

Introduction to FIM IT Services WS 2021/22

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1 Beginner's guide for new FIM students and faculty members

In this flyer you get an overview how to start using the IT services of the University of Passau. For details read the next chapters and have a look on our websites:

FIM IT english version: <https://www.fim.uni-passau.de/en/it-services/>

FIM IT german version: <https://www.fim.uni-passau.de/it-dienste>



In order to switch from english to german language content (and the other way around) please use the language-switch in the upper right corner of each webpage. Be aware, that some information may be only available in the german version of our website.

If you are new to the University you might also want to have a look at the **ZIM-website**, which gives an overview of all general IT-services of the university: <https://zim.uni-passau.de/>

On this website there is also a special section **for new students**:

<https://www.zim.uni-passau.de/en/new-student-info/>

2 General University account (ZIM account) and FIM account

You'll get your general University account (ZIM account) with your enrollment materials. This account not only allows access to the Universities general computer labs but will be used for almost all **official activities** on the campus (course registration, e-mail communications, WLAN-access...). Your general **university account** is named similar to: smith094 (family name and some digits).

In order to use FIM IT-services you have **create your FIM account** first. The FIM account is required for accessing the FIM PC labs, entitles you to install a choice of licensed software on your own devices and maybe used for FIM internal communication. This account will also give you a **personal Web site**, an email address, and a quota-enabled disk space. Howto **create your FIM account**:

- a) Have your [general university account](#) at hand
- b) Open a **web browser on a device which is connected to the Uni intranet**. You have the following options:
 - a. **Connect your own device to the Uni-Intranet**
 - i. **On campus:** Connect your mobile device or laptop to the university WiFi. Install [Eduroam](#) to connect to the university intranet.
 - ii. **At home:** Connect your computer to the Uni-Intranet starting a [VPN connection](#) to the university network. [Load and install the VPN software](#). When establishing the connection, select "stud-ext" (students) or "pers-ext" (employees) and use your general university account for authentication.
 - b. **Log on to a university computer** (those are automatically connected to the university intranet). You may use PCs in the [ZIM](#) computer pools (these pool may be still closed due to corona-restrictions) or chair computers for this purpose. As you don't have a [FIM](#) account yet, you will not be able to use [FIM](#) lab PCs for this purpose.
- c) Open the [FIM-AMS](#) website: <https://ams.fim.uni-passau.de> and follow the required steps. The most common mistake during the process is to choose an incorrectly structured password.
- d) After entering all required data the AMS will send an e-mail containing information about your newly created [FIM](#) account to your [general university e-mail account](#). If many users are using the [FIM](#) AMS at the same time, the creation of your [FIM](#) account may take a few minutes.
- e) If you receive an error message, restart the process from the beginning or get support by mail (support@fim.uni-passau.de).

3 Learn how to use your FIM account

After the creation of your FIM account you will be able to log in on the FIM lab PCs and to use FIM-IT-services like Git, Mattermost and other services.

- **Online information** about the FIM IT Services: <http://www.fim.uni-passau.de/en/it-services/>
- If you don't have any Linux experience yet: Look for an online course or get information about working with Linux (including exercises) from the FIM IT Support

4 Learn how to connect your smartphone or laptop to the university wifi network via eduroam

<https://www.zim.uni-passau.de/en/dienstleistungen/network-and-servers/network-access/eduroam/>

5 Access to your University mail accounts

The easiest way to access your university emails is via **webmail interfaces**:

- <https://email.uni-passau.de/> for mails to your general university mail account (ZIM mail account)
- <https://webmail.fim.uni-passau.de/> for your FIM mail account

However, it may be more convenient for you to **configure accounts** for ZIM- and FIM-Mail directly in the **mail clients** you use. Info about this can be found here:

Uni mail account: <https://www.hilfe.uni-passau.de/arbeitsplaetze/e-mail/outlook/zugriff-e-mail-postfach/>

FIM mail account: <https://www.fim.uni-passau.de/it-dienste/onlinedienste/e-mail/>

You can also set up mail **forwarding** for ZIM and FIM mail accounts **to your default email address**. You can find out how this works on the websites mentioned above.

6 Getting help:

ZIM IT Support:

- **Room 046 IM**, 8 am – 4 30 pm; for questions concerning your general university account, StudIP, HISQIS and connecting your own devices to the university Wifi network via Eduroam.
- **by Mail:** support@zim.uni-passau.de.

FIM IT Support:

- **Room 014 IM** (due to Corona, this room may vary, please check the notice boards in front of room 014 IM)
- for questions concerning FIM specific IT services (FIM account, software requests in FIM labs, special environments for projects, bachelor and master theses).
- **by Phone:** 0851 509 3013 or 3012
- **by Mail:** support@fim.uni-passau.de.

7 Overview computer labs

A number of computer pools are available to students at the University of Passau for course work as well as for practicing on your own. Most of these pools were funded under the Computer Investment Program (CIP), and are therefore also referred to as **CIP PC labs**.

7.1 General computer labs and accounts

The general PC pools operated by the ZIM offer a Windows working environment including for instance Microsoft Office and other standard software. These pools can be used with your general university account.

These general student computer labs are managed by the ZIM (Center for Information Technology and Media Management), the general IT service provider of the university. You will find such pools e.g. on the ground floor of the FIM (room 044) as well as in neighboring buildings WiWi (e.g. room 030) or Juridicum. In case of problems with this labs or with your general university account, please contact the ZIM-IT-Support.

7.2 FIM computer labs

The FIM maintains a number of student computer labs which differ from the general student computer labs in the installed **FIM specific software environment**.

In these FIM labs you find the software you need to do exercises related to FIM courses and a number of tools to work on your bachelor- or master-thesis. Furthermore, some commercial software for software engineering or mathematics (Matlab or Maple) is installed.

FIM account

Using computers in FIM student computer labs requires a **FIM account (see above)**. Please **create your FIM account online** as described above using the **FIM account management system (AMS)**.

Locations and opening hours:

All FIM computer labs for use by students are situated in the building **IM, Innstraße 33**:

Open-access computer labs (rooms are situated downstairs and are accessible 24h/day):

- **Room K08b**. Phone: 0851/509-3015
- **Room K08d** (PC-Pool „Aquarium“): Phone 0851/509-3136

During closing times of the building IM (at night or over the weekend) you will be able to enter or leave the building with your campus-card. There is a **card reader** installed on a pillar some meters before the main entrance to the building IM.

Guided Exercising: Lab Room 028 IM (only accessible during guided exercises)

Operating systems in the FIM student computer labs:

Only **Linux** available.

Switching pool PCs on and off

Please don't turn off or reset computers in the lab room K08b, because PCs in this room may in use for long term computing projects.

How to change the menu-language of your FIM Linux environment to english

Open a shell and type the following command: "change_language en". Please logout afterwards and login again to make this change effective.

