Friedrich-Alexander-Universität
Regionales Rechenzentrum Erlangen

IdM and FAUcard

Basic IT-Infrastructure and how to get help

Lorenz Meinhard-Wech

What is the RRZE

About us

Who we are:

- IT service provider and IT infrastructure maintainer for the FAU.
- Also other universities, colleges and schools in the region.

What we provide for students:

- Email (FauMail)
- Wifi and VPN
- Software (MS Office and more)
- Cloudspace (Network Folder and FAUBox)

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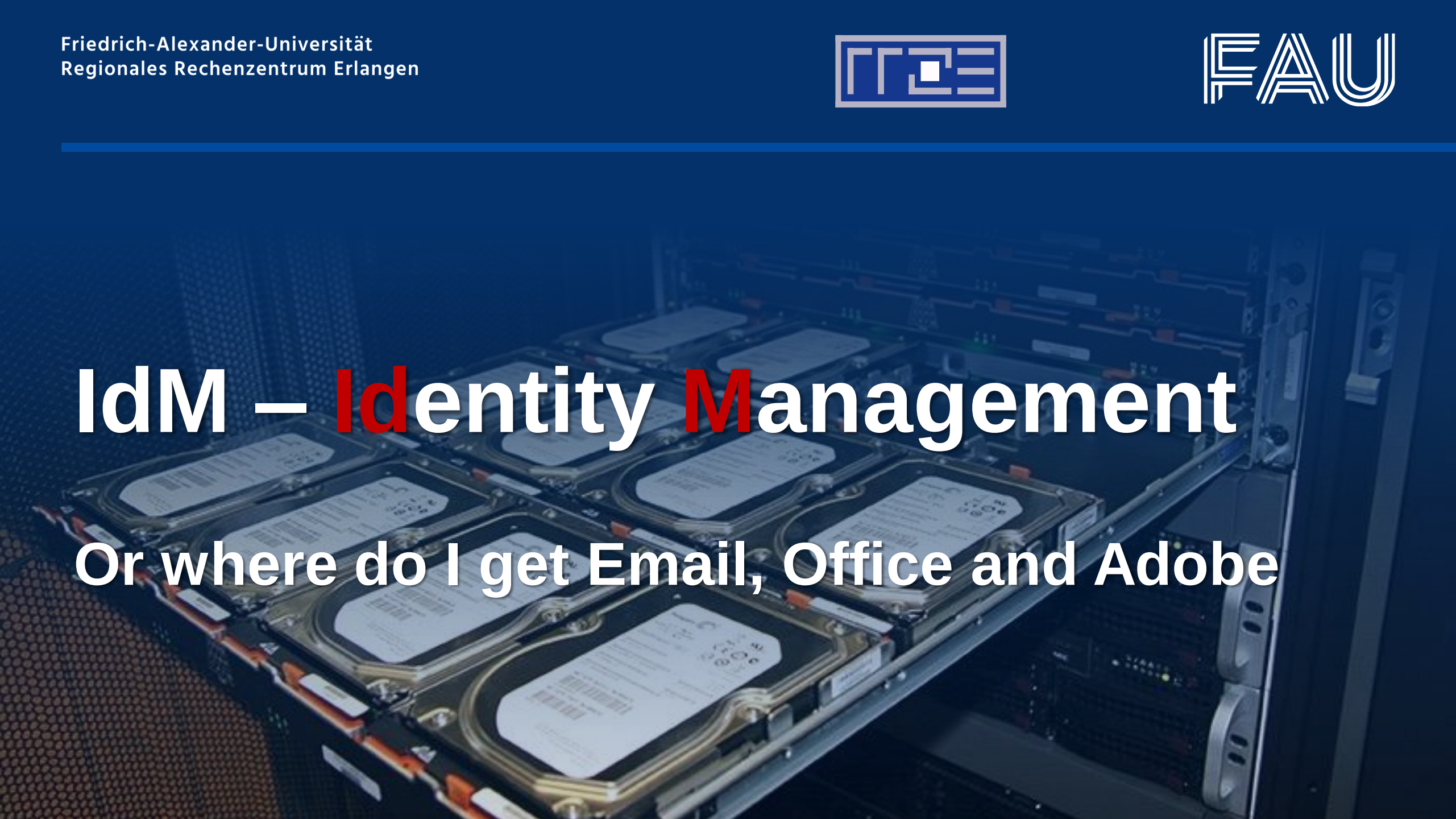


IdM – Identity Management

Or where do I get Email, Office and Adobe

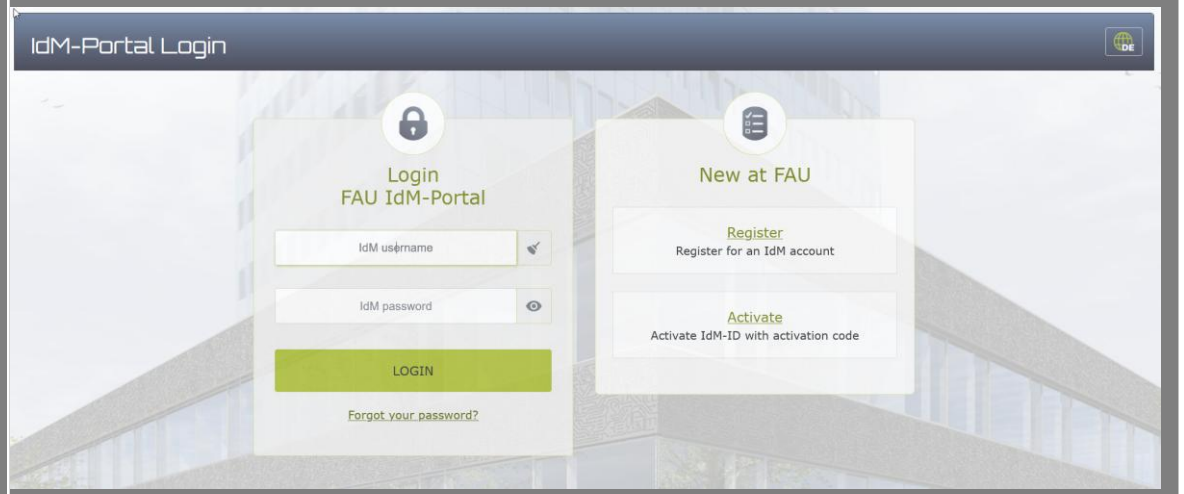
What is IdM?

Central data management to provide easy access to everything IT at FAU.

What is IdM?

How to log in

Idm.fau.de

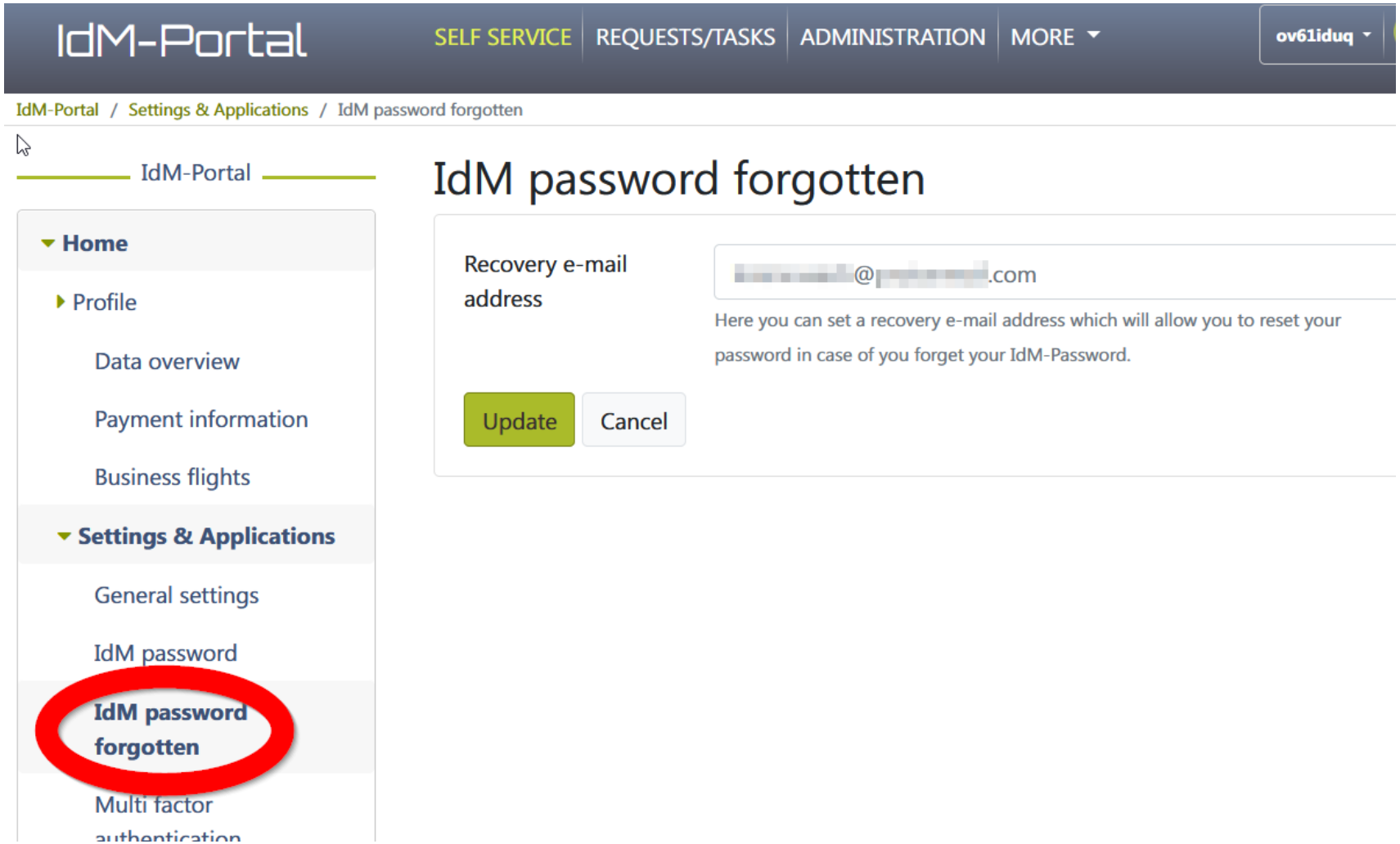


What is IdM?

Main Page

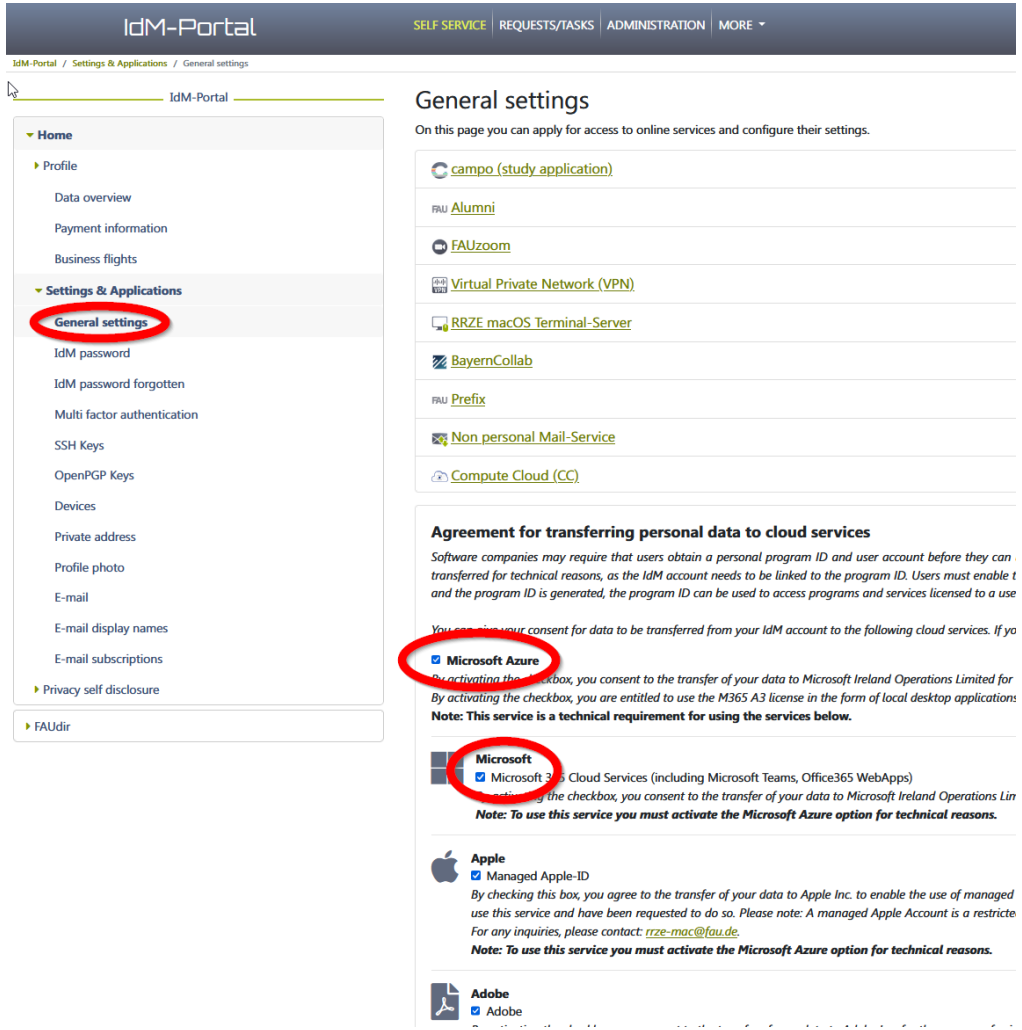
What is IdM?

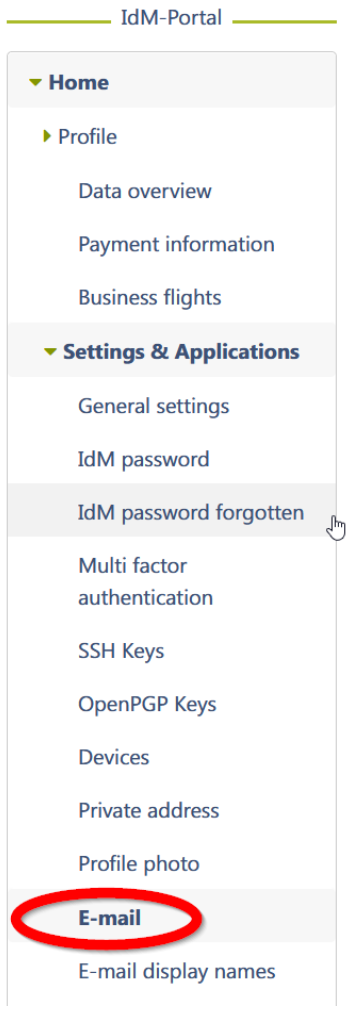
Please set a recovery email address

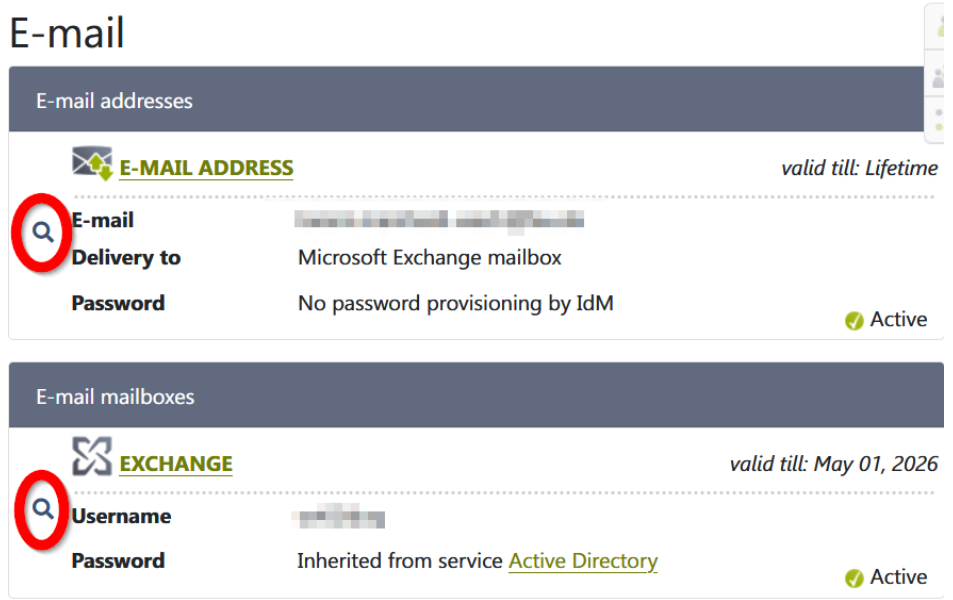


What is IdM?

Getting MS Office 365 and how to access mail settings







What is IdM?

Requests and Tasks

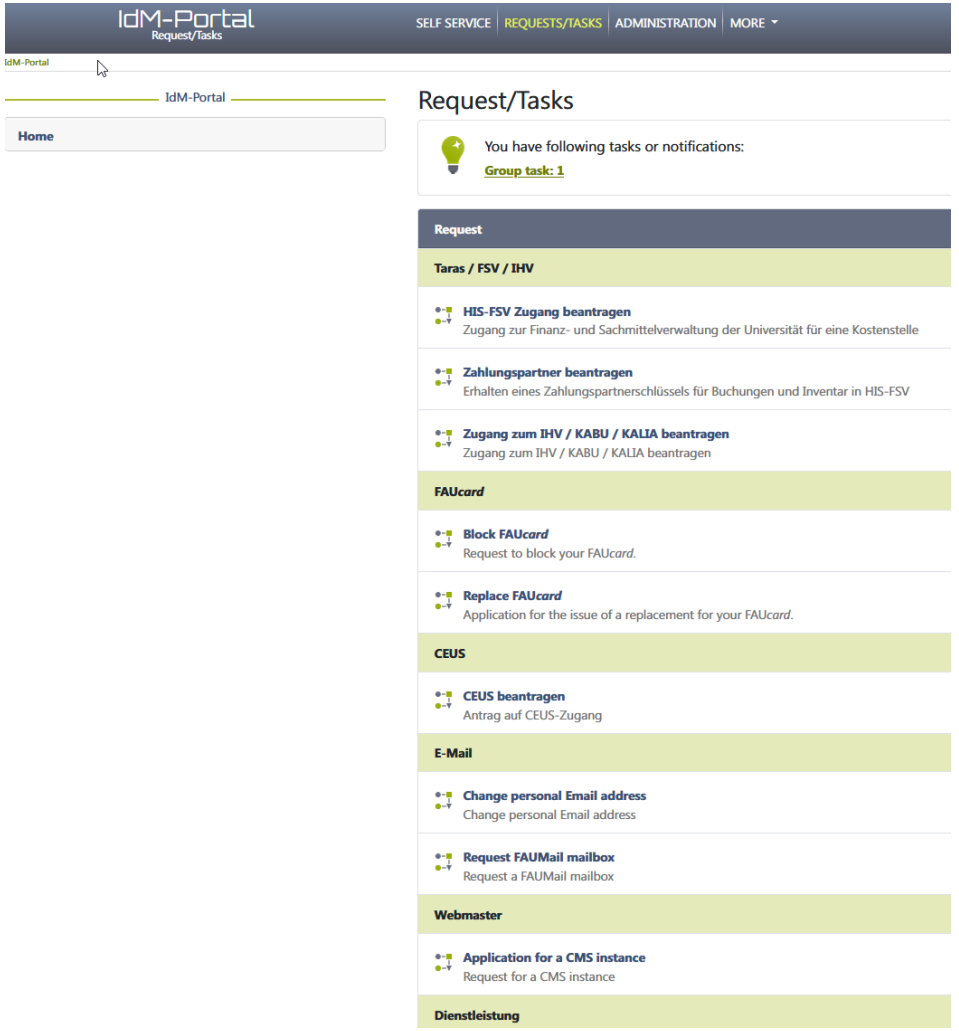
Some services need a multi-step process.

Sometimes has to grant access or confirm your access.

These processes are in the „Request/Tasks“ tab.

Most notable:

- Request/Block and Replace your FAUcard
- Request a FAUMail or Exchange mailbox
- Change your Email address provided by FAU.



What is IdM?

IdM related Questions?

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FAUcard

Access to Food, Books and Printing

FAUcard and you

What does it do?

The 5 services of FAUcard:

- It is your student ID
- Functions as a top-up cash card to pay for:
  - Food at FAU Canteen, Cafeteria and Snack&Drinks machines
  - Pay for printing and copying at the CIP-Pools
  - Pay for orders at the FAU print shop
- Doubles as your library card
- Acts a transponder
- And if you have a job at FAU it is also your punch card

FAUcard and you

How do I get it?

1. Activate your IdM account.
   - Upload a profile picture in Self Service tab. (optional)
2. Check your postal address
3. Request it in the Requests/Tasks tab.
4. Get it in the mail after a few weeks. (Your experience may vary.)

Note: You will have to validate your FAUcard every semester you are at FAU from the second semester onward.

FAUcard and you

Trouble Shooting

Visit:

card.fau.de

Contact and opening hours

Do you have any more questions about the FAUcard? Please don't hesitate to contact the FAUcard Service Office.

FAUcard Service Office

Opening Hours: Monday-Friday: 9-12 a.m.

Room 1.056
Halbmondstraße 6-8
91054 Erlangen

+49 9131 85-24050
card@fau.de

Erlangen, Halbmondstrasse 6 – 8, Room 0.051: Every week on Mondays, Wednesdays, and Fridays 10am – 12pm

Nuremberg, Lange Gasse 20: First and last Thursday of every month During the lecture-free period: Only the 1st Thursday of the month.

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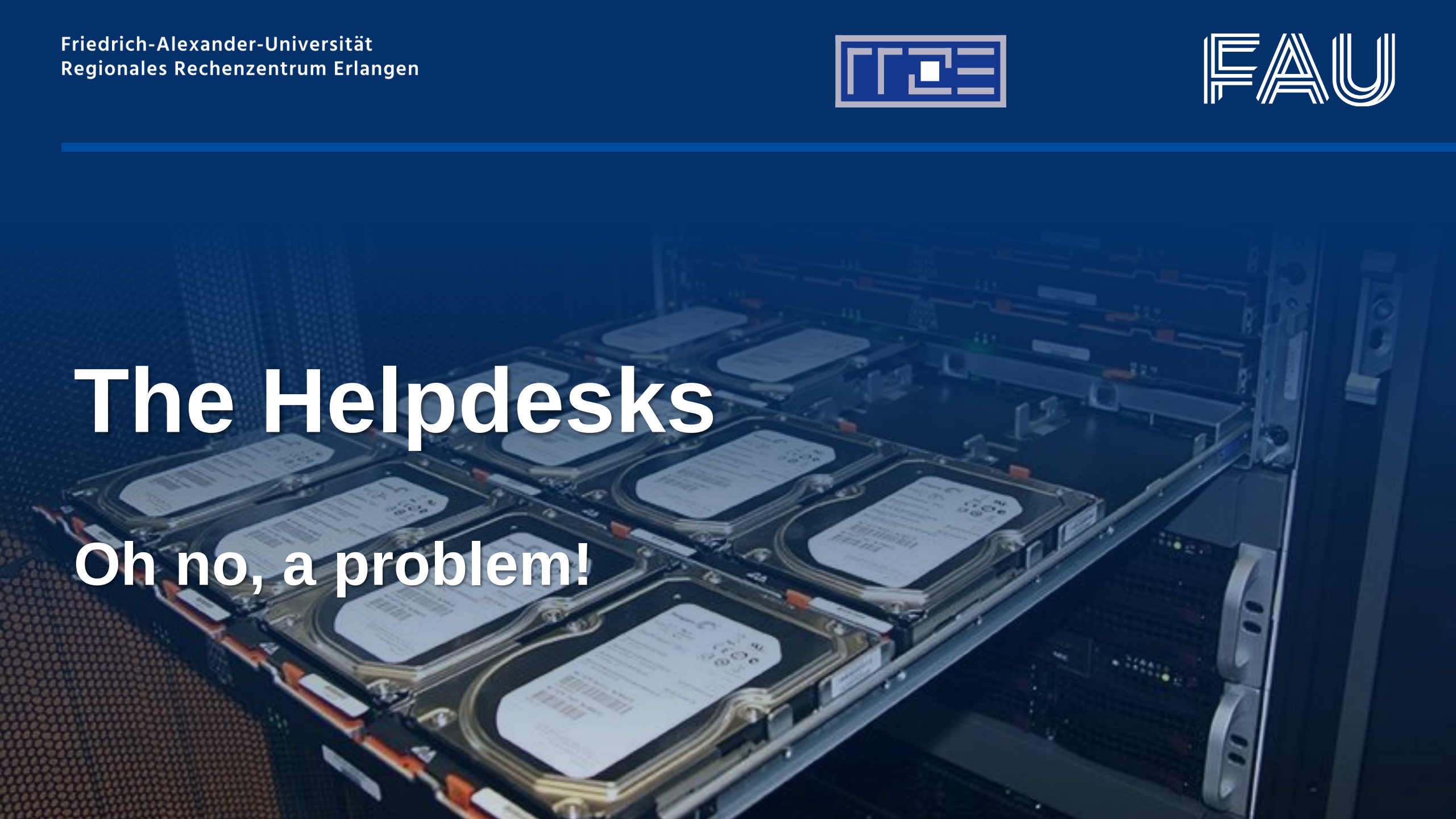

The Helpdesks

Oh no, a problem!

The Helpdesks

Worry not, the Helpdesk are here to help.

(Maybe.)

The Helpdesks

We trouble shoot everything related to the IT infrastructure we provide.

WiFi access, VPN connections problems, FAUBox, Zoom, etc.

We do NOT fix your computer! (Unless you pay for it.)

The Helpdesks

Locations

https://www.rrze.fau.de/infocenter/kontakt-hilfe/service-theken/

Helpdesk locations for students:

- IZI Erlangen: Erlangen Inner City
- IZS: Erlangen South area

- IZI Nürnberg: Nürnberg Inner City South East
- IZN: Nürnberg Inner City North

Thanks for coming!

Find your nearest helpdesk at:

https://www.rrze.fau.de/infocenter/kontakt-hilfe/service-theken/

FAUcard service desk for students:

https://www.fau.de/person/faucard-servicebuero-fuer-studierende/

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