

IT Guidelines for Employees

TUM Corporate IT Systems and Services (ITSZ)



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A green speech bubble with a tail pointing towards the top left, containing the text "TUMonline".

TUMonline

An orange speech bubble with a tail pointing towards the top right, containing the text "Website".

Website

A pink speech bubble with a tail pointing towards the top left, containing the text "Software Download".

Software
Download

A blue speech bubble with a tail pointing towards the bottom left, containing the text "Virus Protection".

Virus
Protection

If you would like to learn more about these topics, these guidelines are exactly what you need! This booklet is designed to give you an overview of our IT services and provide quick answers to your most important questions.

Additional information regarding all
IT topics: www.it.tum.de

Your point of contact for all IT issues:
it-support@tum.de

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Information & Assistance

We offer a wide range of information, assistance and training related to the TUM IT services.

IT-Support

Having trouble logging in or reading your e-mails? TUM IT Support is ready to help! Here's how you can reach us!

E-mail: it-support@tum.de

Tel: 089.289.17123

In-person: addresses and opening hours are outlined in the "Contact section" of these guidelines

Frequently Asked Questions

What is the TUM ID? Why can't I log in? How do I set up an e-mail address? The answer to these and many other IT questions can be found in our Frequently Asked Questions section (FAQ).

Additional information:

<http://go.tum.de/390010>

IT Training

Do you want or need to utilize a new IT system? Looking for IT training? TUM and the Leibniz Computing Center (LRZ) offer a wide range of training services for various IT systems and programs such as TUMonline, Moodle, TYPO3, SAP, OTRS, PC software and high-performance computing.

Additional information:

<http://go.tum.de/093994>

Some training services are not available to everyone. If you are interested in a particular training course, check with the head of your department first to determine if you can participate.

Video Training with video2brain

The video2brain video training portal is available free of charge. It offers a variety of training courses related to:

- Applications such as MS Office, MS Windows, Adobe products and image processing software
- Soft skills such as presenting, body language and conflict management
- Windows Server, SQL Server or Sharepoint

Registration:

<https://www.video2brain.com/de/edu-login>.

Log in with your TUM ID and TUMonline password.

Additional information:

<http://go.tum.de/583754>

Documentation & Manuals

A selection of important documentation and manuals covering topics such as centralized data storage, TUMonline and Moodle is available online.

Additional information:

<http://go.tum.de/527184>



IT News

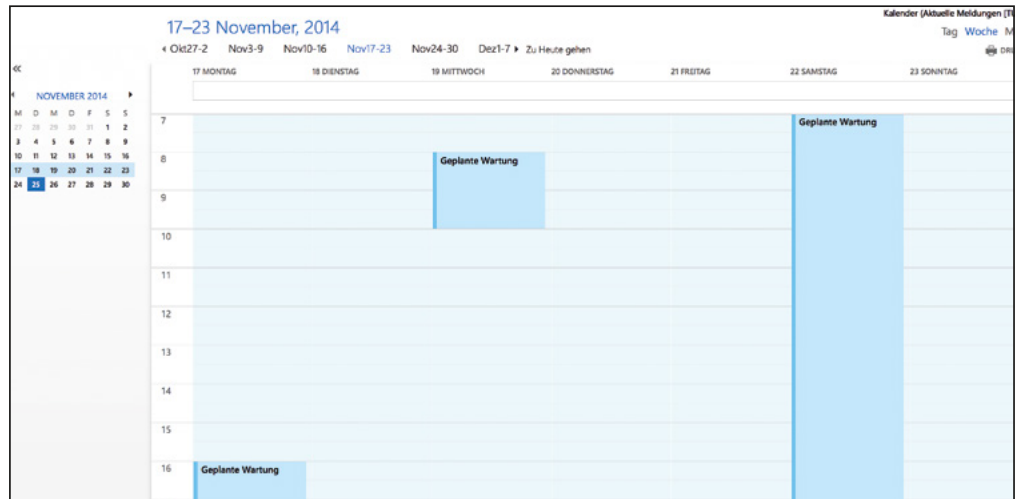
IT is a dynamic environment. With that in mind, we're committed to keeping you up to speed on the latest developments!

IT Newsletter

Do you have IT responsibilities? Are you an IT administrator? Do you have a general interest in IT topics that impact TUM? If so, we encourage you to sign up for our TUM IT Newsletter!

Our newsletter is designed to keep you up to date on IT developments, current news and outages, so publication is on an as-needed basis, sometimes even daily.

Additional information:
<http://go.tum.de/127262>



IT system service interruption notifier

Why isn't TUMonline working at the moment? Can I count on the Exchange server being available by tomorrow? When is TUMonline scheduled for maintenance?

Not to worry! Our IT system service interruption notifier will keep you aware of any problems, whether it involves Exchange, TUMonline, Moodle or other systems.

Additional information:
<http://go.tum.de/127262>



The TUM Account

The TUM account is your central IT user account at TUM. You will automatically receive your account once you have configured your settings in the TUMonline campus management system.

With the TUM account you can utilize a wide range of IT services that you need for your work. This includes:

- TUMonline campus management system
- Central data storage
- WiFi access
- Moodle, the eLearning platform

The TUM account consists of your TUM ID in the form of “syllable-number-syllable” (e.g. gu45cat), a TUM e-mail address that you set up yourself (i.e. max.mustermann@tum.de) and a self-created password.

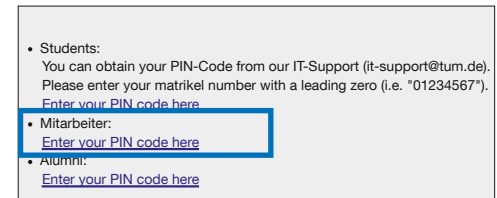
This is your personal password. Never reveal it to anyone else! For tips on how to create secure passwords, follow this link: <http://go.tum.de/302223>.

How Do I Access My TUM Account?

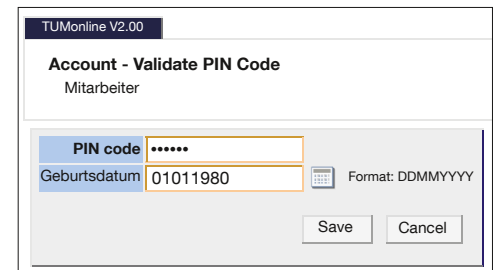
In order to use the TUM account, you have to activate it via TUMonline. For assistance, contact the TUMonline user administrator for your unit. The administrator will give you a one-time, five digit PIN code that you can use to register with TUMonline. Alternatively, you can obtain the PIN code from IT Support (it-support@tum.de).

To enter your PIN code: open TUMonline (www.campus.tum.de) and click the login button on the upper right.

On the next page, select the following link: “Mitarbeiter: Enter your PIN code here.” Now enter your PIN code, your date of birth and click “Save”.



- Students:
You can obtain your PIN-Code from our IT-Support (it-support@tum.de). Please enter your matrikel number with a leading zero (i.e. "01234567").
[Enter your PIN code here](#)
- Mitarbeiter:
[Enter your PIN code here](#)
- Alumni:
[Enter your PIN code here](#)



TUMonline V2.00

Account - Validate PIN Code
Mitarbeiter

PIN code
Geburtsdatum 01011980  Format: DDMMYYYY



User Name and Password

After registering with TUMonline, select your own password for the TUM account straightaway. Then immediately set up a TUM e-mail address (i.e. max.mustermann@tum.de) via the “E-mail Addresses” link. For a more detailed description, refer to the e-mail section of these guidelines.

For most of the IT services, as a user name you can utilize either your TUM e-mail address and/or your TUM ID. The password stays the same.

User name: “gu45cat” or
“max.mustermann@tum.de”

Password: your TUMonline password

Instructions: <http://go.tum.de/319353>

Additional information:
<http://go.tum.de/920236>

Where Can I Find My TUM ID?

Your TUM ID can be located in the menu window under “E-mail Addresses” after you have registered with TUMonline (www.campus.tum.de).

Studies	Resources	Services
Applications Current Address Fees	Calendar E-mail Addresses Login Log People & Responsibilities Personal Settings Roles Use Policies	Change Password Software TUM Mailbox (Exchange) TUMcard passport photo Webdisk (NAS)

It appears in the form of the e-mail address TUM ID@mytum.de. For example: gu45cat@mytum.de (the @mytum ending can be ignored in this case).

E-mail addresses (incoming)	
Adresse	
Eingabe - Adresse	
Momentane Adressen	
gu27cat@mytum.de	

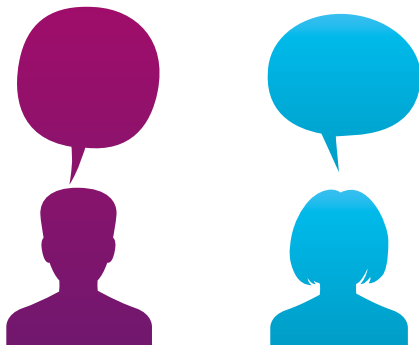
E-mail

All TUM employees automatically receive an electronic mailbox. You can configure your own TUM e-mail address using the following template: first name.last name@tum.de.

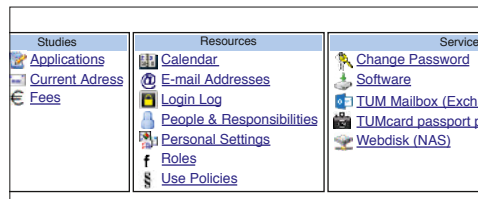
How Can I Configure a TUM E-mail Address Using My Name?

With your electronic mailbox you receive an e-mail address in the form of TUM ID@mytum.de (i.e. gu45cat@mytum.de). This is not the best e-mail address in the world of course. You can set up another address in TUMonline using your last name, such as max.mustermann@tum.de.

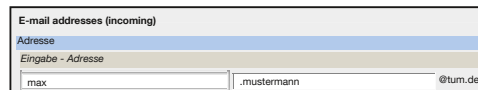
TUM, and especially the TUMonline system, send important notifications to this mailbox! It's therefore imperative that you check this inbox on a regular basis!



In your TUMonline business card, select the “E-mail Addresses” link:



Here you can select an @tum.de address with your last name.



Instructions: <http://go.tum.de/319353>

Utilize Exchange:

E-mails, Calendars, Contacts

We recommend that you use the TUM Exchange system, since it offers many benefits:

- You can access your e-mails and use the calendars and contacts.
- You can set up collaborative resources for your organization, including team calendars and common e-mail accounts, among other features.
- You have 3 GB of storage space that can be increased if needed.
- You can call up your e-mails from anywhere in the world using webmail (<http://mail.tum.de>), whether it's from a PC or a mobile device

To log in, use your TUM ID and TUMonline password.

Additional information:

<http://go.tum.de/491070>

How Do I Call Up My E-mails?

In TUMonline, select the inbox or service that your e-mails should be delivered to:

- If you want to receive your e-mails via the central Exchange server as recommended: Select the “TUM-Mailbox (exchange)” button. You can then call up your e-mails from the Internet via webmail at <http://mail.tum.de> or by using an e-mail program such as Outlook, Entourage or Thunderbird.
- You can also forward your e-mails to another internal TUM address: in the input mask, select “Nur Weiterleitung” and enter the appropriate TUM e-mail address (i.e. @zv.tum.de, @in.tum.de or @wzw.tum.de) in the field provided.
- You can also have both: select Exchange and enter the forwarding address.

Please note that forwarding work e-mails to external addresses such as GMX and Gmail accounts is viewed critically since there is no guarantee the data will be sufficiently protected.

Proceed as follows: log in to TUMonline and select the “E-Mail Addresses” link in the menu of your TUMonline business card, where you can then select “Zustellung an”.

Zustellung an

☐ Nur Weiterleitung

☒ TUM-Mailbox (exchange)

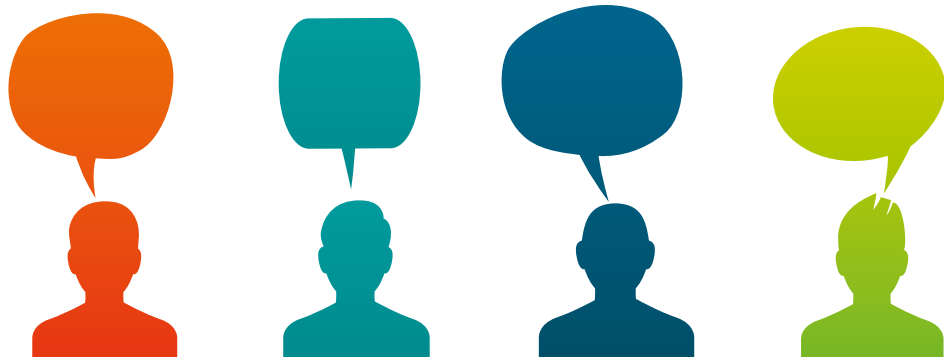
Meine Weiterleitungsadresse

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".

Instructions: <http://go.tum.de/319353>

Additional information:
<http://go.tum.de/491070>

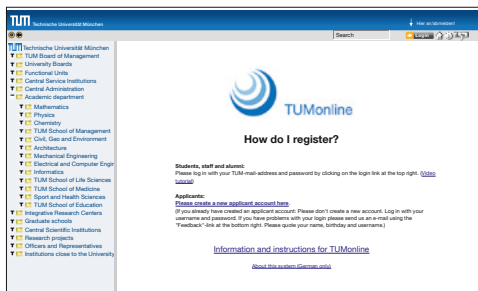


TUMonline

The TUMonline campus management system TUMonline (www.campus.tum.de) supports the organization and management of your academic affairs at TUM.

To log in, use your TUM ID (i.e. gu45cat) or TUM e-mail address (i.e. max.mustermann@tum.de) and your TUMonline password.

When you register with TUMonline for the first time, you have to log in with a PIN. Refer to the TUM Account section of these guidelines.



TUM Directory

TUMonline contains lists of all members of the university, departments (organizations), telephone numbers and rooms. TUMonline also contains information on all of the academic programs offered at TUM, including degree programs, modules, courses, etc.

Additional information:
www.campus.tum.de

Personal Data

In TUMonline you can select and change the password for your TUM account and your individual TUM e-mail address (see E-mail section). You also have the possibility to enter information such as your homepage, mobile phone number or room number in your personal business card.

Instructions: <http://go.tum.de/319353>

Communication

For lecturers, the TUMonline applications are important for managing your courses and examinations. You automatically receive an overview of your course offerings and schedules. You can also administer your students and communicate with them via e-mail.

Functions and Authorizations

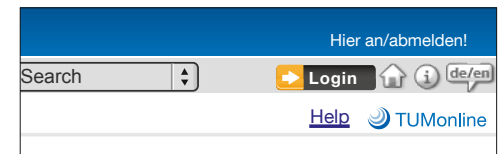
In order to properly use TUMonline, you need special functions and authorizations. For example, as a lecturer you might

require the “Examination Management” function which allows you to schedule examinations and record grades. The head of your department decides which functions you need for your position at the university. These are then allocated to you within the system by your department’s “TUMonline Beauftragter”.

Additional information:
<http://go.tum.de/170726>

Information and Assistance

Any questions or issues related to TUMonline should be directed to IT Support (it-support@tum.de). We also recommend that you utilize the online help system and website.



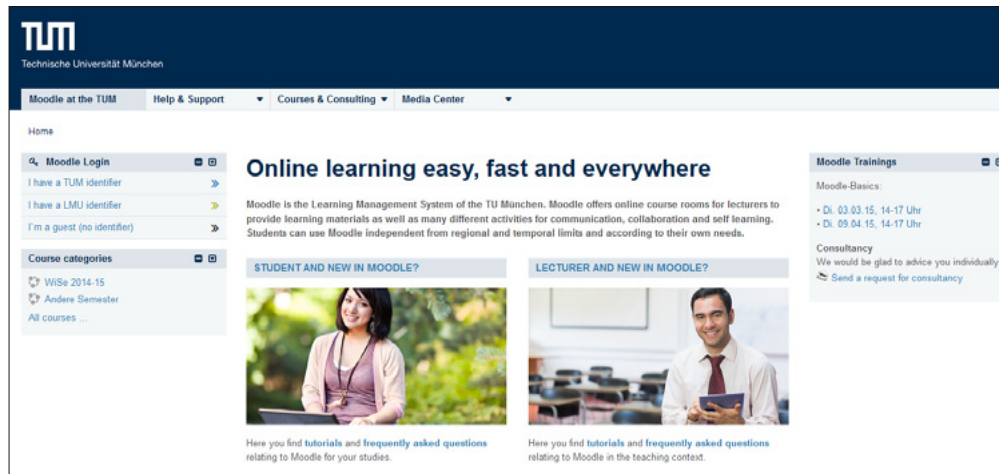
The complete TUMonline manual for university employees can be downloaded at: <http://go.tum.de/319353>

You can also order a print version of the manual from IT Support (it-support@tum.de).

Additional information:
<http://go.tum.de/501817>

Moodle

Moodle (www.moodle.tum.de) is TUM's central learning platform.



Moodle offers an intuitive interface, an easy-to-understand structure, a wide selection of practical functions and features, and is supported by a variety of mobile devices. You can use the Moodle classrooms to individualize and organize various materials and activities for your lectures. Examples include:

- Structuring your learning materials based on subjects or schedules
- Creating tasks such as homework assignments for online submission and evaluation
- Using communication tools such as discussion and question forums

- Working collaboratively and remotely with other students on the same documents
- Carrying out and recording parts of lectures in the form of live online meetings
- Creating self-tests that provide immediate feedback and automatic grading

Advantages for Students

- Learn from anywhere and at anytime
- Individualized learning (individual pace, techniques, etc.)
- Collaboration in live meeting rooms, including audio/video broadcasts and material sharing

Registration at www.moodle.tum.de. Log in with your TUM ID and TUMonline password.

Questions can be directed via e-mail at any time to the Moodle support team: ims-support@tum.de

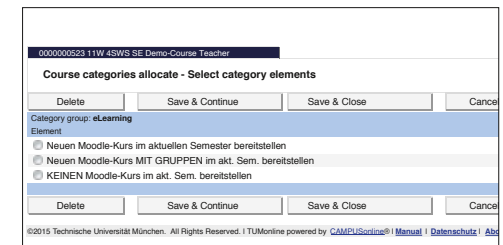
The ITSZ-Medienzentrum regularly offers basic training courses for the Moodle system and is available to help you implement lectures based on your individual needs.

Additional information:
<http://go.tum.de/076834>

Setting Up a Moodle Course in TUMonline

You can configure a Moodle course by allocating the lecture to the “E-learning” category in TUMonline.

Instructions: <http://go.tum.de/380482>



Wireless Internet Access with Eduroam

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

Eduroam is not only available at TUM, but also at other participating universities around the world, not to mention in several spots in Munich including Stachus, Marienplatz, Sendlinger Tor and Odeonsplatz!

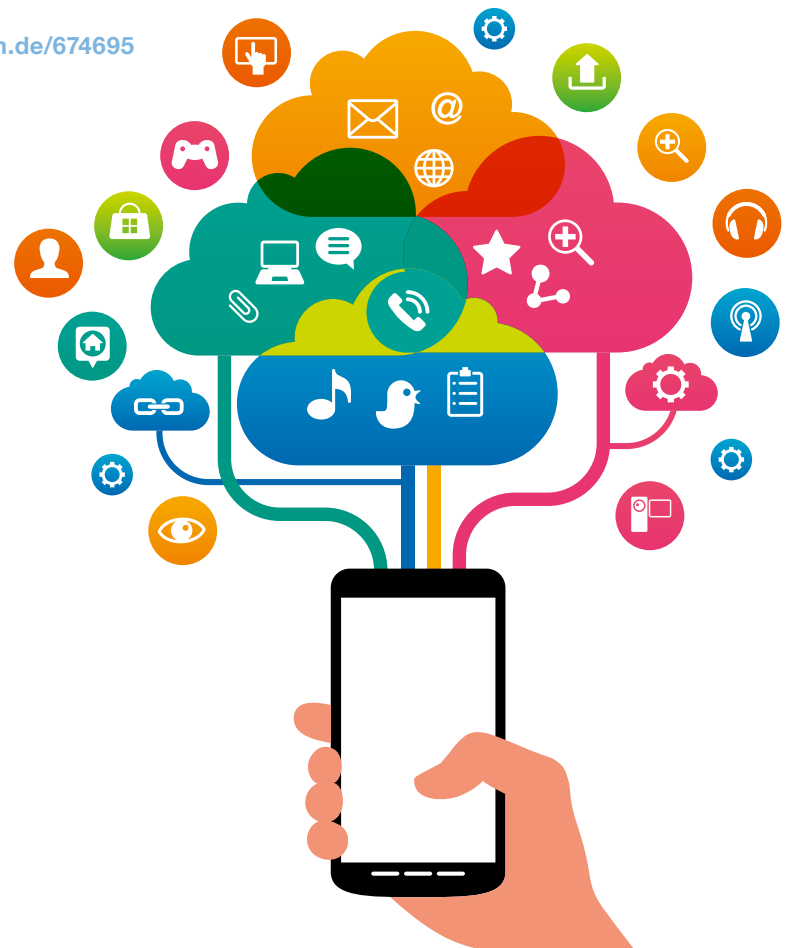
During installation, authentication requires that you use the following name: TUM ID@eduroam.mwn.de (i.e. gu45cat@eduroam.mwn.de).

For more detailed information about setting up eduroam on your mobile device, follow this link: <http://go.tum.de/930641>

Important: for security reasons, we recommend that you install the Deutsche Telekom Root Certificate Authority (CA) on the mobile device and enter it in the eduroam WiFi configuration under „CA Certificate“. Android devices must be protected with a display lock, such as a PIN code.

If the Android device does not already have a display lock, you will be asked to configure one during the installation. The display lock can be deactivated at a later point only after you have deleted all of the installed certificates.

Instructions: <http://go.tum.de/674695>



Data Storage and Backup

Storing Data on the Central Online Server

The Leibniz Computing Center (LRZ) operates a central online storage service for the Munich area universities. These systems are also known as NAS (network attached storage) filers.

Personal storage: All university employees have personal storage space of up to 40 GB, which includes a maximum of 150,00 files.

This online storage service offers several advantages:

- Secure, highly available data storage. Your data is available around the clock and protected from unauthorized access. The files are regularly backed up with so-called snapshots, which permits even older file versions to be located again and reconstructed.
- Project storage: each academic and administrative unit is entitled to its own storage area, which can be used for activities such as project collaboration, even with other units.
- Data sharing: temporary storage ("mwn-temp") with a capacity of 10 GB and 50,000 files per user is available for quickly sharing data with others. Keep in mind that this temporary area is publicly visible and cannot be used for long-term data storage.
- Browser access (Internet Explorer, Firefox, Safari, etc.): the central storage can be accessed from anywhere in the world using an Internet browser. For this purpose use the so-called Webdisk drag-and-drop interface (<https://webdisk.ads.mwn.de>).

Additional information and user manual:
<http://go.tum.de/257667>

How Do I Access the Online Storage?

There are several ways to access the storage area:

- Computer drive: if you are working within the Münchner Wissenschaftsnetz (MWN), you can connect directly to the central storage area through a drive on your computer.
- VPN connection: if you are working outside of the MWN, you can establish a VPN connection and then access the storage area via computer drive.

To log in, use your TUM ID and TUMonline password.

Here you will find several documents that explain how to connect your Windows, Mac or Linux computer to the storage area: <http://go.tum.de/257667>

Backing Up and Archiving Data with the Tivoli Storage Manager

For long-term data archiving and back up, the LRZ offers the Tivoli Storage Manager (TSM), which can be used to:

- Automatically back up your data on a regular basis.
- Store your data over the long term.
- Archive even very large volumes of data for which the local storage area is insufficient.

Additional information:
<http://go.tum.de/877229>

Software & Hardware

Software from Microsoft, Apple & Co.

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

- Microsoft Windows and Microsoft Office products
- EndNote and Citavi (reference management)
- MathWorks products (Matlab, Simulink and other toolboxes)
- OriginPro (data analysis and representation)

Additional information is available in your TUMonline account. Go to your TUMonline business card and select „Software“ from the menu at the bottom left.



LRZ also offers a wide selection of free and commercial software products from companies such as Adobe, Apple, Corel, ESRI, Microsoft, Mindmanager, Sophos Anti-Virus, Symantec and many others.

Additional information:

<http://go.tum.de/208612>

Hardware Acquisition

TUM has campus agreements with DELL, Fujitsu, Apple and Vodafone for the acquisition of various hardware (PCs, notebooks, wireless devices), in addition to agreements with Creston (lecture hall control systems) and Sennheiser (audio technologies).

Additional information:

<http://go.tum.de/035760>

If you need a PC or notebook for your job at TUM, contact your department IT administrator! Hardware orders for private use are not permitted.

Secure Disposal of Data Media

If you want to securely dispose of old hard drives, magnetic tapes, DVDs, USB sticks or memory cards in line with data privacy regulations, you can bring these devices to a collection point on the TUM campus. A list of the disposal locations is available at <http://go.tum.de/615194>.



Security & Data Privacy

Do you leave your door open after leaving the house? Of course not!

Just like the door to your house, PCs, notebooks, smartphones and other devices should be „locked“ and protected against unauthorized access.

Additional information about IT security is available at: <http://go.tum.de/170105>

Important Security Tips

Protect your PC with anti-virus software that is continually updated. Save your data on an internal TUM server and back it up on regular basis (refer to the Data Storage and Backup section).

Utilize a screen saver with password protection and lock the screen before you

Additional information:
<http://go.tum.de/170105>

Mobile Devices

Mobile devices are easy prey for thieves! Never leave notebooks, smartphones or other portable devices unattended, even at seemingly secure locations such as an office or library. Protect your devices with a password or PIN code. Be extremely careful when using public Internet hot spots and only install apps from trustworthy sources.

The Leibniz Computing Center offers TUM members the Sophos anti-virus software at no charge, which can also be installed on your private computer. Additional information:
<http://go.tum.de/235133>

leave the room. Secure passwords are important! Store your passwords in a secure manner and change them regularly. For additional tips on password security, follow this link: <http://go.tum.de/302223>
Beware of fraudulent e-mails – so-called phishing mails – and implement a spam filter.

If you are using a university-issued mobile phone, protect the data with the utmost care and immediately have the phone blocked in case it is lost or stolen.

A special level of protection is afforded by the TUM Exchange system, which has the ability to delete all of the data on

the device if it becomes lost or stolen:
<http://go.tum.de/404480>

Social Media

For many people, services like Facebook and Twitter have become a part of everyday life. Nonetheless, extreme caution is advised when dealing with confidential job-related information on these sites. Keep

Services like Doodle for scheduling meetings, or Dropbox for data and file sharing, are very practical day-to-day applications. Given that these services are problematic from a data protection standpoint however, we have put together several trustworthy alternatives for you.

These includes services for:

- Forms
- URL shorteners
- Geodata/maps

Data Privacy

Part of your job at TUM involves handling personal data belonging to students and colleagues. This information, which can include their date of birth, e-mail addresses, bank account numbers and examination results, must be safeguarded against unauthorized access at all costs. Furthermore, government regulations obligate all of us to

your private and professional lives separate and be aware that information can spread very rapidly across social networks.

Alternatives to Services like Doodle and Dropbox

Doodle is not the only option!

- Data sharing
- Webmail
- Surveys
- Meeting/appointment schedulers
- Video conferences

Additional information:
<http://go.tum.de/555330>

exercise great care when handling personal data.

With this in mind, it's important that you observe and follow all important data privacy principles and policies, in addition to examining your own work processes under this aspect: Is the data securely stored? Who has access to the data?

Additional information:
<http://www.datenschutz.tum.de>

Media Production

Design

The range of available services includes:

- Brochures
- Posters, postcards and flyers
- Illustrations
- Implementation of the TUM corporate design

The TUM Medienzentrum offers a wide selection of design services and consulting.

Additional information:
<http://go.tum.de/916001>

Video Production, Editing and Presentation

If you want to produce and publish a video, the TUM Medienzentrum can support you in a number of ways including:

- Consulting during the design and production
- Script development
- Video shooting
- Video editing
- Embedding the video in your website
- DVD design

Additional information:
<http://go.tum.de/955251>

The LRZ also offers several services in this area such as video editing or video streaming.

Additional information:
<http://go.tum.de/847251>

Event and TV Recording

Would you like to record a lecture and/or stream it live via the Internet? Do you need to record a program for research or instructional purposes that is being televised on one of the standard TV channels and can be received via the Astra satellite? If so, the Medienzentrum offers professional consulting and recording services, including delivery of the requested material on an appropriate storage medium.

Additional information:
<http://go.tum.de/955251>

Lecture Recording

Would you like to record a lecture and make it available to your students? With state-of-the-art lecture hall technology and the mediasite system, TUM provides a fast and simple way to record, present and manage your lectures. If you are interested in this service or have questions, please contact streamssupport@tum.de.

Additional information:
<http://go.tum.de/036778>

Printing & Scanning

The Leibniz Computing Center offers services such as:

- Document scanning up to A0 format
- Photo slide and film scanning
- High-quality color copying
- Printing of large format posters up to A0 format via a web form

Additional information:
<http://go.tum.de/847251>



Website & Content Management

Creating an Internet Presence with TYPO3

Would you like to create a website for your unit or project? The TUM TYPO3 team would be glad to assist you in preparing your Internet presence, including development, support and training.

Before contacting us with an inquiry, first speak with your IT administrator or your department's information officer.

Additional information:
www.typo3.tum.de

Website Management with TYPO3

Have you been tasked with developing or managing your unit's website and need TYPO3 training? The TYPO3 team offers TUM-specific TYPO3 training for employees on a regular basis. TYPO3 is a user-friendly and simple content management system that ensures you will be well equipped for your job once you have completed the basic and advanced training courses.

Additional information:
www.typo3.tum.de

Content Management with myTUM

Are you responsible for the content on the myTUM portal (<http://portal.mytum.de>) and require corresponding training? Please contact the myTUM-Team via the support page at <http://portal.mytum.de/online-support/support>.



Communication & Collaboration

Function Objects (“Funktionsobjekte”)

Would you like to create an e-mail address for your research group and share the mailbox with your colleagues? That’s easy to do with TUMonline function objects [That’s computer speak for “tools” to facilitate your work]! The prerequisite is that you use TUM Exchange (refer to E-mail section). You can set up features such as:

- Creating an e-mail distribution list for your unit
- Setting up a shared mailbox for a working group
- Creating groups (for a project for instance) so that members have access to a central folder (refer to the Data Storage & Backup section)

Function objects are set up by the Function Objects Representative (“Funktionsobjekterverwalter”), who is named by the TUMonline officer (“TUMonline-Beauftragter”) within your unit (refer to the TUMonline section).

Additional information:

<http://go.tum.de/527184>

E-mail Distribution Lists & Newsletters using Mailman

Put an end to manually managing distribution lists! With the free Mailman program, you can create your own mailing lists and send out newsletters to members of the TUM community and external partners. The newsletter application features the mandatory Double-Opt-In registration, which means subscribers sign up by entering their e-mail address and then click on a confirmation link as a second step. Newsletter recipients can unsubscribe at any time.

Additional information:

<http://go.tum.de/470558>

Data Sharing with GigaMove

If you want to share a large file such as a print job or measurement data with external partners, you cannot use the internal, publicly-visible temporary directory (refer to the Data Storage & Backup section). What’s more, e-mail attachments often have restrictions on the amount of data that can be transferred.

In these cases, GigaMove presents a viable solution. This web application, developed by the German Research Network (DFN) and the Technical University Aachen, offers a simple and secure way to share files as large as 2 GB with external partners.

To register for this service, log in to

<https://gigamove.rz.rwthachen.de> with your TUM ID and TUMonline password.

Additional information:

<http://go.tum.de/997839>

Video Conferencing and Online Training with Adobe Connect

Adobe Connect is a web-based, state-of-the-art system that you can use for video conferences or online training. Apart from the transmission of video and audio content, Adobe Connect also features a community whiteboard, desktop sharing and a moderated chat function.

Registration: <https://webconf.vc.dfn.de>
Log in with your TUM ID and
TUMonline password using the
„Registration via DFN-AAI“ link.

Additional information:
<http://go.tum.de/999089>



IT-Based Library Services

Online Catalogue

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.

Additional information:

<http://www.ub.tum.de>

Electronic Magazines, Books and Databases

The TUM library maintains a large inventory of licensed electronic media, including numerous databases and electronic periodicals, articles and books.

Registration:

<https://eaccess.ub.tum.de/login>

Log in with your TUM ID and TUMonline password.

With eAccess, you can access these media via the Internet from anywhere in the world!

Additional information:

<http://go.tum.de/025089>

Document Delivery Services

- Interlibrary loans: you can have material from other libraries sent to one of the TUM libraries.
- Subito: if it's urgent, Subito will deliver requested literature to your desired location as quickly as possible.
- dokumentTUM: you can use the dokumentTUM service to have articles sent to you via e-mail in PDF format.
- Digitalization on demand: you can also order digital copies of copyright-free books (no magazine articles or book sections) from the TUM library stock.

Additional information:

<http://go.tum.de/770565>

Reference Management

Typing is a thing of the past! Reference management programs can you help maintain an overview of even a vast number of sources. These programs also make it easier to properly cite your sources and create bibliographies. Use TUM's campus licenses for the Citavi and EndNote programs at no cost!

Additional information:

<http://go.tum.de/242647>

Digital Publications with mediaTUM

Would you like to digitally publish your dissertation, post-doctoral work, a video lecture, a contribution to a conference from your research group or your publications list? mediaTUM, the university's central media and publication server, is just the tool you need.

Additional information:

<http://mediatum.ub.tum.de>



Contact

TUM Corporate IT Systems and Services (ITSZ) is available to help you with all questions and issues related to the university's IT services. What's more, TUM's individual departments and schools offer their own IT support services.

Below you will find a list of the most important points of contact within TUM for IT issues.

TUM Corporate IT Systems and Services (ITSZ)

<http://www.it.tum.de/en/home>

IT Support

it-support@tum.de

089.289.17123

Our location in the center of Munich:
Karlstraße 45, 5. Floor, 80333 Munich

Opening hours:

Monday – Friday 10:00 a.m. – 4:00 p.m.

Our location in Garching:

Boltzmannstr. 10, Room 10,
85748 Garching bei München

Opening hours:

Monday 12:00 p.m. – 3:00 p.m.,

Tuesday 10:00 a.m. – 1:00 p.m.

<http://www.it.tum.de/en/info/support>

TUM Department of Architecture

IT administrators for the individual Chairs of this department are responsible for handling IT inquiries.

TUM Department of Civil, Geo and Environmental Engineering

rbg.bv@tum.de

TUM Department of Chemistry

IT Support

<http://www.zentral.ch.tum.de/en/it-services>

TUM Department of Electrical and Computer Engineering

IT Support

<http://www.ei.tum.de/en/internal/it-services>

TUM Department of Mechanical Engineering

The IT administrators for the Chairs of this department are responsible for handling IT inquiries.

TUM Department of Mathematics

Rechnerbetriebsgruppe

[Computer Operations Group] (RBG)

rbg@in.tum.de

089.289.18018

<http://www.in.tum.de/en/>

it-service-group-rbg-of-tu-munich.html

TUM School of Medicine

<http://www.med.tum.de/it-angebote>

TUM Department of Physics

IT Support

[http://www.ph.tum.de/about/](http://www.ph.tum.de/about/services/it/support)

[services/it/support](http://www.ph.tum.de/about/services/it/support)

itsupport@ph.tum.de

TUM Department of Sport and Health Sciences

IT Support

<http://www.sg.tum.de/en/department/organization-management/information-technology-homepage>

TUM School of Education

IT Administration

it-support@edu.tum.de

<http://www.support.edu.tum.de>

TUM School of Management

IT Support

it-support.wi@tum.de

Weihenstephan Campus

IT Support Weihenstephan (ITW)
Maximus-von-Imhof- Forum 3,
Dachgeschoss, DGL 05
helpdesk@wzw.tum.de
08161.71.3245
<http://itw.wzw.tum.de>

Leibniz Computing Center (LRZ)

Servicedesk
Boltzmannstraße 1,
85748 Garching bei München
lrzpost@lrz.de
089.35831.8800
<https://www.lrz.de/services/beratung>

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