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### 1. About us





ZIM is the digital centre of the University of Passau. We will help you with many technical questions related to your studies.





### 1. Our services





#### **Digital Campus**

- Stud.IP
- Campusportal
- ILIAS
- Zoom
- Online exams



#### **Working places**

- PC Pools
- Campus printer
- LRZ Sync+Share
- Data storage



#### Stay connected

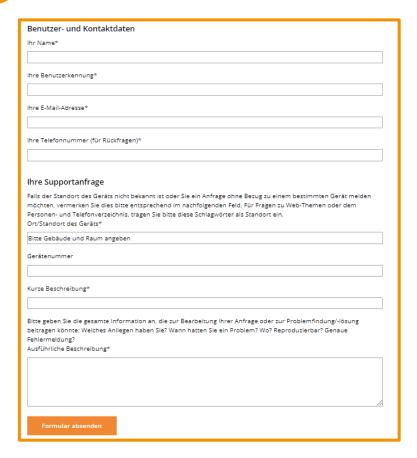
- WiFi
- OpenVPN
- E-mail
- IT courses





# 1. Support & Help







Support request



Help pages



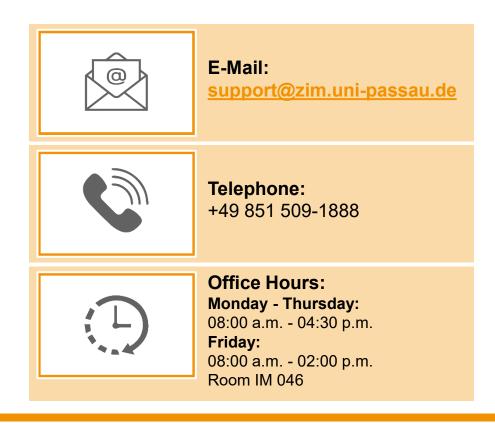
www.hilfe.uni-passau.de



# 1. ZIM-Support



The ZIM team will be happy to answer any technical questions you may have related to your studies!





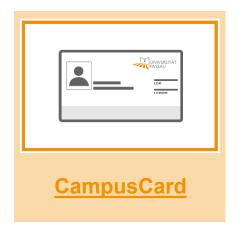




### 2. Essentials













### 2.1 ZIM-account

Accessing most systems of the digital campus (Stud.IP, E-Mail,...) requires a valid <u>ZIM-account</u>, which you receive automatically by e-mail at your matriculation.

Will be sent by email before the start of the semester with the subject:

Your new ZIM-account at the University of Passau.



**Remember:** the account used for registration here in Passau is no longer valid after you've received your ZIM-account!







### 2.1 ZIM-account

An extension of your ZIM-account after your de-registration is not possible!



It's no longer possible to use the IT Services! You have to save your data early!

#### **Structure of your ZIM-account:**

Last name: Mustermann ZIM-account: muster01

#### **Usage of your ZIM-account:**

- Digital Campus (Stud.IP, Campusportal)
- E-mail
- **Network access**

www.zim.uni-passau.de/en/account







### 2.2 Password

You can set the password for your ZIM-account yourself.

#### Only use the following characters:

- A..Z a..z 0..9!#\$()\*,-.:;=?
- must have 10 characters at least
- Don't reuse old passwords!
- Keep your password secret don't pass it on!
- No trivial passwords (names, simple words, etc.)







# 2.2 Change your password

Change immediately after receipt

www.zim.uni-passau.de/en/account/password-for-new-zim-account

Emergency? Issues? Get in touch with us:

Tel.: +49 851 509 1888

E-Mail: <u>support@zim.uni-passau.de</u>

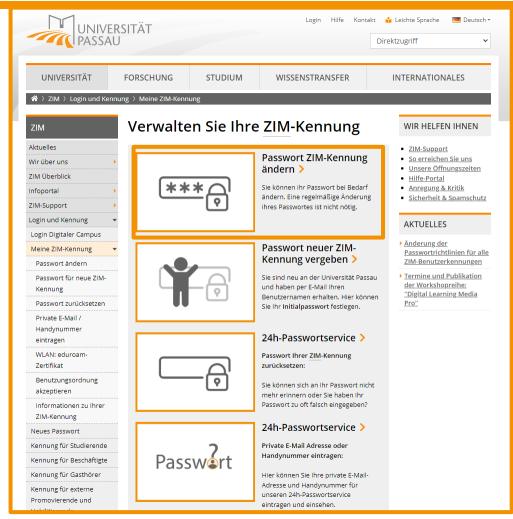
 Login: After entering the wrong password 10 times, the ZIM-account will be blocked for about 10 minutes. ("intruder detection")





# •

### 2.2 Change your password



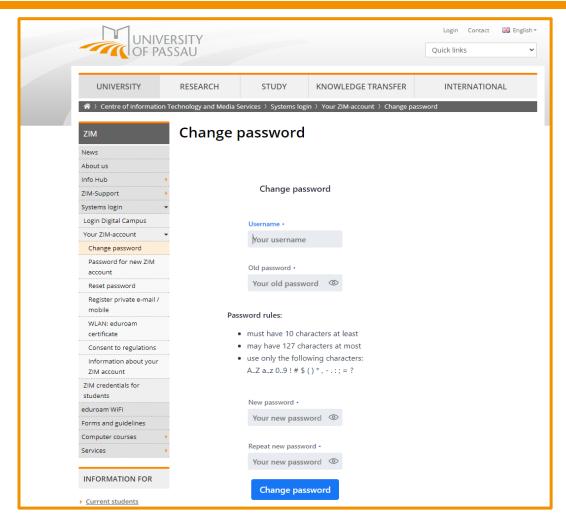
Your ZIM-account







### 2.2 Change your password



Change password







### 2.2 24h-Passwordservice

In case you can't remember your password or you have already entered your password incorrectly too many times, you can use our 24h-Passwordservice. You can also use it when you've run out grace logins.

All you need to do is to save your private phone number and/or private e-mail address in the campus portal (usually done when applying).

Vour username
Send e-mail Send SMS
Your private e-mail address
Request PIN







### 2.3 CampusCard

A personal ID (CampusCard) is available for all students of the University of Passau, which entitles them to free bus rides or other important functions.

#### **Functions:**

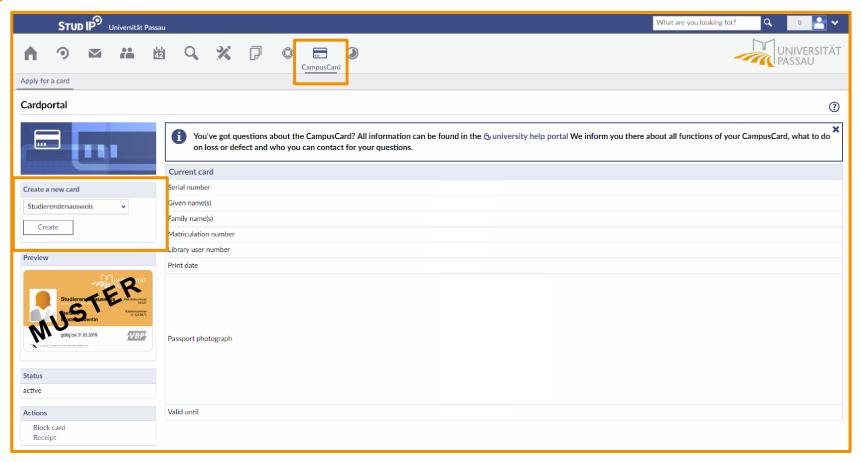
- ID
- Bus ticket
- Payment for mensa and for the campus printers
- Library card
- Access storage and certain facilities when eligible







# 2.3 How do I get my CampusCard?



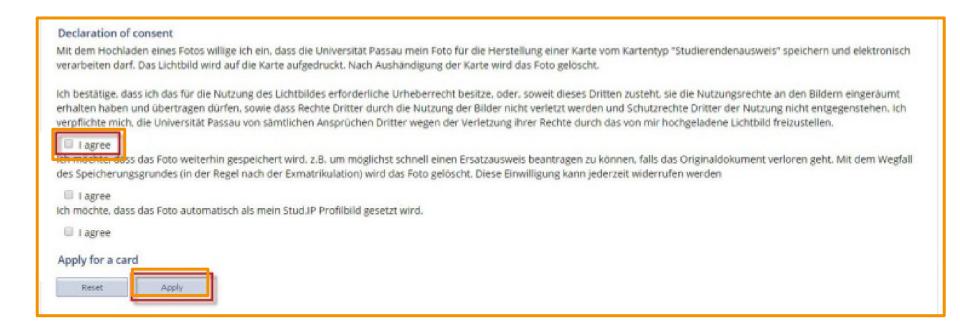
CampusCard for students







# 2.3 How do I get my CampusCard?



CampusCard for students





# 2.3 How do I get my CampusCard?

**Please apply for the CampusCard yourself.** This is possible via Stud.IP. After the application, the card will be printed by the student secretariat. As soon as your card has been created, you will be notified via Stud.IP by e-mail.

Check website

https://www.hilfe.uni-passau.de/en/campuscard/campuscard-versions/students for the latest news on the CampusCard (e.g. where to pick up)







### 2.3 CampusCard – Validation

In order for your CampusCard to be valid, you must validate it at the beginning of each semester. Use the validation terminals in the cafeteria (building Mensa), the administration building (Innstraße 41), the WIWI faculty and the lockers room in the Nikolakloster (near library entrance).

Your new CampusCard is already validated for the summer semester 2024!



Please contact <u>studierendenausweis@uni-passau.de</u> if you have any questions about the student version of the CampusCard.







### 2.4 University Library

#### **Information & Advice:**

#### E-Mail:

ubinfo@uni-passau.de

#### Telephone:

+49 851 509-1630

Further information Passau University Library: <a href="https://www.ub.uni-passau.de/en/information-contact/first-steps/">www.ub.uni-passau.de/en/information-contact/first-steps/</a>

Contact, opening hours, news, literature search etc.: https://www.ub.uni-passau.de/en/information-contact/general-information/







### 2.4 University Library

#### "SURVIVAL-KIT" for students:

https://www.ub.uni-passau.de/schulungen/willkommen-an-der-ub/

### The library offers several webinars:

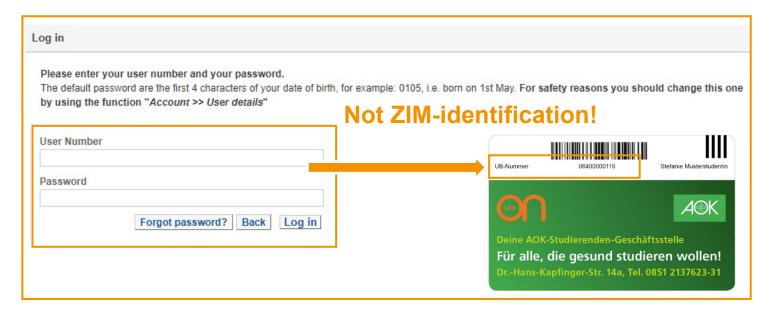
- library use
- time and self-management in the online semester
- learning methods and scientific work







### 2.4 University Library



- User Number/LB-Number on the back of your CampusCard Initial-passwort: Date of birth in format: ddmm
- Contact person for problems: University Library



Literature search: Passau search portal



# 3. Digital Campus

















Digital Campus





### 3.1 Stud.IP

Stud.IP is a learning management system that is used to coordinate and support courses.

#### **Functions:**

- Coordination and support of courses
- Quickly find and register for individual modules
- Set up your personal schedule
- Access learning materials and news updates for your modules
- Office and business hours
- Latest information

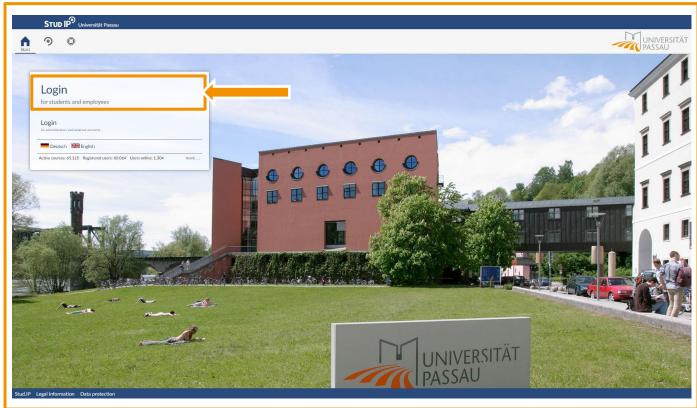




### 3.1 Stud.IP



### Stud.IP can be accessed via this link: <a href="mailto:studip.uni-passau.de">studip.uni-passau.de</a>





Stud.IP - Login

https://studip.uni-passau.de





# 3.1 Stud.IP – Login

You need to use your ZIM-username and password to access Stud.IP:

Anmelden bei Stud.IP  Benutzername  I ZIM-username (e.g. name01)  Passwort  password  angemeldet bleiben (1)	) P	asswort ändern asswort vergesser
Passwort password	» H	asswort vergesser
angemeldet bleiben (1)		ilfe benötigt?
□ zu übermittelnde Informationen anzeigen		
Anmelden		

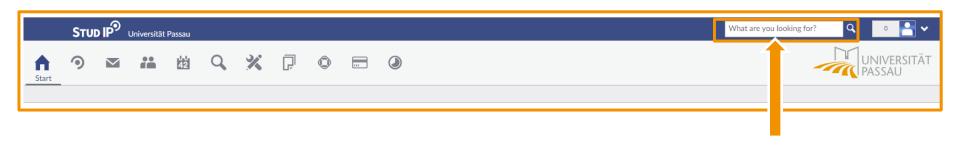






### 3.1 Stud.IP - Search

In the search bar you can search for courses, people, etc.:

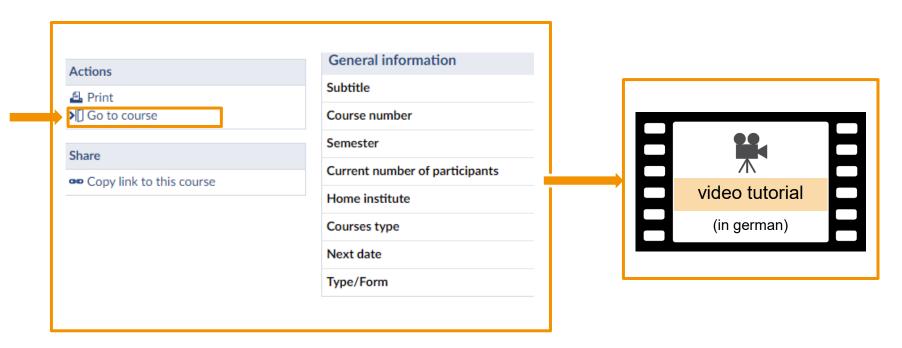






# 3.1 Stud.IP – register for courses

After successfully searching for a course, you can register for a course under "actions".

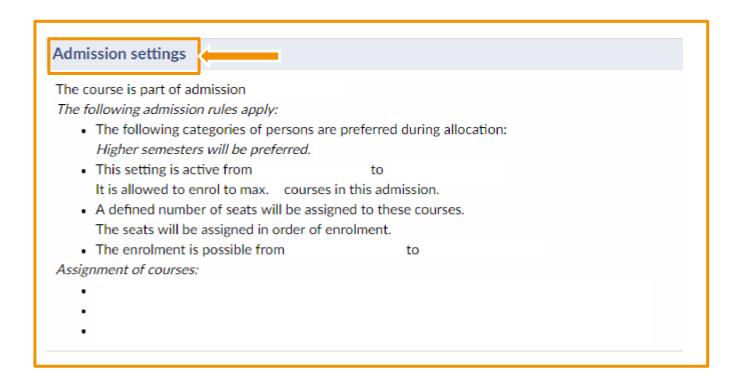






### 3.1 Stud.IP – admission settings

Some courses have special requirements for the admission. You can look that up at the bottom of the course's description.







### 3.1 Stud.IP – enrollment procedures

#### **Enrollment blocked**

Access to the event is only possible after activation (by the system).

#### **Enrollment with password**

A password is required to access the course. Usually the lecturer announces the password beforehand or during the first lesson.

#### Timed enrollment

Accessing the course is only possible during a certain time frame.

Access is blocked outside the time frame.

#### Limited number of participants

Only a certain amount of students are allowed to enroll for the course. The selection can depend on the time you apply or further criteria (semester, major etc.).





### 3.1 Stud.IP – enrollment procedures

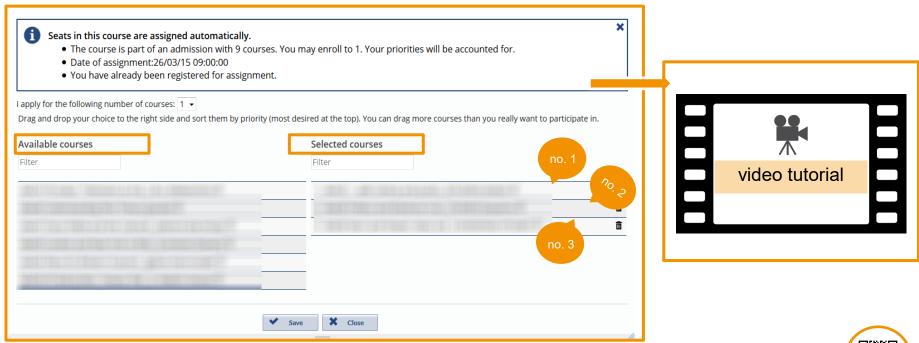
- Various enrollment procedures can be combined with each other.
- Therefore, it is possible that a course has a limited number of participants and a chronological enrollment procedure as well.





### 3.1 Stud.IP – raffle courses

If a course belongs to a registration set, you must prioritize it yourself. In doing so, you determine a ranking of courses that is desirable to you. The distribution of the seats is done automatically.



raffle courses – video tutorial







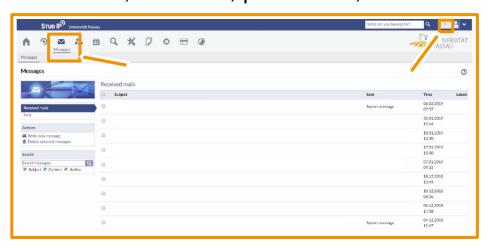
### 3.1 Stud.IP – messages

In Stud.IP you can receive various **notifications**:

News from fellow students

www.hilfe.uni-passau.de/studip/nachrichten

- Automatic system messages
- News from seminar leaders, lecturers, professors, etc.





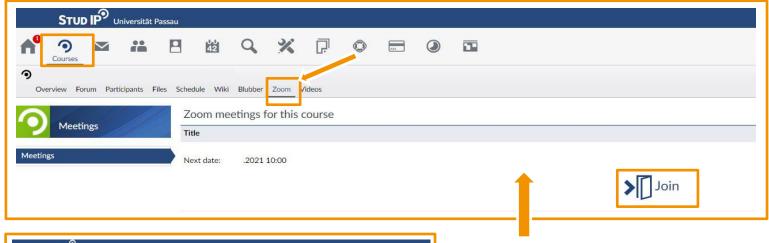
The student e-mail via <u>Outlook</u> must be differentiated from messages in <u>Stud.IP</u>.

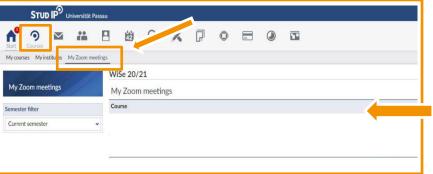
Stud.IP



# 3.1 Stud.IP – participating in a zoom meeting

You can participate in online events and zoom meetings directly from your Stud.IP course.





Option 1: directly within a course via the "Zoom" tab.

UNIVERSITÄT

**PASSAU** 

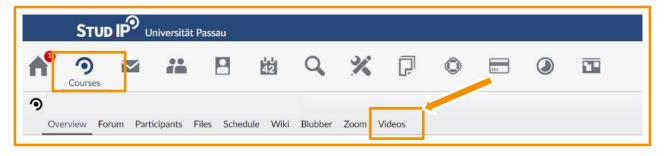
Option 2: under the tabs "My courses" and "My Zoom meetings".



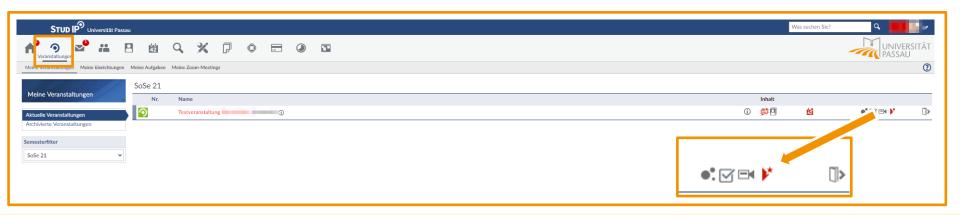


### 3.1 Stud.IP - videos

In the context of a course, recordings and videos can be made available to the students.



There is a separate <u>icon</u> for "Videos" which is displayed in red under "My Courses" if a new video has been added since the students last visit.

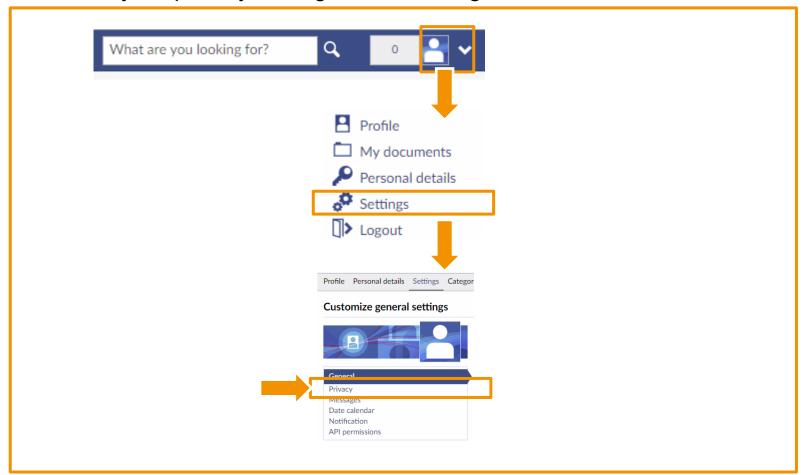






# 3.1 Stud.IP – privacy settings

You can edit your privacy settings in the settings.







### 3.1 Stud.IP – final words



Always remember: Stud.IP is not a mail system!

If you wonder which courses you need to choose for your semester:

- Have a look at your study and examinations regulations on <a href="https://www.uni-passau.de/en/study-and-examination-regulations/">https://www.uni-passau.de/en/study-and-examination-regulations/</a>
- Consider reaching out to the academic advice service on <a href="https://www.uni-passau.de/en/academic-advice/">https://www.uni-passau.de/en/academic-advice/</a>





### 3.2 Campusportal - HISinOne

You're already familiar with the Campusportal from your application to the University of Passau.

After enrollment, the Campusportal supports students throughout their studies.

- Online application
- Certificate of Enrolment, BAföG certificate, study course, parking ID
- Contact details, incl. e-mail and mobile number for 24-hours-passwordservice
- Transcript of records, exam registration, study achievement

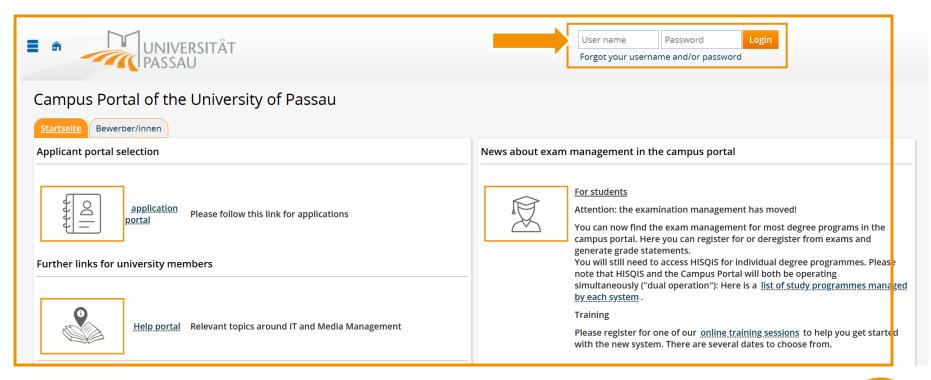






### 3.2 Campusportal – log in

Via <u>campus.uni-passau.de</u> you can log in with your ZIM-username.



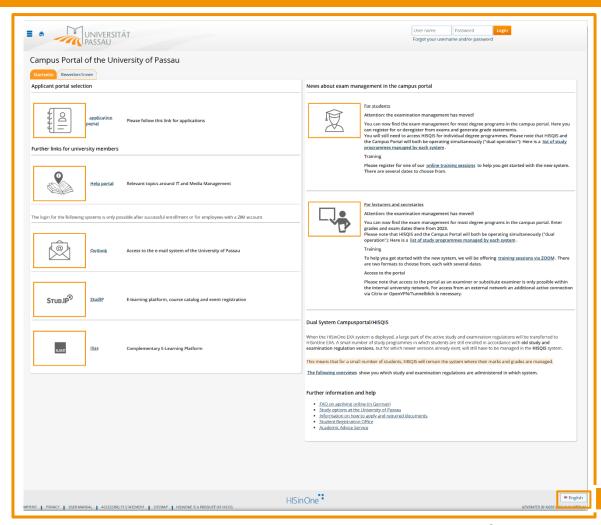
Campusportal – Help pages 🛶







## 3.2 Campusportal – language change



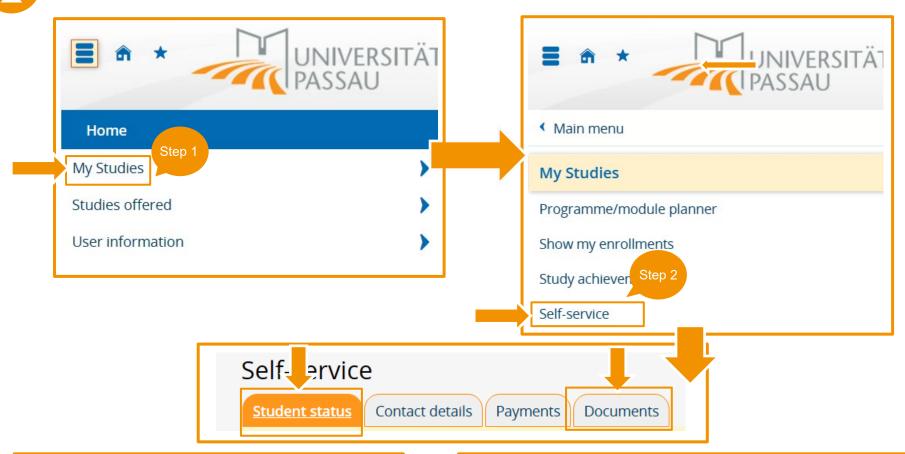
change the language

Campusportal – Help pages





## 3.2 Campusportal – self-service

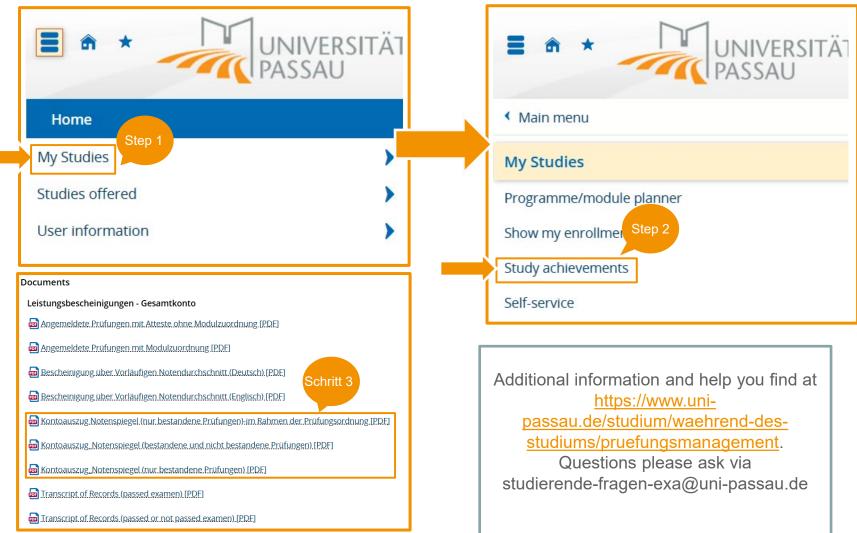


contact details (incl. information for 24-hours password service)

BAföG certificate, Certificate of Enrolment, term, study course, parking ID



## 3.2 Campusportal – study achievements



UNIVERSITÄT

ZIM-Support IT services 42

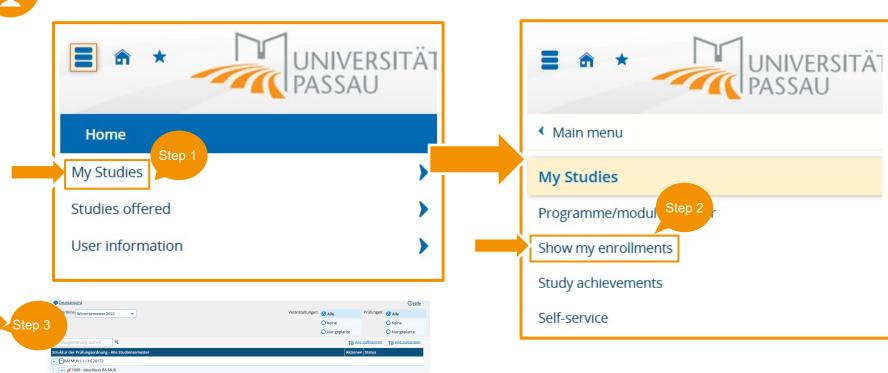


### 3.2 Campusportal – enrollments

🔁 🎸 381000 - Modulbereich A: Basismodulgruppe Theorien und Methoden, Praktikum, Bachelorarbeit - 0,0 Credits

🛨 🦸 380113 - V Einführung in die Methoden der empirischen Sozialforschung - Pflichtfach - 5,0 Credits

Ø 381100 - Basismodulgruppe Theorien und Methoden - 0,0 Credits







### **3.4 ILIAS**

ILIAS is a learning management system (LMS) that can be used to hold courses with the support of digital media.

ILIAS complements Stud.IP through functions that enable online teaching:

- Recording of lectures and live broadcasts
- consultation of course material
- Wikis, test exercises, MediaCasts, Blogs
- Ideal exam preparation
- Adaptable cooperation, e.g. via discussion forums
- Interactivity and multimedia

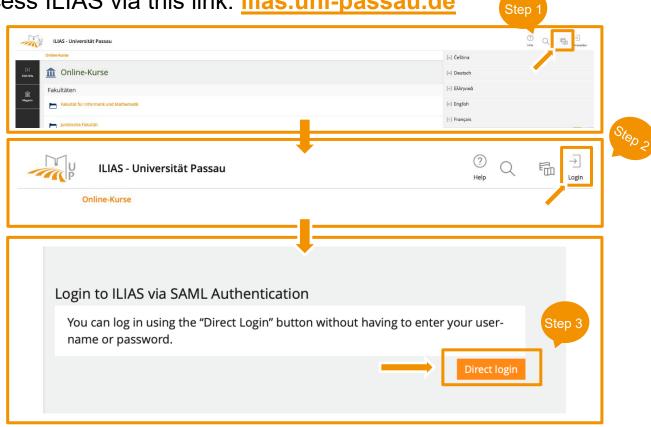




# ILIAS\*

### 3.4 ILIAS – Login

You can access ILIAS via this link: ilias.uni-passau.de

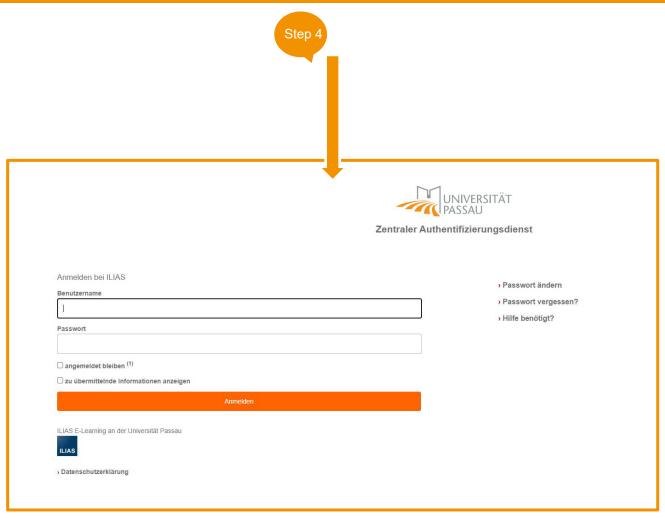






# ILIAS\*

### 3.4 ILIAS – Login



ILIAS – Login

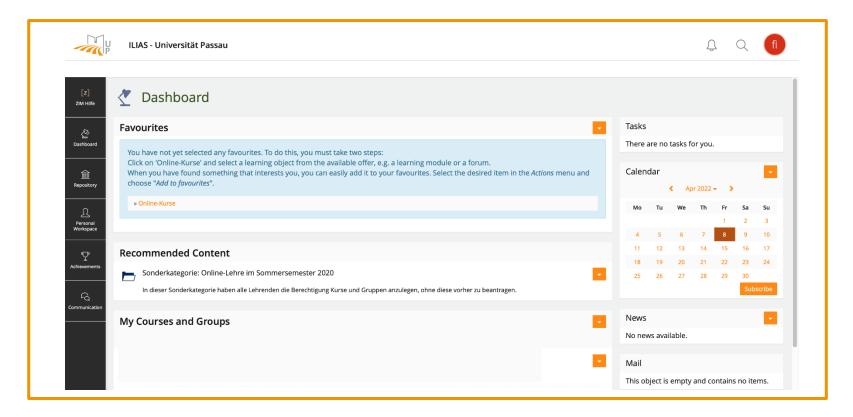






### 3.4 ILIAS – Dashboard

Amongst other things, joined courses, the profile management, the calendar, your timetable etc. are displayed on your personal desktop.

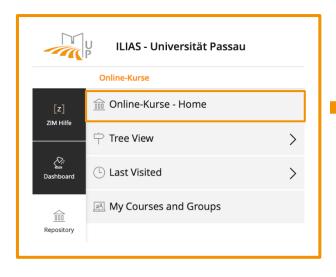


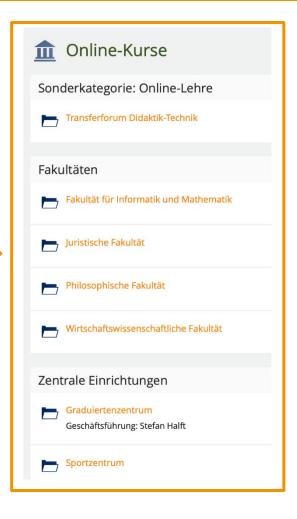




### 3.4 ILIAS – online courses

By clicking on "Online-Kurse – Home" you will get a list of the courses categorized in faculties and institutions.









### 3.5 Zoom

Zoom is the main tool for online teaching – it is a video conferencing system to maintain communication between lecturers and students online, e.g. in the form of online lectures.

- Live transmissions of lectures at scheduled times
- Participation in webinars
- Interactivity / synchronous communication
- Students can use Zoom for smaller group works
- Providing a zoom recording in Stud.IP







### 3.5 Zoom – registration

Registration for Zoom at: uni-passau.zoom.us/

To use Zoom, please log in with your ZIM ID.

When logging in, please select "log in via SSO."







### 3.5 Zoom – Login with ZIM-username

Then log in with your ZIM-username and password to access your user account:

	UNIVERSITÄT PASSAU r Authentifizierungsdienst
Anmelden bei ZOOM  Benutzername    Passwort  angemeldet bleiben (1)  zu übermittelnde Informationen anzeigen	› Passwort ändern › Passwort vergessen? › Hilfe benötigt?
Video Conferencing, Web Conferencing, Online Meetings, Screen Sharing - Zoom  Datenschutzerklärung	

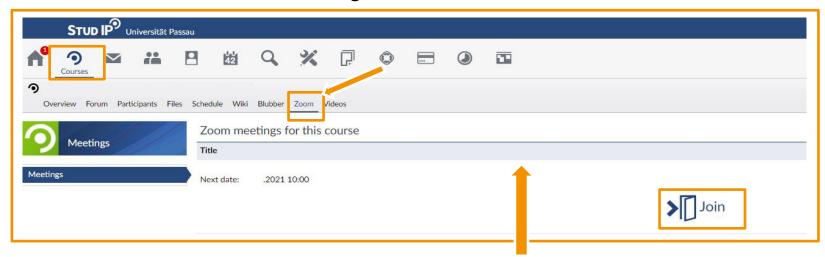


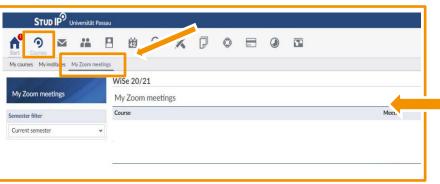




### 3.5 Zoom – participating via Stud.IP

Log in with your ZIM-username in Stud.IP. You can participate directly from your Stud.IP course in Zoom meetings.





Option 1: directly within a course via the "Zoom" tab.

Option 2: under the tabs "My courses" and "My Zoom meetings".





### 3.6 Online exams

In the Digital Campus, examinations can also be carried out online, thus enabling the performance assessment to be carried out without the need for a presence. Online exams can be taken via Klaus Online, Ilias or Vips (in Stud. IP).







- Exam-relevant information is sent to the student e-mail.
- Please note: The student e-mail via Outlook must be differentiated from messages in Stud.IP!

Online exams





### 4. Working places

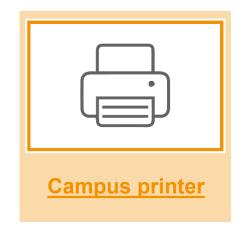


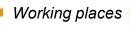














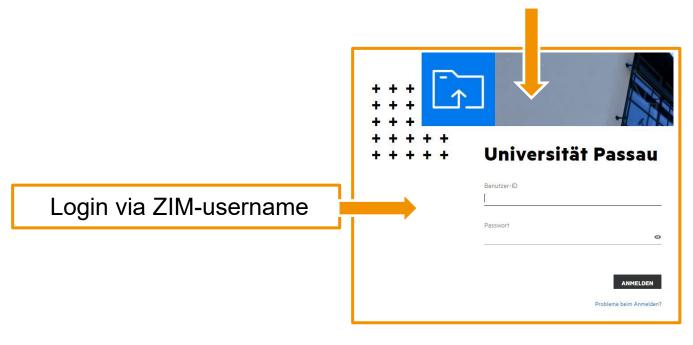




### 4.1 Data storage

A personal storage area (drive H: ) is available for students on the servers of the University of Passau.

The H: drive is accessed via: windat.uni-passau.de



in Page





### 4.1 Data storage

Data on the H: drive are regularly backed up by ZIM.

A recovery of the data is therefore partially possible.

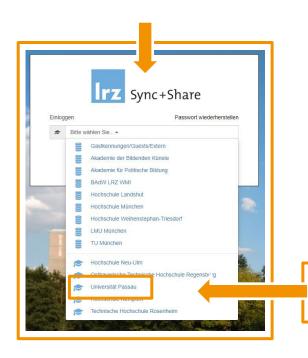
Please notice: do not delete any system data files. - e.g.: \_\_\_ rz\$sys





### 4.2 LRZ Sync+Share

The Leibniz Computing Center of the Bavarian Academy of Sciences (LRZ for short) offers online storage for employees and students of participating universities. You can access your online storage via: <a href="mailto:syncandshare.lrz.de/login">syncandshare.lrz.de/login</a>



Selection of the University of Passau and registration with ZIM-username.







### 4.3 PC Pools

To log in to a pool PC you need your ZIM-username.

- **Important:** Your data on the desktop and on the C: drive will be deleted after logging out on the PC!
- Please back up your data, e.g. to your H: drive.

The opening hours of the PC pools are linked to the opening hours of the building.







### 4.4 Campus printer

You can print, copy or scan your documents using the multifunction printers/copiers distributed throughout the campus - the so-called campus printers.

- The campus printer is already installed in the PC pools.
- You are welcome to install the campus printer manually and use it e.g. on your private PC.







### 4.4 Campus printer

If you are in the university network, you only need your **CampusCard**. There are card terminals on the campus, where you can charge credit for the campus printers to your CampusCard. (Note: this does not refer to terminals used to revalidate your campus card!)

You can also use the campus printers from private computers via WLAN (OpenVPN, eduroam).

You need both the CampusCard and the corresponding **printer driver** for campus printers.





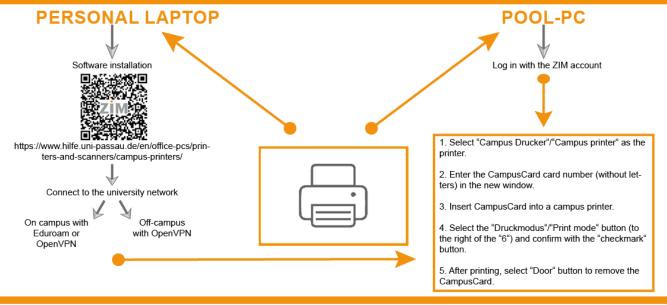


### 4.4 Campus printer





#### **HOW DO I PRINT VIA THE CAMPUS PRINTER?**



Requirements: You will need a CampusCard with sufficient credit. Please note that the print credit is maintained independently of the Mensa credit at the Copy Center. Terminals to top up your print credit can be found in all main buildings on the first floor, either near the gate or the campus printers.

Help and Questions: For help installing the printer software, contact ZIM Support (IM 046). For questions about printer credit or printer malfunctions, please contact the Copy Center Passau. (Tel.: 0851 509 1266).

ZIM-Support: support@zim.uni-passau.de 1 +49 851 509 1888 IM 046



### 5. Stay connected











### 5.1 Student e-mail address

All students of the University of Passau receive a personal e-mail account. The institutions of the University will send all information concerning your studies to your student e-mail address.



### Therefore, check your e-mail inbox regularly!

With the help of the web-based access, the **Outlook Web Access (OWA)**, you can easily retrieve your e-mails from any (mobile) Internet-enabled device: <a href="mail.uni-passau.de">email.uni-passau.de</a>

For registration at the student's e-mail system you need:

www.hilfe.uni-passau.de/arbeitsplaetze/e-mail/e-mail-fuer-studierende

- your username (<u>ZIM-account</u> user01@ads.uni-passau.de)
- your password



E-mail for students





### 5.1 Student e-mail address

Currently there are **three types** of student e-mail addresses (aliases only!):

- @ads.uni-passau.de
- → @gw.uni-passau.de
- → @stud.uni-passau.de

All of these can be accessed via email.uni-passau.de



Please note that the sender of a student e-mail address is ALWAYS @ads. uni-passau.de!







### 5.1 Outlook VS. Stud.IP messages







### 5.1 Access to your e-mail mailbox

#### You can access your mailbox in several ways:



#### **Outlook Desktop App**

If your device has the **Outlook Desktop app** installed, you can access Outlook from it.



#### **Outlook Web Access**

With the help of
Outlook Web Access
(OWA), you can
retrieve e-mails
conveniently from your
mobile device.



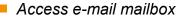
#### **Mobile devices**

You can receive your e-mails via your **mobile devices**.



**IMAP & SMTP** 

You can also access your e-mail with other e-mail programs besides Outlook (such as Thunderbird).







### 5.1 E-mail – Forward & redirect messages

You can use a rule to **redirect or forward** your e-mails **to a private e-mail address**. The help portal explains the procedure step by step.

Forward: The e-mail will be redirected in the same way as if the "forward" option had been selected directly in Outlook. This means that the e-mail is changed when it is forwarded (subject is adjusted, message text is inserted as a quote).

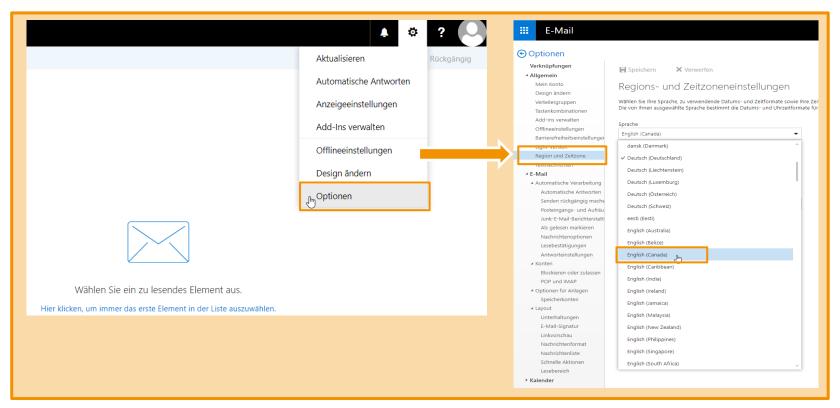
Redirect: The e-mail is sent directly to the recipient (no change visible). For the recipient, it looks as if the sender sent the e-mail directly to him.







Beforehand you may switch to an english version of your e-mail reader:



functions & modules e-mail

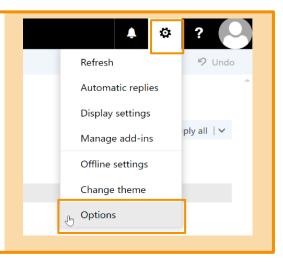






#### Step 1

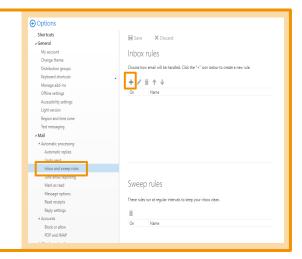
When you are logged in, click the **gear icon** at the top right of the browser window, then click **Options**.



#### Step 2

Click *Mail*, click *Automatic Processing*, and then click *Inbox and sweep Rules*.

Now click on the **plus symbol** in the right area.

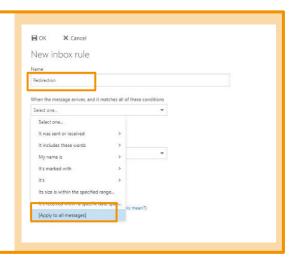






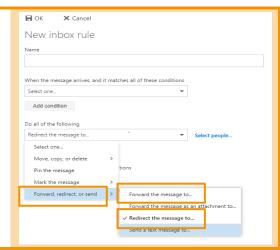
#### Step 3

For example, enter redirection or forwarding as the name for the new inbox rule. Below you can select which e-mails this rule should apply. Select *Apply to all messages* here.



#### Step 4

Then you choose what actions should happen to your e-mails. Select the *Forward, redirect or send* item here. In the next window, select *Redirect the message to* or *Forward the message to*.

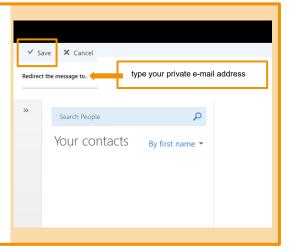






#### Step 5

Now enter your private e-mail address to which you want to redirect or forward your e-mails to.



#### Step 6

The rule has now been set correctly and you can click OK in the top left corner.







#### Step 7

The rule has now been finalized and set up. Here you can see an overview of your inbox rule. To be absolutely sure that the redirection or forwarding you have just set up is correct, check the data you have entered again.







#### 5.1 STOP SPAM & PHISHING!

"Phishing" for passwords involves fishing for passwords and confidential data in supposedly legitimate e-mails. The scammers either ask you to click on a link as quickly as possible or to enter the data directly in the e-mail. Do not enter any data and do not click on any links as soon as you have doubts about the seriousness of an e-mail. If in doubt, ask us first.

#### Signs:

- Impersonal form of address
- Suspicious e-mail address
- Suspicious link
- Time pressure
- Threats







### 5.1 STOP SPAM & PHISHING!

PLEASE NOTE: The name as well as the e-mail address of a sender can be faked by scammers. Phishing e-mails can therefore look as if they have been sent by supposedly high-ranking persons of the University of Passau.



A common scam used by scammers is to pretend to be an employee of the university and ask you to buy vouchers (e.g. Amazon, Google Play, etc.).

Therefore, always **be suspicious** if you receive such e-mails and **do not reply** to them!







#### The university offers you three **WiFi networks**:

- CampusUniPassau (used to setup eduroam and for VPN on campus)
- Eduroam (standard wireless network on campus)
- BayernWLAN (no registration needed, very simple)



The platforms of the Digital Campus are freely accessible via the Internet. No access to the campus network is required!



WiFi coverage on the campus

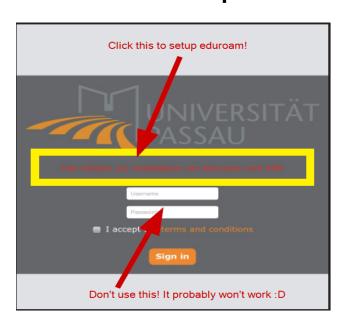




## 5.2 WiFi – Hints: CampusUniPassau

When you connect to WiFi network **CampusUniPassau** you should get this:

#### Purpose 1: Setup eduroam



#### Purpose 2:

Access to VPN service using OpenVPN/Tunnelblick (macOS)



**Hint:** on macOS and iOS/iPadOS devices this tends to be tedious. It might take some time and patience until this screen appears.

WiFi coverage on the campus



 $\underline{www.zim.uni-passau.de/dienstleistungen/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlande/dienstleistungen/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlande/dienstleistungen/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlande/dienstleistungen/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlande/dienstleistungen/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlande/dienstleistungen/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlande/dienstleistungen/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlande/dienstleistungen/netzwerk-und-server/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlande/dienstleistungen/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwerk-und-server/netzwer/net$ 

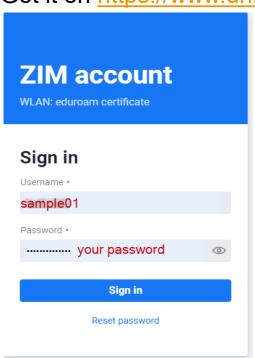




#### 5.2 WiFi – Hints: eduroam I

Key component for accessing **eduroam**: your **personal eduroam certificate** (valid for 3 years)!

Get it on <a href="https://www.uni-passau.de/cert">https://www.uni-passau.de/cert</a>



Certificate can be downloaded worldwide – it's not mandatory to do this on campus, you can even do it at home!

We offer plenty of guides on <a href="https://www.uni-passau.de/eduroam">https://www.uni-passau.de/eduroam</a> for common operating systems!



WiFi coverage on the campus





#### 5.2 WiFi – Hints: eduroam II

- When installing your certificate you'll need to enter a password beware! Enter only your ZIM account id (e.g. sample01) – NOT your id's password, use only lowercase characters!
- Windows: we only support Windows 10 and up. Use the tool provided on our website to install the certificate.
- iOS: you'll need to install your certificate in Settings > General > Profiles & Device Management
- macOS: make sure to update to the current macOS, macOS 11 and above should be fine!
- Android: Certificate's purpose: choose WLAN/WiFi NOT VPN
- Android: When asked for a domain, enter uni-passau.de
- Android: When prompted for your identity, enter ZIM-Kennung@uni-passau.de e.g. sample01@uni-passau.de beware: this is not a valid E-Mail address in Passau, it is just a "placeholder" in this case! Make sure there is no SPACE after the last characters .de!

WiFi coverage on the campus www.zim.uni-passau.de/dienstleistungen/netzwerk-und-server/netzwerkzugang/zugriff-auf-wlan





### 5.2 WiFi – Hints: BayernWLAN

- **BayernWLAN** is usually easy to use, no setup required. Its bandwidth (speed) might be limited though.
- You need to agree to Vodafone's terms and conditions this tends to cause issues on Apple products (e.g. Macbooks) When affected: open Safari and enter this address: hotspot.vodafone.de/bayern







### 5.2 WiFi



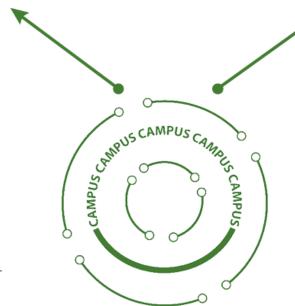
On campus:

With Eduroam, you automatically get access to the campus network - in addition to Internet access - when you are on campus.

Setup Instructions:



https://www.zim.uni-passau.de/en/services/network-and-server/network-access/eduroam/for-staffand-students/





Off-campus:

If you are not on campus but need access to the campus network, you need to connect using OpenVPN.

Setup Instructions:



https://www.zim.uni-passau.de/en/services/network-and-server/network-access/openvpn/



BayernWLAN offers free internet access without prior setup!





#### 5.2 WiFi – eduroam

As a member of the University of Passau with ZIM user ID, you can use the WiFi internet access via eduroam.



#### No WiFi? Follow our step by step guide!

⇒ <u>installation instructions</u>

video instruction





## 5.3 OpenVPN



#### Access to the university intranet and internet with OpenVPN:

We provide you with secure access to the university network on the campus of the University of Passau and from home in the form of a Virtual Private Network (VPN).

## Installation on the university campus

Connect to the campus network:

Cable or WiFi

#### Installation from home

Connect to the Internet and get access to the university network





## 5.3 OpenVPN





Home Setup

• Deutsch

#### VPN-Access University of Passau

General information about the VPN topology can be found here (only in german): VPN-Zugang zum Universitätsnetz

#### Setup with OpenVPN Software

You need OpenVPN and a set of university-speific configuration files. You can find all necessary files and guides in the table below.

Operating System	Software-Version	Setup Guide	Software	Sourcecode	Config	Known Problems / FAQ
Windows 10+	OpenVPN 2.5.8	here	Download GPG Signature		Download	
Linux / FreeBSD	OpenVPN 2.5.8	here	installation depends on your chosen distribution	Download GPG Signature	Download	
MacOS	Tunnelblick 3.8.8b	here	Download	GPL-Sourcecode	Download Stand: 24.07.2023	







#### 5.3 IT courses

The department "Zukunft: Karriere und Kompetenzen" offers various IT courses

every semester.

Courses offered by this department, e.g.:

- Microsoft Office programs such as Excel, Word and Power Point
- Adobe programs such as Photoshop and Indesign

Registration on Stud.IP

More information on the website: https://www.uni-passau.de/en/zkk



Zukunft: Karriere und Kompetenzen



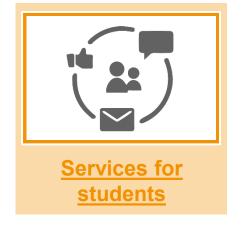


## 6. Help & Support











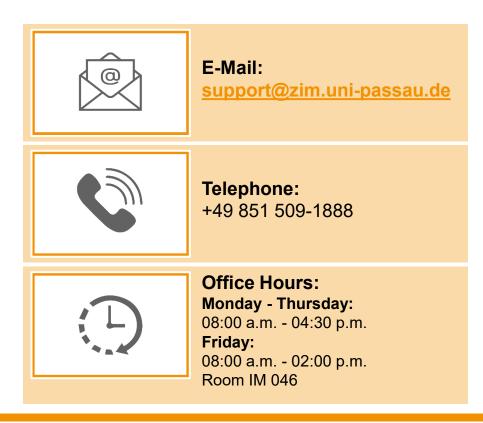




## 6.1 ZIM-Support



The ZIM team will be happy to answer any technical questions you may have about your studies!









#### 6.2 ZIM-News

ZIM-News keeps you up to date regarding important news about the IT services of the Center for Information Technology and Media Services.

You are also welcome to subscribe to our RSS feed so that you don't miss any important news!



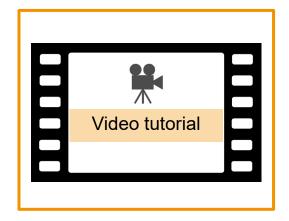




#### 6.2 RSS feed

RSS feeds are an easy way to keep up to date with your favorite websites such as blogs or online magazines. The ZIM offers this function for reporting ZIM-News.

If you activate the RSS feed synchronization in Outlook, all subscribed feeds and their posts will be delivered directly to your Outlook RSS Subscriptions folder.



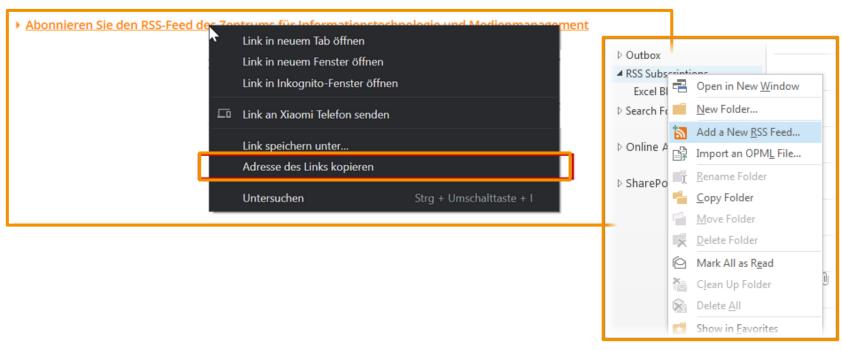






#### 6.2 RSS feed

First, you have to copy the link at the beginning of the website ZIM-News. Then switch to the Outlook App and right-click on "Add a RSS Feed".



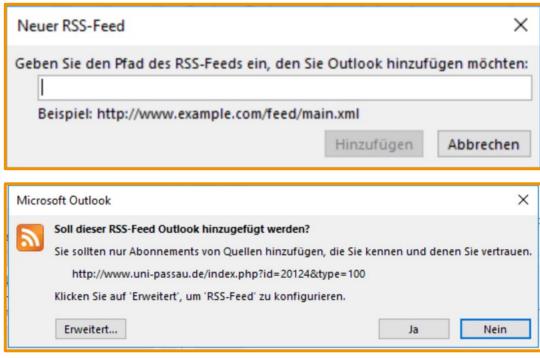
Subscribe to RSS feed





#### 6.2 RSS feed

You will now be asked in a separate window to enter the relevant URL. Here you paste the previously copied link with the right mouse button and "Paste" and then confirm your entry.



Subscribe to RSS feed





#### 6.4 Services for students

ZIM offers you various services to assist you during your studies. You can find a lot of information on our overview page!

- Digital Campus
- Network access
- 24h-passwordservice
- Campuscard
- Equipment rental
- Multimedia rooms
- etc.





# ?

## 6.5 Help pages

Do you have questions on specific topics or are you interested in a specific topic of IT services?

Then please visit our **help pages**!

There you will find numerous step-by-step instructions and information on the most important topics related to your studies!



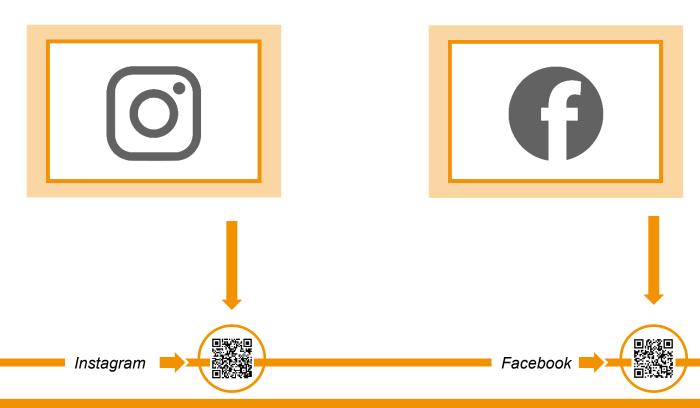
**Hint:** If you are looking for a specific term, you can also use the **keyword index** to make your search easier!







# Follow us on Social Media! We will post news periodically on Instagram and Facebook!





## ZIM pages for freshmen at a glance

