gather and share knowledge and information on a collaborative basis.
wiki.tum.de

Schedule meetings

With the Foodle meeting planner, you can quickly and easily schedule meetings with multiple people.
terminplaner.dfn.de

Work on documents together

GitLab and ShareLaTeX make it possible to work on documents together while offering simple version management.
lrz.de/services/netzdienste/gitlab/ (GitLab)
sharelatex.tum.de/ (ShareLaTeX)

Kontakt | Impressum | Datenschutz

lrz Sync+Share

Suche nach Dateien

SERVICEDESK   FAQ   DOKUMENTATION

Home

Sortieren Name ▼   Aufsteigend ▼

Folder

Verlinkungen

News

Clients runterladen

Benutzerkonto

Abmelden

A_Testordner
127,19 kB   3 Benutzer

B_Testordner
0,00 kB   1 Benutzer

Schulungen (Annekatrin Witte)
44,31 kB   2 Benutzer   Sie können Dateien lesen und schreiben

Testordner2 (Annekatrin Witte)
1014,71 kB   2 Benutzer   Sie können Dateien lesen und schreiben

ONLYOFFICE   Datei   Startseite   Einfügen   Layout   Quellenangaben   Zusammenarbeit   Plugins   DOC.docx

Arial   11   Normal   Kein Abstan   Headi

Zusammen an Dokumenten arbeiten

Neue Bearbeitung hat stattgefunden!¶
Eine weitere Bearbeitung.¶
Hallo
Guten Tag!¶
¶
Und weiter geht es.

Lorem ipsum ...

Lorem ipsum ...¶

Zeilenabstand
Mehrfach   1
Absatzabstand
Vor   0 cm   Nach   0 cm
Kein Abstand zwischen Absätzen gleicher Formatierung
Hintergrundfarbe
Erweiterte Einstellungen anzeigen

Kontakt | Impressum | Datenschutz

lrz Leibniz-Rechenzentrum
der Bayerischen Akademie der Wissenschaften

SERVICEDESK   FAQ   DOKUMENTATION

Download für Windows

Download für Mac

App für Android

App für iPhone / iPad

Alle Linux Pakete anzeigen

Sync + Share

Log in at **syncandshare.lrz.de** with your TUM ID and personal password (p. 7).

Share Data

Create a folder by clicking on the „Folder+" icon. To upload data, open the folder and drag the file in the field marked by the interrupted line below the list of folders.

To share data and work together on projects you can add other people with the „Person+" icon. This way you can give them specific rights, such as write or read.

You have also the opportunity to give read-only access of folders or files to external persons. To do so, you choose the „chain" icon, generating a web link. This way external persons can download the files.

At „Verlinkungen" you can check all created links.

Work on Documents

You can work together on office documents (Word, PowerPoint, Excel). By opening the document, an editor opens where you can work together at the same time on one document.

Sync Data

At „Clients" you have the opportunity to download sync clients for different operating systems.
These clients allow you to work offline, automatically synchronizing the changes made on different devices, the next time your device connects to the internet.

https://meet.lrz.de/ testmitarbeitende   ↻   Los

In 4 Schritten zur Videokonferenz

01   02   03   04

URL-
Vergabe

Audio- und
Videofreigabe

Anmeldung

Einladung

🔒 https://meet.lrz.de/test

meet.lrz.de wants to   ✕

🎤 Use your microphone

📷 Use your camera

Allow   Block

Password required   ✖

ga53xum

•••••••• I

Cancel   **Ok**

ⓘ **Share**

Link: meet.lrz.de/test
Password: None

Copy • **Add password**
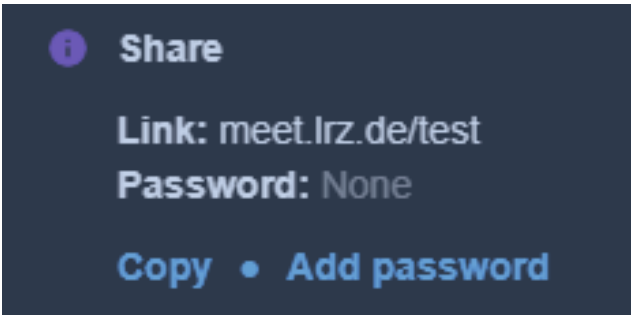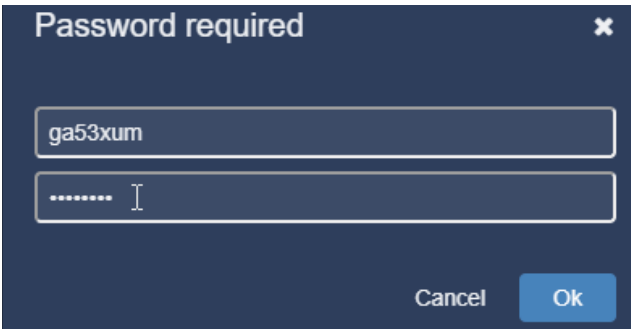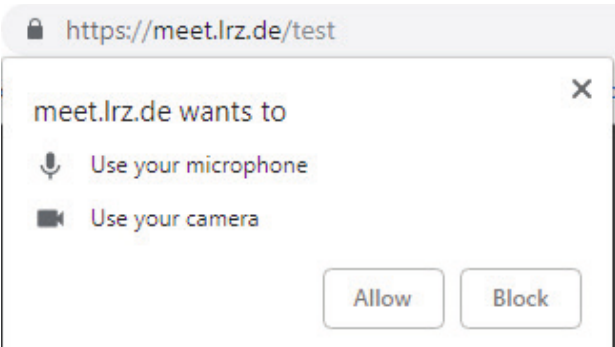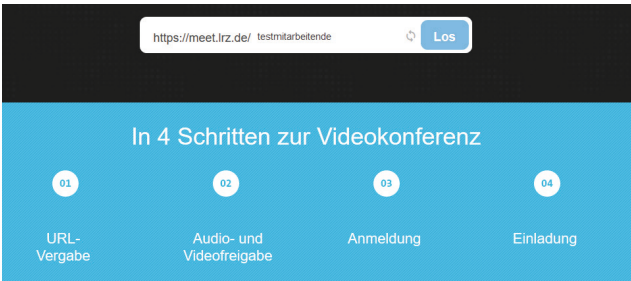
Video Conferences with Meet

Meet offers you an easy and quick option to hold a video conference.
Open **meet.lrz.de**

Choose URL

In the field in the middle enter the URL/web link for your meeting, e. g. https://meet.lrz.de/test
Click on „LOS".

Release Audio/Video

It opens a windows in your browser top left. Release your microphone and camera for the meeting by agreeing to it.

Authentication

Confirm that you are the „Host" of the meeting. Sign in with your TUM ID and personal password (p. 7)

Invite Participants

After signing in your camera starts und you can see yourself.
Click on the „i" bottom right to get the weblink of your conference room. Copy this link and send it via e-mail to the participants of your video conference.

To end the conference click on the red phone on the bottom of the screen.

Design, lecture recording...

TUM and LRZ offer wide range of media and design services.

Corporate Design

To help you implement the TUM corporate design, a wide selection of layout templates for online and offline media is available, such as presentations, business letters and flyers
portal.mytum.de/corporatedesign

Design

The team at TUM ProLehre | Media and Didactics can help you with design questions. We develop ideas and design all of the products you need for your communications while teaching. With a feel for color, form and composition, we ensure an appealing aesthetic that complies with the TUM corporate design.
www.prolehre.tum.de/design

Printing & Scanning

At the Leibniz Supercomputing Center, you can
... scan templates as large as DIN A0,
... scan slides and filmstrips,
... print posters as large as DIN A0 and much more.
lrz.de/services/peripherie

... MOOCs, printing and more

Lecture recording

You'd like to record your lectures?
TUM ProLehre | Media and Didactics provides state-of-the-art lecture hall technology and the mediasite system in order to record lectures and make them available to students. Information is available at:
streams-support@tum.de
www.prolehre.tum.de/vorlesungsaufzeichnungen

MOOCs

MOOCs – massive open online courses – are available around the world at no charge from TUM. Are you interested in offering MOOCs? The team from TUM ProLehre | Media and Didactics has a professional MOOC studio and is available to help you with your project.
www.prolehre.tum.de/moocs

Videos

The multimedia team at TUM ProLehre | Media and Didactics can help you to design your video or produce it for you. Recording services and Internet live-streams are available as well.
www.prolehre.tum.de/videoteam

LRZ also offers several video-related services such as multimedia lab workspaces or video streaming.
lrz.de/services/peripherie

Event Management, ...

You are planning an event, conference or the like? The TUM offers you, depending on kind and size of the event, different options to support you.

Event Management

Online Forms
With the help of online forms, you can easily set up event registrations. Create your forms using the central Wiki system.
www.it.tum.de/en/event-management

MyTUM EventManager
The MyTUM EventManager offers you the possibility to perform more complex online registrations. Thus, you can install e. g. waiting lists or mass applications.
www.it.tum.de/en/event-management

Converia
The conference management system Converia supports you in planning and conducting scientific conferences, conventions or other major events liable to pay cost.
www.events.tum.de

Websites & Content Management

You would like to set up a website for your organization?
First consult your IT administrator, he/she will advise you.

Websites

Typo3
The TYPO3 team offers websites that comply with the
TUM corporate design. Further information regarding how
to apply for and manage the content for TYPO3 websites
can be found at:
www.typo3.tum.de

Wiki
For the quick and easy setup of websites our wiki system
is available. With the optional website design, it is well
suited e. g. for project and conference webpages.
wiki.tum.de

MyTUM
Are you responsible for the content on the MyTUM portal
and require corresponding training? Please contact the
MyTUM team at:
portal.mytum.de/onlinesupport/support

Online Writing and Social Media

The Corporate Communications Center provides helpful
tips and tricks on how to make webpages and social me-
dia sites appealing and easy to understand.
wiki.tum.de/x/EAYh

Short URLs

You want to publish a link, but it is too long? Use our short
URL service, which allows you to set up easy and short
URL to TUM websites.
portal.mytum.de/online-service

IT based...

Online Catalouge (OPAC)
The online catalogue (OPAC) provides you access to all of the media in the TUM library. You can also research all of the Bavarian scientific libraries.
ub.tum.de/en/searching-finding

Electronic magazines, Books and Databases
eAccess offers you worlwide access to a large amount of licensed electronic media, including numerous databases and electronic periodicals, articles and books.
Login with your TUM ID and personal password (p. 7) at:
eaccess.ub.tum.de/login

Document delivery services
If you don't have time to visit the library or you need media that is not available at TUM, the university library offers several delivery services:
- Remote library loan services (from libraries at other locations)
- Subito (fast delivery to the location of your choice)
- dokumenTUM (PDFs per e-mail from TUM inventories)
- Digitalization on demand (digital copies of works prior to 1900)
- TIB document delivery service (TIB delivery service)
Information about document delivery services can be found at:
ub.tum.de/en/delivery-services

ORCID iD
With the help of ORCID iD, you can ensure that your publications are correctly and perpetually attributed and that library-based indicators such as citation rates or h-index are factored in. Create your individual ORCID iD via TUMonline or link your existing ORCID iD to your TUM account
ub.tum.de/en/orcid

... Library Services

Research Data Management
The Library offers information, consultation and training on all aspects of research data management. These include, but are not limited to, collection, storage and documentation of the research results based on specific standards as well as the publication of the data.
ub.tum.de/en/research-data-management

Reference Management
Typing is a thing of the past! Reference management programs can help you maintain an overview of even a vast number of sources. These programs also make it esier to properly cite your sources and create bibliographies.
Use TUM`s campus licenses for the Citavi and EndNote programs at no cost!
ub.tum.de/en/reference-management

Digital publication with mediaTUM
Would you like to digitally publish your publication list, dissertation, post-doctoral work, open-access publications, conference contributions or the like?
mediaTUM, the central media and publication server, is just the tool you need. You can register a DOI (Digital Object Identifier) for data released here.
mediatum.ub.tum.de

More offers

The ITSZ and the LRZ provide you with numerous additional services, which we briefly present here. For further information please visit:
www.it.tum.de/en and **www.lrz.de/english/**

Client Management
The ITSZ and the LRZ offer in cooperation managed clients for both Windows (TUM-PC) and Apple (MWN-MAC). As a result, the cost for the support of computer workstations is considerably reduced.
www.it.tum.de/en/clients

Identity Management
TUM provides a central directory (LDAP, active directory) containing all identities, system accounts and groups. These identities are administrated through TUMonline.
www.it.tum.de/en/identity-management

Network
Basic services such as network infrastructure, sub networks, IP addresses, DHCP servers, DNS entries, Internet access, public WiFi access (lecture halls, seminar rooms), VLANs and firewalls are provided by LRZ at no cost as part of the underlying services provisionig agreement.
www.it.tum.de/en/network

OTRS
The software OTRS (Open Ticket Request System) is used to manage requests.
www.it.tum.de/en/otrs

SAP
With SAP, accounting and reporting is handled at TUM.
www.it.tum.de/en/sap

Servers

The LRZ offers a wide range of server services. This in-
cludes for example housing of servers and cluster nodes,
virtual Windows and Linux servers, the LRZ Compute
Cloud as well as further HPC systems.
www.it.tum.de/en/server

System Accounts

A system account enables the use of IT services for non
personal computer systems (e. g. printer, scanner,...).
www.it.tum.de/en/identity-management

Certificates

TUM provides certificates for both users and servers free
of charge in collaboration with the DFN.
www.it.tum.de/en/certificates

Contact

The IT Support of the Corporate IT Services and Systems is there for you as contact person concerning all topics related to IT at TUM.
TUM`s departments and schools offer their own it support services.

Corporate IT Services and Systems
www.it.tum.de/en

IT-Support
it-support@tum.de | 089 289 17123
www.it.tum.de/en/it-support
Karlstr. 45, 5. Floor, 80333 München or
Boltzmannstr. 10, Room 10, 85748Garching

Central Administration
it-support@tum.de | 089 289 17123
www.it.tum.de/en/central-administration/

Departments and Schools
www.it.tum.de/en/it-support_dezentral/

Each department appoints an Information Officer (IO) which represents the IT topics of their department at TUM. You can find your IO at
www.it.tum.de/en/committee/members/

Leibniz Supercomputing Center (LRZ)
Servicedesk: www.lrz.de/services/beratung
lrzpost@lrz.de | 089 35381 8800
Boltzmannstr. 1, 85748 Garching, www.lrz.de

Imprint

Do you have further questions?

Our IT Support kindly likes to help you out!
Just write us an e-mail to:

it-support@tum.de
089 289 17123

Assistance and information:

www.it.tum.de/en
www.it.tum.de/en/employees
www.it.tum.de/en/faq

Useful links

campus.tum.de (TUMonline)

mail.tum.de (Web-Mail)

webdisk.mwn.de (Online-Storage)

moodle.tum.de (Learning platform)

syncandshare.lrz.de (File sharing)