TUM Knowledge Base - Q&A; Format (Complete Merged Version)

TUM Email Address Setup and Management

[Role: Student]

[Source: https://collab.dvb.bayern/spaces/TUMdocs/pages/72792445/Set+up+TUM+e-mail+address+students]

Q: How do I set up my TUM e-mail address?

A: Log in to TUMonline, then choose the "E-mail Addresses" application. In the "Email addresses (incoming)" window, you can set up your TUM e-mail address and select your mailbox. You can edit your first name in the field on the left and select your last name or a part of your last name from the drop-down field.

Q: What is the format of my TUM e-mail address?

A: The email address is made up of your first name and last name, i.e., firstname.lastname@tum.de (e.g., john.doe@tum.de). Double names cannot be used.

Q: What is the alternative email address option?

A: You can use the email address TUM-ID@mytum.de (e.g., ga53xez@mytum.de) that you receive automatically.

Q: How do I access my TUM emails?

A: You can access emails through the Exchange mailbox at https://mail.tum.de using your TUM-ID and password, or via email clients like Thunderbird or Outlook. You can also access your mailbox by clicking on the "TUM Mailbox (Exchange)" application in TUMonline.

Q: How do I set up email forwarding?

A: In the "E-mail Addresses" window, select your mailbox under "Mailbox chosen". Choose either "forward only" or "TUM-Mailbox (Exchange)" and enter a valid email address in "Forward mails to". You can forward to another internal address (TUM, LMU, BMW, etc.) or use both forwarding and Exchange.

Q: Can I forward TUM emails to external providers?

A: Forwarding to external providers like Gmail or GMX is discouraged for data protection reasons.

Q: How do I set my main TUM e-mail address?

A: Under "Sender address (main email address)", you can define your main TUM e-mail address which will be displayed in your TUMonline. It also appears in the Exchange address book.

Q: What is the recommended email option at TUM?

A: TUM recommends using the Exchange mailbox, which offers better reliability and features. It is accessible via the applications menu.

Q: Will my display name automatically populate when using the TUM Exchange mailbox?

A: Yes, if you use the TUM Exchange mailbox, "last name, first name" will be used as the "display name" by default.

Q: How do I choose my TUM e-mail address?

A: Log in to TUMonline, go to your business card, and click on "E-mail Addresses". You can edit your first name and choose from surname options. The final format is usually firstname.lastname@tum.de.

Q: Can I use my TUM-ID email instead of firstname.lastname?

A: Yes, an automatically generated email like TUM-ID@mytum.de (e.g., ga53xum@mytum.de) is also available.

Q: Can I use a department domain as my sender address?

A: Only if the domain is managed in TUMonline. Contact your department's IT administrator for setup.

Employee Email Management

Q: How do I set up my TUM e-mail address as an employee?

A: You set up your TUM e-mail address using the "E-mail Addresses" menu item in your personal business card. The address is typically "firstname.lastname@tum.de." You can edit your first name and select your surname or part of it from a drop-down. Double-barrelled names cannot be used. An alternative is using your TUM-Kennung (e.g., ga67laz@tum.de) as the email prefix.

Q: How can I manage my mailbox and email forwarding as an employee?

A: You can select your mailbox under "Zustellung an" (delivery to). Options include "Nur Weiterleitung" (forwarding to a specified email address) or "TUM-Mailbox (exchange)" (access emails via https://mail.tum.de with your TUM-Kennung and password, or through clients like Thunderbird/Outlook). If a forwarding address is set, emails will be forwarded.

Business Card Management

Q: How do I access my business card in TUMonline?

A: Log in to TUMonline and click on your name in the top right corner to access your business card.

Q: What kind of contact details are displayed on my TUMonline business card?

A: It includes your telephone number, email address, room number, homepage, office hours, and organizational affiliation.

Q: How do I edit the contact information on my business card?

A: Click the "Edit" link in the upper-right section of your business card. A window will open where you can modify your details.

Q: Can I change my name in the business card manually?

A: No. Your name is managed by the personnel department via SAP. If it's incorrect, contact your HR department.

Q: How is the postal address managed in my business card?

A: It's usually entered automatically. If you're part of multiple organizations, you can select the correct postal address for your incoming mail.

Q: What is my default email address in TUMonline?

A: It is your TUM-ID@mytum.de (e.g., gu27cat@mytum.de).

Q: Can I change my TUM email address?

A: Yes, click the "E-mail addresses" button in your business card to select or change your email.

Q: How is my telephone number added to the system?

A: Your facility's "Telefonverwalter" (telephone administrator) enters it. Their contact info is listed under "roles" on your unit's business card.

Q: Can I enter my fax number myself?

A: Yes, you can add or edit it using the "Edit" button in the business card.

Q: How do I add my homepage and office hours?

A: Use the "Edit" button in your business card to add this information.

Q: How do I enter my room number and building location?

A: Click "Edit" under "Place of Employment" and select your building and floor from the "TUM address" list. Then choose your room from the dropdown.

Q: What do the room numbers mean (e.g., 0501.01.119)?

A: This indicates building 0501, 1st floor, room 119. The number format is building.floor.room.

Q: Why is it important to assign a room number?

A: Room numbers are used for system notifications about your location (e.g., maintenance alerts).

Q: Can I upload a photo to my business card?

A: Yes, use "Business card picture" to upload a photo. You can also control whether it is visible to anonymous or logged-in users.

Q: Can I set a background image for my TUMonline business card?

A: Yes, use the "Business card/workplace background image" option to upload a custom background.

Q: How do I set a preferred organization in TUMonline?

A: You can choose it in your business card. Under "Personal settings", decide whether your own or your organization's card appears after login.

Q: Can I control whether my business card is searchable via Google?

A: Yes, under "Search engines" settings, you can allow or block indexing by public search engines.

Employee Account Setup

[Role: New Employee]

Q: How do I perform my first login to TUMonline as a new employee?

A: You need a PIN code from your personal employee letter on TUM IT identifiers or from your facility's TUMonline user administrator. Log in one-time with this PIN code by clicking the "Login" button top right on the TUMonline homepage (www.campus.tum.de).

Q: What do I do after clicking the login button with my PIN code?

A: On the login page, click the link "Mitarbeiter: Enter your PIN code here." Then, type your PIN code and birth date (format: DDMMYYYY) into the respective fields and click "Save."

Q: What happens after I successfully enter my PIN code and birth date?

A: After successfully entering your PIN code and birth date, you will be prompted to choose your self-defined password.

Q: What can I use as a username when logging into TUMonline?

A: You can use either your "TUM Kennung" (a combination of letters and numbers, e.g., ga67laz) or your TUM e-mail address.

Q: What should I do if I forget my username or password?

A: Contact the user administrator of your organization to get a PIN code to log in once and reset it. You can change your password using the "Change Password" application on your business card.

Personal Settings and Customization

Q: What personal settings can I configure in TUMonline?

A: You can configure the display of TUMonline according to your personal requirements under "Personal settings," including your e-mail client, browser, language, preferred page after login, navigation tree visibility, and profile visibility settings.

Q: How can I change the display language of TUMonline?

A: You can configure whether TUMonline is displayed in German or English via "Preferred Language" in your personal settings.

Q: How can I control who views my profile in TUMonline?

A: You can determine which user groups (applicants, students, alumni, anonymous users) can view your profile via "Hide profile." If you tick a group, they cannot find you in the people search and your contact details will not be displayed to them. Note: Your contact details cannot be hidden from TU München employees who are logged in.

Roles and Authorization

Q: What is a "role" in TUMonline?

A: A role describes a specific task in a facility (chair/organization) and grants its holder various rights. Examples include "TUMonline-Beauftragter" (TUMonline Officer), "Prüfer" (Examiner), and "Telefonverwaltung" (Telephone Administration).

Q: How can I obtain a role in TUMonline?

A: You must contact the TUMonline-Beauftragter (TOB) of your facility (chair/organization), who is responsible for assigning roles. The role assignment is documented in writing and signed by you, the TOB, and facility management, after which the TOB assigns the authorization in TUMonline.

Q: Where can I see my assigned roles in TUMonline?

A: You can view a list of authorizations assigned to you on your personal business card under "Roles."

Calendar Management

Q: How can I access and use the calendar in TUMonline?

A: You will find the calendar application in your personal business card. It automatically shows your courses and examinations. You can also create your own appointments under "New appointment" and make precise settings (time interval, colors, etc.) under "Settings." You can subscribe to your TUMonline calendar in external calendars (e.g., Outlook) as an iCal calendar via "Publish."

Search Functionality

Q: How do I search for staff and students in TUMonline?

A: You can search for the surnames of TUM staff and students. Note that some employees may restrict viewing of their data to anonymous users, so you might need to be logged in to find them.

Q: How can I search for rooms at TUM?

A: You can search for rooms using various criteria like building location (e.g., Stammgelände Nord) and type of usage (e.g., Hörsaal). The results list shows the room code, location, address, and room calendar.

Q: How can I search for employee telephone extensions?

A: You can search for employee telephone extensions via the search function in the top right corner (e.g., 22060).

Personal Storage

Q: How do I access my personal storage (NAS) and what is its capacity?

> **A:** You can access your personal storage via the "Webdisk (NAS)" link in the applications menu of your TUMonline business card. It's available to all students and employees, offering up to 40 GB of storage. You can access it via webdisk: https://webdisk.ads.mwn.de using your TUM-Kennung and password.

Room Booking

Q: How can I find and reserve rooms at TUM?

> **A:** You can find all rooms via the search function (top right). To reserve a room for an event, search for free rooms via "Resources" in your organization's business card. After finding a free room, contact the "Organisationstermine" role holder at your organization for reservation. Note: training/meeting rooms are often managed locally and may appear free in TUMonline even if booked.

Moodle Integration

Q: How can lecturers create Moodle courses from TUMonline?

> **A:** Lecturers can access Moodle at www.moodle.tum.de. It's easy to automatically create a Moodle course linked to an existing TUMonline course by allocating the "eLearning" category in TUMonline. Participants will be enrolled automatically. There are two options: "Neuen Moodle-Kurs im aktuellen Semester bereitstellen" (creates one group) or "Neuen Moodle-Kurs mit Gruppen im aktuellen Semester bereitstellen" (generates existing TUMonline groups in Moodle).

Course Management

Q: How does a lecturer manage their lectures in TUMonline?

> **A:** The extent of management depends on your faculty's procedure. As a lecturer, you automatically see your lecture groups, dates, and registered participants via "Courses" and "Course Administration" on your business card. For further editing rights, contact your TUMonline-Beauftragter, who will inform you about the procedure and required authorizations.

TUMCard Photo Upload

Q: How do I upload a photograph for my TUMCard?

A: Log in to TUMonline, navigate to your business card by clicking on your name top right, and then click on "TUMcard passport photograph upload" to begin the process.

Q: What is the purpose of uploading a photo for my TUMCard?

A: The uploaded photo does not affect your business card. You can edit your business card by clicking on "Edit" top right.

Q: How do I choose the photo to be uploaded?

A: A new window will open where you can click on "Datei auswählen/Find" to select a photo from the folder where it is saved. Ensure the photo has the correct size.

Q: What if changes are required for my photo?

A: If necessary, click on "Back" and repeat step 2 to make the desired changes. Check the photo again and then click on "Continue" to upload the revised photo.

Q: How do I confirm that my photo is uploaded successfully?

A: Click on "Continue" after checking the photo, and then close the window to complete the process.

Q: What are the next steps after uploading my TUMCard photo?

A: Send an email with your TUM-ID (e.g. gu27cat) to the corresponding PersonalCard team for your campus:

TUMonline System Information

Q: How can I access TUMonline?

A: You can access TUMonline using a web browser via the address campus.tum.de.

Q: What do I need to access TUMonline?

A: You will need a computer with an internet connection and a web browser.

Q: What does TUMonline offer you?

A: You can search for people, facilities (organizations) and rooms at the TU München. You can also obtain an overview of lectures of organizations at the TU München, view module descriptions and courses, edit your personal "business card" (homepage, telephone, consultation times), and select and edit your TUM e-mail addresses.

Q: Where do I get help with TUMonline?

A: For all questions and problems concerning TUMonline, please contact the IT-Support at it-support@tum.de.

Q: What special features do lecturers have in TUMonline?

A: You will obtain an overview of your own lectures and examinations, manage participating students and communicate with them via e-mail, use a personal calendar in which the dates of your lectures and examinations automatically appear and to which you can add your own dates.

TUMonline General Features

[Role: Student]

[Source: https://collab.dvb.bayern/spaces/TUMdocs/pages/72792376/TUMonline+basic+information]

Q: What is TUMonline?

A: TUMonline is a learning management system and communication platform for students, lecturers, and staff of the Technical University of Munich (TUM).

Q: How do I log in to TUMonline?

A: You can log in to TUMonline using your student or staff ID and password.

Q: What are the main features of TUMonline?

A: The main features of TUMonline include course administration, examination management, moodle courses, room booking, and communication tools such as emails and discussion forums.

Q: How do I create a new Moodle course in TUMonline?

A: You can create a new Moodle course by allocating the category "eLearning" in TUMonline. There are two options: "Neuen Moodle-Kurs im aktuellen Semester bereitstellen" or "Neuen Moodle-Kurs mit Gruppen im aktuellen Semester bereitstellen".

Q: How do I manage my examinations in TUMonline?

A: You can manage your examinations by contacting the TUMonline-Beauftragter, who will inform you about the procedure at your faculty or facility.

Q: What is a module in TUMonline?

A: A module is the building block of bachelor and master degree courses. It consists of one or more lectures coordinated in terms of content and time.

Q: How do I find information on modules in TUMonline?

A: You can find information on modules by searching for "Module Handbook" top right in TUMonline, which provides module descriptions and summaries.

Q: Where can I find help and support with TUMonline?

A: You can find help and support with TUMonline by contacting the IT-Support team at it-support@tum.de or using the Online Help link in TUMonline.

Q: What are the FAQs (Frequently Asked Questions) for TUMonline?

A: The FAQs for TUMonline can be found at http://portal.mytum.de/faq/it-dienste/tumonline.

Q: Where can I find more detailed information on using TUMonline?

A: You can find more detailed information on using TUMonline, current news, contacts, and instructions on the website www.it.tum.de/en/tumonline.

TUMCard and Student ID Management

[Role: Student]

Q: How do I get my TUMCard as a new student?

A: Your Student Card will be sent to you automatically after successful enrollment if you have entered a German correspondence address in TUMonline. The photo you upload in your TUMonline account during the online application will automatically be used for the Student Card.

Q: What functions does my TUMCard provide?

A: The Student Card is your TUM student ID in the form of a multifunctional chip card. It serves as identification card for TUM membership, library access, MVV public transport, mensa payment, copy credit and vending machines. The barcode on the back is your library card.

Q: What should I do if I haven't received my TUMCard after enrollment?

A: If you have already been enrolled for more than one month but have not yet received a Student Card, please contact the student information by e-mail with the subject "Neuausstellung Student Card".

Q: How do I validate my student card each semester?

A: You must validate your student card every semester. This can only be done once your tuition fee has been transferred, and as of 01.10. for the winter semester and 01.04. for the summer semester.

Q: How much does it cost to replace my TUMCard?

A: If you want a different photo on your Student Card, and the Student Card has already been printed, a new card must be issued. A fee of 30 euros will be charged for the reissue.

IT Infrastructure and VPN Access

[Role: Student, Employee]

Q: How can I access VPN services at TUM?

A: VPN can be used by students, employees and guests of TUM. The VPN service is operated by LRZ (Leibniz-Rechenzentrum). You will also need VPN access to use the campus WLAN.

Q: How do I get VPN access for my department?

A: For certain departments, the VPN must first be set up with the cooperation of the Chair admin or IT supervisor. If you want to get VPN access, please contact your Chair admin or IT supervisor. Access must be activated for each user by the chair administrator.

Q: How can I ensure secure VPN connection?

A: To ensure that the entire traffic is transmitted via LRZ, and thus encrypted, you must place a "!" in front of your ID when signing into the VPN client. This utilizes the LRZ VPN service to encrypt traffic and protect against eavesdropping.

WiFi and eduroam Setup

[Role: Student, Employee]

Q: How do I set up eduroam WiFi securely?

A: To ensure a secure eduroam configuration, it is strongly recommended to set up eduroam using the wizard (CAT tool) rather than manual setup. Open https://cat.eduroam.de/ to download the configuration profile and select "Technical University of Munich (TUM)" as your home institution.

Q: Why should I avoid manual eduroam setup?

A: The manual setup of eduroam harbors serious security risks such as password theft. Secure installation of eduroam on smartphones and tablets is possible only with a special configuration profile from LRZ.

Q: What certificate do I need for TUM WLAN?

A: In order to use the WLAN, Deutsche Telekom's root certificate is required. The certificate can be found at: https://www.pki.dfn.de/fileadmin/PKI/zertifikate/T-TeleSec_GlobalRoot_Class_2.crt

Library Access and Services

[Role: Student, Employee]

[Source: https://www.ub.tum.de/en/register-at-the-library]

Q: Do I need to register separately for library access as a TUM student?

A: No, TUM students don't need to apply for a library card. A library account is automatically created and you can use your TUM StudentCard as your library card. Starting in 2025, activating the StudentCard for library use in TUMonline is no longer required.

Q: How many items can I borrow from the TUM library?

A: With a valid TUM Library Card or registered StudentCard, students may borrow up to 50 items at a time, reserve up to 10 items currently on loan to other users, and request up to 10 items at a time from branch libraries or closed access collections.

Q: How long can I borrow books and can they be renewed?

A: After a loan period of four weeks, due dates for books from loan and textbook collections are automatically extended, as long as there are no reservations or account blocks.

Q: How do I access electronic resources from the library?

A: To use library services including access to online resources, TUM students only need their TUM ID. As TUM members, you are automatically authorized to access e-media via eAccess or Shibboleth. You must log in with your TUM ID via eAccess to use electronic full texts free of charge.

International Students - Visa and Residence Permits

[Role: Student]

[Source: https://www.international.tum.de/en/global/exchangestudents/general-information-for-international-students/preparing-your-stay/]

Q: Do EU/EFTA students need a residence permit in Germany?

A: No, EU/EFTA students only have to register in Munich or the registration office responsible for their place of residence. They do not require a residence permit.

Q: What must non-EU exchange students do regarding residence permits?

A: Non-EU students must apply for a residence permit as soon as possible after entering Germany. Some students may enter Germany without a visa, while others need to apply for a visa or obtain a confirmation from the German BAMF provided by TUM.

Q: What are the work limitations for international students in Germany?

A: Foreign students enrolled in a German university may work up to a maximum of 140 full days per calendar year. Part-time student employment at a school of higher education is permitted throughout the year, but requires authorization from the Foreigners' Office in your residence permit.

Q: What documents do I need for BAMF confirmation?

A: For BAMF confirmation, TUM needs several documents including: a valid residence permit for studying in your country of study, a valid passport, health insurance for Germany, and proof of ability to pay living costs (until December 2024 at least 934 EUR, from January 2025 at least 992 EUR).

Q: What restrictions apply to students who entered Germany without a visa?

A: Students who entered Germany without a visa must not travel outside of Germany after the permitted duration of their visa-free stay without a residence permit. They must stay in Germany until obtaining their residence permit.

Health Insurance Requirements

Q: Is health insurance mandatory for TUM students?

A: Yes, all students in Germany are obligated to have health insurance. You cannot be enrolled at TUM without sufficient health insurance. Your health insurance status must be confirmed by a digital notification sent from a German public health insurance company directly to TUM.

Q: How much does student health insurance cost?

A: The cost of statutory health insurance for students is usually between 120 and 150 euros per month. Until reaching the age of 30 or your 14th semester of enrollment, you are required to have public health insurance.

Q: When should I contact a health insurance provider?

A: Please contact a statutory health insurance provider in Germany at least 2 weeks before the start of the semester so that your insurance status is transmitted in time for you to enroll.

Q: What about health insurance for students over 30?

A: Students who have reached the age of 30 are not obliged to have health insurance to enroll at TUM. However, according to German law, you have to be insured during your time in Germany.

Q: How do EU students handle health insurance?

A: Students from European Union (EU)/EEA countries should send their international health insurance certificate (formerly E111 or E128), or a copy of their EHIC card to one of the German statutory health insurances.

Transportation and Mobility

Q: How can I get around Munich using public transportation?

A: Munich has an outstanding public transport network. All TUM campuses are easily accessible by bus, tram, subway (U-Bahn) and S-Bahn through the Münchner Verkehrs

• und Tarifverbund (MVV). TUM recommends having a careful look at the complex fares for the MVV transit system.

Q: What is the Deutschlandticket for students?

A: As of winter semester 2023/24, in Bavaria the Deutschlandticket for students has replaced the previous semester ticket, costing 38 euros per month and allowing use of local transport throughout Germany. Enrolled doctoral candidates can also purchase this reduced ticket.

Q: How do I renew my Deutschlandticket?

A: Deutschlandtickets for students issued by MVG automatically expire at the end of the semester, requiring renewal by uploading proof of enrollment for the following semester to the MVV customer portal.

Q: Are there alternative transportation options at TUM?

A: A bike is often the best means of transportation between locations, with numerous bike stands, air pumps, and repair stations at TUM campuses. MVG Rad provides rental bikes in Munich and Garching.

Employee Onboarding and Benefits

[Role: New Employee, Employee]

[Source: https://www.tum.de/en/community/onboarding]

Q: What onboarding support does TUM provide for new employees?

A: TUM provides initial information and an overview for new employees and researchers, including a series of video tutorials with instructions and tips, quick overview about the university, practical links and tools for everyday working life and leisure activities.

Q: What professional development opportunities are available for TUM employees?

A: TUM's Institute for LifeLong Learning promotes continuing education for all employees and prepares you specifically for new activities in research and teaching, as a manager, and in science and innovation management. Language Center services are also available.

Q: What transportation benefits do TUM employees receive?

A: Employees can commute more affordably with the Deutschlandticket, which is valid on local public transport throughout Germany, or with a job ticket. TUM provides staff ID card (TUMCard or PersonalCard) which serves as library card and electronic payment card for canteens.

Q: How long does the employment process take at TUM?

A: The complete employment process typically takes six to eight weeks. The complete set of papers and documents required for your contract must be sent to the central administration at least 6 weeks before your contract is due to start.

Q: What diversity and family support does TUM offer?

A: As a signatory to the German Diversity Charter and a certified family-friendly university, TUM is committed to ensuring equal opportunities, diversity and inclusion, and promoting a balance between work and family life.

New Employee IT Access

[Role: New Employee]

Q: How do I get IT access as a new employee at TUM?

A: As a new employee, you need to activate your central TUM account first, which gives you access to e-mail, online storage, WiFi and other central services. Find out who the TUMonline administrator is in your department or unit, who will give you a PIN code for initial access to TUMonline.

Q: What should I do to set up my employee business card?

A: It's important to keep information such as your location or visiting hours up to date in your TUMonline business card. Apply for your TUM PersonalCard (chip card) as soon as possible, which you can use for services such as the cafeteria or the university library.

Q: Where can I find step-by-step IT setup guidance?

A: TUM provides a "First steps for employees" manual that shows the most important steps employees must take to utilize IT services and be digitally reachable at TUM.

Library Internet Access

[Role: Student, Employee]

Q: What internet access options are available at TUM library locations?

A: TUM library offers three main internet access options: eduroam (worldwide academic network for students/scholars with encrypted connection), BayernWLAN (open Wi-Fi network with no login required but not encrypted), and LRZ network (for Munich academic institution members requiring VPN client).

Q: How do I connect to eduroam at TUM library using my TUM ID?

A: You can connect to eduroam using your modified TUM ID (like go73mut) and your personal password. This provides encrypted internet access through the worldwide academic network.

Q: What is BayernWLAN and when should I use it?

A: BayernWLAN is an open Wi-Fi network available at TUM library that requires no login credentials. However, it is not encrypted, so it should only be used for non-sensitive browsing.

Q: Can I access the internet using library computers?

A: Yes, internet access is available through library computers in addition to the Wi-Fi options.

Q: Who should I contact for internet access support at TUM library?

A: For internet access issues at TUM library, contact IT support at 089

• 289 17 123 or it-support@tum.de.

IT Training and Support Services

[Role: Employee]

Q: What IT training opportunities are available at TUM?

A: TUM offers face-to-face and online trainings for IT systems including TUMonline, Moodle, SAP, OTRS, PC software, and high-performance computing. The LRZ and TUM provide these training

sessions to help employees utilize IT services effectively.

Q: What is "IT for Dessert" and how can I access it?

A: "IT for Dessert" is a monthly webinar series that explains one special IT application in 15 minutes. You can access these webinars at http://www.it.tum.de/en/webinars/ to learn about various IT tools and services.

Q: How can I access free video training for software and soft skills?

A: TUM provides free access to the Lynda video training portal, which offers video trainings for different software and soft skills. You can access it at www.it.tum.de/en/lynda.

Q: Where can I get face-to-face IT support at TUM?

A: TUM IT Support provides face-to-face assistance at various locations. You can contact them at it-support@tum.de or phone 089.289.17123 for location details and office hours.

Detailed Email Configuration

[Role: Employee]

[Source: https://www.it.tum.de/en/downloadcenter/]

Q: How do I configure TUM email on my smartphone using MS Exchange?

A: Create a new MS Exchange account using advanced/manual settings with these details: Email: firstname.lastname@tum.de, Username: your TUM ID (e.g., ga53xum), Server: xmail.mwn.de, Domain: ads. Some devices require combining username and domain as ads\yourtumid.

Q: What certificates do I need for TUM email on mobile devices?

A: You may need to install two certificates: the Deutsche Telekom Root certificate (available at go.tum.de/380271) and the T-TeleSec class 2 Root certificate (available at go.tum.de/804966). These ensure secure email connections.

Q: What is an email certificate and how is it used at TUM?

A: An email certificate can be used to sign emails electronically. The recipient's mail program can determine whether the email address, content, and electronic signature are trustworthy. More information is available at www.it.tum.de/en/certificates.

Q: Why is the Outlook app forbidden at TUM?

A: The usage of the Outlook app is forbidden at TUM due to data security reasons. Instead, use the web interface at mail.tum.de or configure email clients manually with proper Exchange settings.

eduroam Configuration by Operating System

[Role: Employee, Student]

[Source: https://lrz.de/services/netz/wlan_en/eduroam_en/]

Q: How do I set up eduroam on Windows safely?

A: Download the configuration tool from lrz.de/services/netz/wlan_en/eduroam_en/ for your Windows version. During installation, use username: TUMID@eduroam.mwn.de (e.g., ga53xum@eduroam.mwn.de) and your personal password. Never configure manually as it poses security risks.

Q: How do I configure eduroam on macOS?

A: Download the configuration profile from lrz.de/services/netz/wlan_en/eduroam_en/ for macOS. Use username: TUMID@eduroam.mwn.de (e.g., ga53xum@eduroam.mwn.de) and your personal password during installation. This ensures secure connection.

Q: How do I set up eduroam on Android devices?

A: Open the eduroam WiFi network and select EAP method PWD. Enter username: TUMID@eduroam.mwn.de (e.g., ga53xum@eduroam.mwn.de) and your personal password. The device will connect automatically when eduroam is available.

Q: How do I configure eduroam on iOS devices?

A: Visit cat.eduroam.de/, select Technical University of Munich (TUM) as your home institution, and download the configuration profile. Use username: TUMID@eduroam.mwn.de (e.g., ga53xum@eduroam.mwn.de) and your personal password.

Q: Why is proper eduroam configuration important for security?

A: Logging in without proper configuration poses serious security risks for your personal data, including password theft. Always use the official configuration tools provided by LRZ rather than manual setup.

Network Storage Technical Details

[Role: Employee, Student]

[Source: https://www.it.tum.de/en/storage-archiving/]

Q: How do I map my NAS drive on Windows?

A: Right-click "This PC" in file explorer, select "Map network drive", assign a letter, and enter path: \\nas.mwn.de\TUMID (e.g., \\nas.mwn.de\ga53xum). Use credentials: ADS\TUMID and your personal password. Check "Reconnect at sign-in" for automatic connection.

Q: How do I connect to NAS storage on macOS?

A: In Finder, go to "Go" menu and select "Connect to Server". Enter server address: smb://nas.mwn.de/TUMID (e.g., smb://nas.mwn.de/ga53xum). Use your TUM ID and personal password, and check "Remember this password in my keychain" for future use.

Q: How much storage space do I have on the NAS system?

A: Each TUM member currently has 100GB of personal storage space on the NAS system. The NAS offers high availability, security, data protection against third-party access, and capability to restore data using snapshots of older versions.

Q: How do I access project storage space at TUM?

A: Contact your IT administrator to apply for project storage space for collaboration. For Windows, use path: \\nas.mwn.de\OrganizationID. For macOS, use: smb://nas.mwn.de/OrganizationID. Find your organization ID by searching in TUMonline.

Q: How can I access my NAS storage remotely?

A: Use a VPN client to access your network drive remotely, or access the storage with a web browser at webdisk.mwn.de. This allows you to use your storage space from anywhere with internet access.

VPN Configuration

[Role: Employee, Student]

[Source: https://asa-cluster.lrz.de]

Q: How do I install the VPN client at TUM?

A: Download the VPN client at https://asa-cluster.lrz.de using your TUM ID and password. Your operating system will be detected automatically and the correct client downloaded. Alternatively, download the "AnyConnect Secure Mobility Client" at go.tum.de/369007.

Q: How do I connect using the Cisco AnyConnect VPN client?

A: Start the Cisco AnyConnect client, enter "asa-cluster.lrz.de" in the Connect field, click Connect, then enter your TUM ID and personal password. You'll get a "VPN connected" message when successfully connected.

Q: How can I ensure maximum security when using VPN?

A: To ensure all traffic is encrypted via LRZ, place a "!" in front of your TUM ID when signing into the VPN client. This utilizes the LRZ VPN service to encrypt traffic and protect against eavesdropping.

Q: What do I need to use VPN services at TUM?

A: You need a VPN client program and internet access. VPN can be used by students, employees, and guests of TUM. The VPN service is operated by LRZ (Leibniz-Rechenzentrum) and is also required for campus WLAN access.

Software and Hardware Campus Agreements

[Role: Employee]

[Source: https://www.it.tum.de/software]

Q: What software is available through TUM campus licenses?

A: TUM offers campus licenses for Microsoft Windows and Office products, Sophos Antivirus, EndNote and Citavi, MathWorks products, OriginPro, ANSYS, and many more. These are available at inexpensive or even free rates for TUM members.

Q: How can I obtain software through TUM campus agreements?

A: All central software offers can be found at www.it.tum.de/software. Contact your IT administrator for access to specific software packages covered under campus licensing agreements.

Q: What hardware procurement options are available at TUM?

A: TUM has campus agreements with Apple, Fujitsu, HP, and Lenovo for acquiring PCs, laptops, servers, and other hardware at reduced costs. Contact your organization's IT administrator for hardware needs. Only orders for official use are permitted.

Q: Where can I find information about TUM's software and hardware offerings?

A: Information on both software and hardware can be found at www.it.tum.de/en/software-hardware. This includes details about campus licenses, procurement procedures, and available products.

Security and Data Protection

[Role: Employee, Student]

[Source: https://www.it.tum.de/en/it-security/]

Q: What are the key IT security practices I should follow at TUM?

A: Protect your devices by using secure passwords and PINs, installing anti-virus software, locking your screen, scrutinizing suspicious emails (phishing, spam), avoiding unsecure IT services, and encrypting notebook hard drives.

Q: How should I handle sensitive data at TUM?

A: Keep private and work activities separate on social media, use TUM alternatives instead of services like Dropbox and Doodle, store data on internal TUM servers, and save/store as little data as possible. This protects student data, research results, and personal information.

Q: What alternatives does TUM provide to external services?

A: TUM provides alternatives to external services for data protection reasons. Information about alternative services to Dropbox, Doodle, and other external platforms can be found at www.it.tum.de/en/doodle-co and www.datenschutz.tum.de.

Q: Where can I dispose of data storage devices securely at TUM?

A: TUM offers collection points where you can dispose of data storage devices like hard drives, USB sticks, DVDs, and magnetic tapes in compliance with data protection regulations. Find collection points at www.it.tum.de/en/faq/geraete-entsorgung/.

Employee Onboarding Process

[Role: New Employee, Employee]

[Source: https://www.msl.mgt.tum.de/fileadmin/w00cja/strategy/abf_wi/Dokumente/LF_Schritt_7.pdf]

Q: What is onboarding at TUM?

A: Onboarding is the process of integrating new employees from the hiring decision to their successful integration into the new work unit and organization. It covers how new employees are integrated into their workplace and team.

Q: How long is the critical onboarding period at TUM?

A: The first 100 days are considered particularly critical for successful integration. During this time, supervisors can do a lot to ensure their new employees feel personally and professionally welcomed.

Q: What are the key measures for professional onboarding at TUM?

A: Professional onboarding includes: concrete information before work begins, welcome meeting, introduction events (if applicable), introducing important contacts, mentorship system, clarifying responsibilities, showing formal and informal support options, facility tours, social activities (like shared lunch), and regular reflection meetings.

Q: What is the "inoculation theory" in TUM's onboarding approach?

A: The inoculation theory involves early preparation for potential difficulties by transparently communicating disadvantages and challenges. "Inoculated" employees are prepared for negative events and react less sensitively when problems arise, reducing turnover rates.

Q: How should I prepare for potential challenges during onboarding at TUM?

A: New employees should be prepared early for potential difficulties in their position. This includes transparent communication about challenges and disadvantages, so they can better handle problems when they arise and are less likely to leave the organization.

Employee Onboarding Timeline

[Role: New Employee, Supervisor]

[Source: https://www.msl.mgt.tum.de/fileadmin/w00cja/strategy/abf_wi/Dokumente/CL_Schritt_7.pdf]

Q: What happens 2-4 weeks before my start date at TUM?

A: Your supervisor will maintain regular contact, such as emails with team news, interesting events, or new publications to keep you informed and connected before you officially start.

Q: What should happen 2 weeks before starting work at TUM?

A: Your assigned mentor will contact you and introduce themselves. Your supervisor will create an onboarding plan detailing which processes and procedures are central to your role.

Q: What preparations are made 1 week before my first day at TUM?

A: All team members are informed about your first workday, a shared lunch or coffee break is arranged, you receive all information about your first day (when and where to be, who will greet you, how the day will proceed), and there's a coordination meeting between your supervisor and mentor.

Q: What should I expect on my first day at TUM?

A: Your workspace will be prepared with everything you need (desk, computer, keys, etc.) plus a small welcome gift. Your mentor will greet you and guide you through the day with a short tour of the work unit and introductions. You'll have a welcome meeting with your supervisor and shared lunch or coffee with the team.

Q: What happens during my first weeks at TUM?

A: The onboarding plan begins with regular meetings with your supervisor or colleagues where one to two work processes are explained. You'll have weekly goal meetings with your supervisor discussing objectives for the first 100 days and regular 5-minute check-ins.

Q: What should I expect at the end of my first 100 days at TUM?

A: You'll have a feedback and goal-setting meeting with your supervisor covering what's going well, what can be improved in the collaboration, and what goals will be set moving forward.

Q: Who is my mentor during TUM onboarding?

A: You'll be assigned a mentor (Pate/Patin) who will contact you before your start date, coordinate with your supervisor about your role and responsibilities, greet you on your first day, and guide you through initial introductions and facility tours.

Q: How often will I meet with my supervisor during onboarding at TUM?

A: You'll have weekly goal meetings during your first weeks, regular 5-minute check-ins, and a comprehensive feedback session at the end of your first 100 days to discuss progress and set future goals.

Employee Hardware and Equipment

[Role: Employee, New Employee]

[Source: https://www.it.tum.de/en/it/faq/it-services/software-hardware/tum-verwaltung/how-can-i-acquire-new-equipment-pc-printer-or-software-as-an-administrative-employee-of-the-university/]

Q: How do I request a laptop or computer as a TUM employee?

A: Contact IT Support by sending an email to it-support@tum.de to request new equipment such as a PC or laptop. Include details about your role and equipment needs in your request.

Q: Do I get a permanent laptop or do I need to borrow one at TUM?

A: Equipment policies vary by department and role. Contact your IT administrator or IT Support (it-support@tum.de) to learn about your specific department's laptop assignment policy and whether you'll receive permanent equipment or need to use borrowing options.

Q: What should I do when starting a new position to get my computer equipment?

A: Inform IT Support in advance when you're starting a new position or moving offices. This ensures timely equipment setup and user account creation. Your supervisor or department should coordinate this during the onboarding process.

Q: What happens to computer equipment when an employee leaves TUM?

A: When an employee leaves, the department head should contact IT Support about handling the departing employee's data and equipment. This ensures proper data management and equipment reassignment procedures.

Q: What types of computer equipment can I request as a TUM employee?

A: You can request equipment such as PCs, laptops, printers, and other necessary work-related hardware through IT Support. TUM has campus agreements with vendors like Apple, Fujitsu, HP, and Lenovo for reduced costs on official equipment.

TUM Heilbronn Campus Information

[Role: Student, Employee]

[Source: https://chn.tum.de/campus/student-services]

Q: Where is TUM Campus Heilbronn located?

A: TUM Campus Heilbronn is located at Bildungscampus Heilbronn in the heart of Heilbronn. The address is Bildungscampus 6, 74076 Heilbronn. It's part of the Bildungscampus, one of the most ambitious higher education projects in Germany.

Q: How can I get to TUM Campus Heilbronn by public transportation?

A: You can reach TUM Campus Heilbronn by train to Heilbronn Sülmertor stop (8-minute walk) or by city train S41/S42 to Technisches Schulzentrum stop (900m walk). By bus, use city buses to Europaplatz Ost stop (100m walk) or Europaplatz South stop (200m walk). The nearest bus stop is Heilbronn Neckarturm (4-minute walk).

Q: What parking options are available at TUM Campus Heilbronn?

A: There are three main parking facilities: Parkhaus Mitte (directly on campus for staff and AULA visitors), Parkhaus/Parkplatz Ost (at Dammstraße 1 for students and FORUM visitors), and Parkhaus Experimenta (10-minute walk, discounted rates with CampusCard at 1.50 euro/hour). All parking requires CampusCard with registered license plate.

Q: Where can I get help and support at TUM Campus Heilbronn?

A: The Student Service Point is your first contact for any questions, located in building D, ground floor, in the "Claus Hipp Lounge". Contact them at servicepoint@chn.tum.de or +49 7131 26418 699. They're open Monday 9am-12pm & 1-4pm, Tuesday-Wednesday 8am-12pm & 1-4pm, Thursday 9am-12pm & 1-5pm, Friday 9am-1pm.

Q: What is a CampusCard at TUM Heilbronn?

A: The CampusCard is your access card for TUM Heilbronn services including cafeteria, library, and parking. You need to register your license plate with your CampusCard to use campus parking facilities.

TUM Heilbronn Student Services

[Role: Student]

Q: What support programs are available for new students at TUM Heilbronn?

A: TUM Heilbronn offers a Buddy Program that pairs new students with campus buddies, WoMent mentorship program for female students, mental health coaching through Fürstenberg Institute (free and confidential), and multilingual counseling resources.

Q: What facilities are available at TUM Campus Heilbronn?

A: Campus facilities include LIV library (joint library with Heilbronn University and DHBW), cafeteria (open Monday-Friday 11am-2pm), 24/7 shop with vending machines, learning spaces including Think Tanks, and various study areas. The campus also offers university sports and fitness activities.

Q: Does TUM Heilbronn provide student housing?

A: TUM Heilbronn does not have campus-owned housing, but provides a list of private dormitories and apartments. Students can use the TUM Living platform for housing listings and accommodation resources.

Q: What networking opportunities are available at TUM Heilbronn?

A: TUM Heilbronn offers Fireside Chats for networking events and Career Factory for company networking events to help students connect with industry professionals and build their career networks.

Bildungscampus Heilbronn Transportation

[Role: Student, Employee, Visitor]

Q: What bike facilities are available at Bildungscampus Heilbronn?

A: Bildungscampus offers many bicycle parking spaces with secure metal hangers, 12 "BikeBoxes" under the campus bridge with e-bike charging options, and CampusRad bike-sharing program for students and employees.

Q: How can I check parking availability at Bildungscampus Heilbronn?

A: Use the "Mein Bildungscampus" app to check free campus parking spaces in real time and parking garage occupancy rates. This helps you plan your visit and find available parking spots.

Q: Are there parking options for short-term visitors at Bildungscampus?

A: Yes, short-stay visitors can use Parkhaus Mitte and draw a standard paper ticket. Parking fees are only charged if duration exceeds 15 minutes. There's also a "Kiss & Ride Zone" behind the Josef-Schwarz-Schule Heilbronn for quick drop-offs.

Bildungscampus Heilbronn Campus Life

[Role: Student, Employee]

Q: What dining options are available at Bildungscampus Heilbronn?

A: Dining options include the Mensa (central cafeteria in Building 8), Café in Building 13 with snacks and beverages, Campus Garden restaurant, 24/7 shop.box for quick purchases and meals, and snack and drink vending machines throughout campus.

Q: What is the "Mein Bildungscampus" app and what features does it offer?

A: "Mein Bildungscampus" is the mobile app for campus life offering real-time parking and transit information, library media search, Campus Card management, and an interactive campus map to help navigate the campus.

Q: What transportation sharing options are available at Bildungscampus?

A: Bildungscampus offers CampusRad bike sharing for convenient campus transportation and ZEAG car sharing for longer-distance travel needs. There are also bike boxes for secure e-bike parking.

Q: Is student housing available at Bildungscampus Heilbronn?

A: Yes, W|27 student housing is available with fully-furnished rooms for students. This provides on-campus accommodation options for those studying at Bildungscampus.

Q: What is the LIV Library at Bildungscampus?

A: LIV Library is a shared library facility used by multiple educational institutions at Bildungscampus, providing comprehensive library services and resources for students and staff from all partner institutions.

Q: What sustainability initiatives does Bildungscampus have?

A: Bildungscampus focuses on sustainability through #VisionSustainability2030, implementing smart future technology projects and innovative campus development to create an environmentally conscious educational environment.

TUM Heilbronn Campus Buildings and Navigation

[Role: Student, Employee, Visitor]

[Source: https://nav.tum.de/campus/heilbronn]

Q: Where is the L building at TUM Heilbronn?

A: The L building is located at Bildungscampus L, Gebäude 9, also known as the TUM Tower. It's the largest building on campus with 97 rooms and has the location ID 1902.

Q: What buildings are available at TUM Heilbronn campus?

A: TUM Heilbronn has 7 buildings with 195 total rooms: Bildungscampus L/Gebäude 9 (TUM Tower, 97 rooms), Bildungscampus C at Weipertstr. 8-10 (54 rooms), Bildungscampus D/Gebäude 2 with lecture halls (18 rooms), Bildungscampus/Etzelstr. 38 (14 rooms), Edisonstr. 3 (8 rooms), and Berliner Platz 12 (4 rooms).

Q: What types of rooms and facilities are available at TUM Heilbronn?

A: TUM Heilbronn facilities include offices, meeting rooms, lecture halls, seminar rooms, laboratories, restrooms, kitchens, and storage areas distributed across the campus buildings.

Q: Where are the lecture halls located at TUM Heilbronn?

A: The main lecture halls (Vorlesungssäle) are located in Bildungscampus D, Gebäude 2, which has 18 rooms total and the location ID 1901.

Q: What is the TUM Tower at Heilbronn?

A: The TUM Tower is Building 9 (Gebäude 9) located at Bildungscampus L. It's the largest building on the TUM Heilbronn campus with 97 rooms and serves as a central hub for university activities.

Q: How can I navigate TUM Heilbronn campus?

A: TUM Heilbronn offers an interactive campus map and navigation service through nav.tum.de/campus/heilbronn. All buildings have identification numbers in the "19xx" format, and the

campus coordinates are Latitude: 49.1481, Longitude: 9.21646.

Bildungscampus Heilbronn Dining and Catering

Q: What dining options are available at Bildungscampus Heilbronn?

A: Bildungscampus Heilbronn offers several dining options: 1) Mensa (canteen) in Building 8 operated by Studierendenwerk Heidelberg with daily changing menu, 2) Café on ground floor of Building 13 for breakfast and snacks, 3) Campus Garden in Building 1 (FORUM) offering full restaurant service, and 4) shop.box 24/7 convenience store accessible via mobile app.

Q: What are the opening hours for the Mensa at Bildungscampus Heilbronn?

A: The Mensa (canteen) at Bildungscampus Heilbronn is open from 7:30 AM to 3:00 PM (15:00). It's located in Building 8 and offers daily changing menus with main courses, side dishes, salads, soups, and desserts.

Q: Can I use the Mensa as a study space?

A: Yes, the Mensa at Bildungscampus Heilbronn can be used as a study space outside of meal times. It's operated by Studierendenwerk Heidelberg and serves as a multipurpose area when not actively serving food.

Q: What is Campus Garden at Bildungscampus Heilbronn?

A: Campus Garden is a restaurant located in Building 1 (FORUM) at Bildungscampus Heilbronn. It offers breakfast, snacks, lunch, and à la carte dinner service. During the day it operates as self-service, and students and campus employees receive discounted prices.

Q: What is shop.box at Bildungscampus Heilbronn?

A: shop.box is a 24/7 convenience store at Bildungscampus Heilbronn that's accessible via mobile app. It sells snacks, meals, drinks, and everyday essentials. Payment can be made via credit card or Klarna, making it perfect for after-hours shopping.

Q: What payment methods are accepted for dining at Bildungscampus Heilbronn?

A: Dining facilities at Bildungscampus Heilbronn accept multiple payment methods including CampusCard for cashless payments, cash, credit cards, and Klarna (for shop.box). Guest cards are also available for external visitors who want to use campus dining services.

Q: Are there vending machines available at Bildungscampus Heilbronn?

A: Yes, there are vending machines with hot and cold drinks located at various locations throughout Bildungscampus Heilbronn. These provide convenient access to beverages across the campus.

Bildungscampus Heilbronn CampusCard System

Q: What is the CampusCard at Bildungscampus Heilbronn?

A: The CampusCard at Bildungscampus Heilbronn is a multi-purpose card that serves as ID, access key, and payment method. It's described as "essential for life on the Bildungscampus" and provides comprehensive campus-wide functionality.

Q: How do I get a CampusCard at Bildungscampus Heilbronn?

A: To get a CampusCard: 1) Register on bildungscampus.life, 2) Complete digital ID verification, 3) Create a passport photo, 4) Initiate card print-out, 5) Validate your card at campus terminals, and 6) Top up credit to start using it.

Q: How do I manage my CampusCard online?

A: You can manage your CampusCard 24/7 through the online platform bildungscampus.life. Functions include maintaining personal data, topping up credit online, saving payment preferences, setting automatic charging, viewing transaction history, downloading receipts, and blocking/replacing lost cards.

Q: What services can I access with my CampusCard?

A: With your CampusCard you can book parking tickets, register for bike-sharing services, access shop.box services, make payments at dining facilities, and use it as identification and access key throughout the campus.

Q: Can I top up my CampusCard credit automatically?

A: Yes, you can set up automatic charging for your CampusCard through the bildungscampus.life platform. You can also save payment preferences and top up credit online manually whenever needed.

Q: What should I do if I lose my CampusCard?

A: If you lose your CampusCard, you can immediately block it through the bildungscampus.life platform and request a replacement card. The online system operates 24/7, so you can take action immediately to protect your account.

Bildungscampus Heilbronn Mobile App

[Role: Student, Employee, Visitor]

[Source: https://bildungscampus.hn/en/campus-life/services]

Q: What is the "Mein Bildungscampus" mobile app?

A: "Mein Bildungscampus" is a free mobile app available for iOS and Android that provides comprehensive campus services. It features biometric login, Mensa menu viewing, real-time parking availability, 3D campus map, public transport departures, and library book search.

Q: How do I download the Mein Bildungscampus app?

A: The "Mein Bildungscampus" app is available for free download on both iOS (App Store) and Android (Google Play Store). Once downloaded, you can set up biometric login for secure and convenient access.

Q: Can I check parking availability through the Mein Bildungscampus app?

A: Yes, the "Mein Bildungscampus" app provides real-time parking space availability information. This helps you plan your visit and find available parking spots before arriving on campus.

Q: Does the Mein Bildungscampus app show public transport information?

A: Yes, the app displays public transport departure times, making it easy to plan your journey to and from Bildungscampus Heilbronn using local transportation options.

Bildungscampus Heilbronn Mobility Services

[Role: Student, Employee, Visitor]

Q: What bike-sharing options are available at Bildungscampus Heilbronn?

A: Bildungscampus Heilbronn offers CampusRad bike-sharing with 50 bikes available for students and campus users. You can register for the service through your CampusCard or the mobile app.

Q: Are there secure bicycle storage options at Bildungscampus Heilbronn?

A: Yes, Bildungscampus provides BikeBoxes for secure bicycle storage, including e-bike charging stations. These protect your bicycle from weather and theft while providing charging capabilities for electric bikes.

Q: What car-sharing services are available at Bildungscampus Heilbronn?

A: Bildungscampus Heilbronn offers ZEAG Carsharing services for longer-distance travel needs. This provides an alternative to owning a car while studying or working on campus.

Q: Are there e-scooter rental options at Bildungscampus Heilbronn?

A: Yes, TIER e-scooter and e-bike rentals are available at Bildungscampus Heilbronn, providing convenient short-distance transportation options around campus and the city.

Q: What is Bildungscampus's approach to sustainable mobility?

A: Bildungscampus Heilbronn supports sustainable mobility through various initiatives including bike-sharing, e-bike charging stations, car-sharing services, and e-scooter rentals. The campus aims to become CO2-neutral by 2030.

Bildungscampus Heilbronn Student Housing

[Role: Student]

Q: What student housing options are available at Bildungscampus Heilbronn?

A: Bildungscampus Heilbronn offers W|27 student residence with 212 fully-furnished apartments. The residence is centrally located close to both campus and city center, featuring communal areas, fitness room, shared kitchen, and laundry facilities.

Q: What amenities are included in W|27 student housing?

A: W|27 student housing includes fully-furnished apartments with utilities and WiFi included. Additional amenities feature communal areas for socializing, a fitness room for exercise, shared kitchen facilities, and laundry facilities for convenience.

Q: Where is the W|27 student residence located?

A: The W|27 student residence is centrally located at Bildungscampus Heilbronn, providing easy access to both the campus facilities and Heilbronn city center. This location offers convenience for both academic and personal activities.

Q: What is the building numbering system at TUM Heilbronn?

A: TUM Heilbronn uses a "19xx" identification system for buildings. For example, TUM Tower (Building 9) has ID 1902, Bildungscampus D has ID 1901, and Bildungscampus C has ID 1910.

TUM Heilbronn Student Handbook - General Information

[Role: Student]

Q: What should I do in my first week at TUM Heilbronn?

A: In your first week, attend the Welcome Day and orientation events organized by the Student Council, complete your enrollment process, set up your TUM email and accounts, familiarize yourself with the campus, and connect with fellow students.

Q: What is the Welcome Day at TUM Heilbronn?

A: Welcome Day is an orientation event organized by the Student Council to help new students get familiar with the campus, meet fellow students, and receive important information about university life. It's highly recommended for all new students.

Q: How can I connect with other students at TUM Heilbronn?

A: You can connect with other students through orientation events, the Student Council, study groups, sports activities, student organizations, and social events. The campus provides many opportunities for networking and making friends.

Q: What academic support services are available at TUM Heilbronn?

A: TUM Heilbronn offers tutoring services, study groups, academic counseling, library resources, career guidance, and support from the Student Council. Faculty members also provide office hours for individual consultation.

Q: Where can I find information about my study program at TUM Heilbronn?

A: Information about your study program is available through TUMonline, the program coordinator, your academic advisor, the Student Council, and the official TUM Heilbronn website. The Student Handbook also contains detailed program information.

TUM Heilbronn Campus Services

[Role: Student, Employee, Visitor]

Q: What dining options are available at TUM Heilbronn campus?

A: TUM Heilbronn offers various dining options including the main cafeteria (Mensa), coffee shops, snack bars, and vending machines throughout the campus. The Mensa provides daily menus with vegetarian and special dietary options.

Q: How do I access the library services at TUM Heilbronn?

A: You can access the library services with your TUM student ID card. The library offers study spaces, computer workstations, book borrowing, digital resources, and research assistance. Extended hours are available during exam periods.

Q: What IT services are provided at TUM Heilbronn?

A: TUM Heilbronn provides campus-wide WiFi, computer labs, printing services, VPN access, email accounts, access to online learning platforms, and IT support through the helpdesk.

Q: Are there sports and recreational facilities at TUM Heilbronn?

A: Yes, TUM Heilbronn offers sports facilities including a fitness center, sports courts, and organized sports activities. Students can participate in various recreational programs and intramural sports.

Q: What health services are available on campus?

A: The campus provides basic health services, emergency assistance, and information about local healthcare providers. Students are advised to maintain health insurance and register with local doctors.

TUM Heilbronn Student Life and Activities

[Role: Student]

[Source: https://chn.tum.de/fileadmin/chn.tum.de/Download_Center/tum-campus-heilbronn-student-handbook.pdf]

Q: What student organizations can I join at TUM Heilbronn?

A: TUM Heilbronn has various student organizations including the Student Council, academic clubs, sports teams, cultural groups, and special interest societies. These provide opportunities for leadership, networking, and personal development.

Q: How can I get involved in campus activities at TUM Heilbronn?

A: You can get involved by joining student organizations, participating in events organized by the Student Council, volunteering for campus activities, attending workshops and seminars, and taking part in social events.

Q: What cultural events are organized at TUM Heilbronn?

A: TUM Heilbronn organizes various cultural events including international festivals, guest lectures, cultural exchanges, art exhibitions, and celebration of diverse cultural backgrounds of the student community.

Q: Are there networking opportunities for students at TUM Heilbronn?

A: Yes, TUM Heilbronn provides numerous networking opportunities through career fairs, industry guest speakers, alumni events, professional workshops, and connections with local businesses and organizations.

Q: What leadership opportunities are available for students?

A: Students can develop leadership skills through the Student Council, student organization leadership roles, event organization, peer tutoring, campus ambassador programs, and representing student interests in university committees.

TUM Heilbronn Academic Resources

[Role: Student]

[Source: https://chn.tum.de/fileadmin/chn.tum.de/Download_Center/tum-campus-heilbronn-student-handbook.pdf]

Q: How do I access online learning resources at TUM Heilbronn?

A: Online learning resources are accessible through TUMonline, Moodle, the library's digital collection, and specialized academic databases. Use your TUM credentials to log in to these platforms.

Q: What research facilities are available to students at TUM Heilbronn?

A: TUM Heilbronn provides access to research labs, specialized equipment, library research resources, databases, and support from faculty supervisors for student research projects and thesis work.

Q: How can I get help with my studies at TUM Heilbronn?

A: Academic help is available through tutoring services, study groups, faculty office hours, academic counseling, peer mentoring, and the Student Council's academic support programs.

Q: What career development services does TUM Heilbronn offer?

A: TUM Heilbronn offers career counseling, resume and interview preparation, job search assistance, internship placement support, career fairs, and connections with industry partners.

Q: How do I find internship opportunities through TUM Heilbronn?

A: Internship opportunities are available through the career services office, faculty connections, industry partnerships, job boards, career fairs, and networking events organized by the university.

TUM Heilbronn International Student Support

[Role: Student]

[Source: https://chn.tum.de/fileadmin/chn.tum.de/Download_Center/tum-campus-heilbronn-student-handbook.pdf]

Q: What special support is available for international students at TUM Heilbronn?

A: International students receive support through orientation programs, visa assistance, housing help, German language courses, cultural integration activities, and dedicated international student advisors.

Q: Are German language courses available at TUM Heilbronn?

A: Yes, TUM Heilbronn offers German language courses for international students at various levels. These courses help students improve their German skills for both academic and daily life purposes.

Q: How can international students integrate into German culture?

A: Integration opportunities include cultural exchange programs, local community events, German language courses, international student groups, buddy programs, and participation in local traditions and celebrations.

Q: What visa support does TUM Heilbronn provide for international students?

A: TUM Heilbronn provides guidance on visa requirements, application processes, renewals, and compliance with German immigration regulations. The international office assists with documentation and procedures.

Q: Are there special housing options for international students?

A: International students can access student housing through the same application process, with additional support for finding accommodation, understanding rental procedures, and connecting with international student communities.

TUM Heilbronn Practical Information

[Role: Student, Employee, Visitor]

[Source: https://chn.tum.de/fileadmin/chn.tum.de/Download_Center/tum-campus-heilbronn-student-handbook.pdf]

Q: What transportation options are available to reach TUM Heilbronn?

A: TUM Heilbronn is accessible by public transportation including buses and trains, by car with available parking, by bicycle with bike storage facilities, and through ride-sharing options.

Q: Where can I find parking at TUM Heilbronn?

A: Parking is available in designated areas around the campus buildings, with both free and paid options. Parking permits may be required for certain areas, and bicycle parking is also provided.

Q: What banking and financial services are available near TUM Heilbronn?

A: Banking services are available nearby including ATMs on or near campus, local bank branches, and assistance with opening German bank accounts for international students.

Q: How do I handle emergencies at TUM Heilbronn?

A: In emergencies, contact security services, call emergency numbers (112 for medical/fire, 110 for police), use emergency call points on campus, and report incidents to the appropriate university authorities.

Q: What shopping and services are available near TUM Heilbronn?

A: The campus area offers various services including grocery stores, restaurants, cafes, bookstores, copy centers, and other essential services within walking distance or short transportation from campus.

TUM Munich and Garching Campus Parking and Transportation

[Role: Student, Employee]

[Source: https://www.tum.de/en/studies/during-your-studies/mobility-at-campus]

Q: Where can I park at TUM Munich campus?

A: TUM Munich offers parking at the Coulombwall 6 Multi-story Car Park (Coulombwall 6, Munich) with 200 parking spaces exclusively for TUM employees and students. The facility features an intelligent parking guidance system. However, due to limited spaces, public transportation is recommended. Your semester fee (€85-144) includes MVV public transport access.

Q: Where can I park at TUM Garching campus?

A: TUM Garching offers parking at the GALILEO Underground Garage in central Garching, providing easy walking access to university facilities. Due to limited parking availability, alternative transportation is recommended. The campus is accessible by U-Bahn (Garching-Forschungszentrum station) and buses at Ludwig-Prandtl-Str., Boltzmannstr., and Technische Universität stops.

Q: What transportation options are available at Munich and Garching campuses?

A: Both campuses are well-connected by MVV public transport (included in your semester fee). Garching is accessible via U-Bahn to Garching-Forschungszentrum station. MVG Rad provides rental bikes in Munich and Garching. Garching campus offers bike stands, air pumps, repair stations, and self-help bike repair workshops. Both campuses have numerous bicycle facilities.

TUM Munich and Garching Campus Dining and Food Services

[Role: Student, Employee]

[Source: https://www.tum.de/en/studies/during-your-studies/learning-with-success/study-areas/canteens-as-study-areas]

Q: Where can I eat at TUM Munich campus?

A: The main dining facility is Mensa Arcisstraße (Arcisstraße 17) with 600 seats on the upper floor. Additional locations include cafeterias at Leopoldstraße 13a (Mon-Thu 11:00-14:30, Fri 11:00-14:00), Oettingenstraße 67 (Mon-Thu 10:00-15:30, Fri 10:00-14:30), and Adalbertstraße 5 (Mon-Thu 9:00-15:00, Fri 9:00-14:00). Study areas are available Mon-Fri 14:00-19:00.

Q: Where can I eat at TUM Garching campus?

A: The main Mensa is at Boltzmannstraße 19, open Mon-Fri 10:45-14:15 (lecture periods) or 10:45-14:00 (lecture-free periods). The modern facility has 1,750 seats and serves ~7,300 meals daily.

Additional options: Bistro/Burgers (Boltzmannstraße 19, Mon-Thu 9:00-16:00, Fri 8:30-15:00), Café (Boltzmannstraße 15, Mon-Thu 7:30-18:00, Fri 7:30-15:00), Chemistry Cafeteria, and various other campus dining spots.

Q: How much does food cost at TUM and how do I pay?

A: Meals at TUM dining facilities cost €1-10 per person. Popular items include pizza, bolognese, and falafels. Vegetarian options are clearly labeled. Payment is accepted via Legic Card or LMUcard (for LMU students). Some locations accept cash. Hours may change at short notice, so check posted notices.

TUM Munich and Garching Campus Student Services and Support

[Role: Student]

[Source: https://www.tum.de/en/studies/support-and-advice/support-during-studies/student-information]

Q: Where can I get student support at TUM Munich?

A: TUM's Service Desk is in room 0501.EG.144 at Arcisstraße 21. Office hours: Mon/Wed/Fri 9:00-12:00, Tue/Thu 13:00-16:00 (information only). Digital Service Desk available via Zoom every Wednesday 14:00-15:00 (registration required). Services include looking up contacts, arranging appointments with General Student Advising, and information on support services. Available in German or English.

Q: How can I get support at TUM Garching campus?

A: Garching students can access support through TUM's central Service Desk at Munich (Arcisstraße 21) or the Digital Service Desk (Wednesdays 14:00-15:00 via Zoom). There's also a Verwaltungsstelle Garching (Administrative Office) at Walter-Meißner-Straße 2, 85748 Garching. Email support is available

• always include your student/applicant number when writing.

TUM Munich and Garching Campus Buildings and Locations

[Role: Student, Employee]

[Source: https://www.tum.de/en/about-tum/locations]

Q: What are the main buildings and addresses at TUM Munich?

A: Key TUM Munich locations include: Arcisstraße 21 (main administration, Service Desk), Arcisstraße 17 (Mensa), Theresienstraße (Theresianum building with research offices), and various buildings along Gabelsbergerstraße. The campus uses an interactive NavigaTUM system for detailed maps and room locations. TUM's main Munich campus houses central administration and several schools.

Q: What are the main buildings and areas at TUM Garching campus?

A: TUM Garching is the largest TUM campus with building codes 5xxx, 99 buildings, and 14,148 rooms. Key streets include Boltzmannstraße (Mensa, dining), Walter-Meißner-Straße (administrative office), and Ludwig-Prandtl-Str. (bus stop). Streets are named after scientists. The campus serves 17,000 students and 7,500 employees. Use NavigaTUM for detailed maps and room locations.

TUM Munich and Garching Campus Student Life and Activities

Q: What student clubs and activities are available at TUM?

A: TUM has 140+ student groups including: Technical groups (WARR rocketry, Elara Aerospace, Akaflieg Munich aviation, TUM Hyperloop, MAKERSPACE), Business (START Munich entrepreneurship, TU Investment Club, TUM.ai), Sports (ZHS offers 100+ sports at Olympiapark, Munich eSports, MuSAC), and cultural organizations. All students can establish new TUM Student Clubs anytime.

Q: What social activities and events happen at TUM campuses?

A: TUM hosts regular social events including: Campus Cneipe (C2) at Garching with pub quiz and karaoke, summer festivals TUNIX (Munich) and GARNIX (Garching), TUMi international student events (trips, excursions, hikes), TUM Student Club Fair, and cultural programs by Munich Student Union. The TUMi App lists all international events.

Q: What sports facilities are available at TUM?

A: TUM's sports association (ZHS) offers 100+ sports at Olympiapark including aerobics, sailing, team sports, skiing, and martial arts. Munich eSports supports gaming competitions and tournaments. MuSAC assists high-performing student athletes. Garching campus has the Campus Cneipe (C2) as a social hub with regular events and fair prices for after-study drinks.

Q: How can international students get involved at TUM?

A: International students can join TUMi (TUM International), one of TUM's most active student bodies organizing trips, excursions, and cultural integration activities. ESN TUMi München offers additional events. The TUMi App lists all available programs. Cultural Bureau provides semester programs and city outings. Over 140 student groups welcome international participation across technical, business, and cultural areas.

TUM Munich and Garching Campus Practical Information

Q: What should I know about semester fees and included services?

A: Semester fees are €85-144 per semester, covering student union fees and MVV public transportation access across Munich and surrounding areas. This includes unlimited use of buses, trains, and U-Bahn to reach all TUM campuses. The Deutschlandticket for students is available through MVG and automatically expires at semester end (requires enrollment proof for renewal).

Q: How large are the Munich and Garching campuses?

A: Garching is TUM's largest campus, located 10km north of Munich, with 17,000 students and 7,500 employees, making it one of Germany's largest science and research centers. Munich campus is the historic center with main administration. Both are connected by Autobahn and U-Bahn, with excellent public transport access and comprehensive facilities for education and research.

TUM Employee HR and Administrative Forms

Q: Where can I find employee forms for vacation requests, sick leave, and other HR matters?

A: Employee forms are available through the MyTUM Portal (https://portal.mytum.de) and the Service Compass (Dienstleistungskompass). For vacation requests, you now use a personal, reusable vacation card tied to the calendar year. Sick leave requires a medical certificate with specific timeframes. Access requires TUM employee login credentials.

Q: How do I request vacation time as a TUM employee?

A: Vacation must be requested in writing well in advance before the planned start date and must be approved. You now use a personal, reusable vacation card tied to the calendar year that you receive automatically from the Personnel Service Office. Enter your requested vacation period on the card. Approval is confirmed when you receive the card back from the Personnel Service Office. Contact Ms. Kulmner and Ms. Puchinger for processing.

TUM Employee Business Travel and Expense Forms

[Role: Employee]

[Source: https://www.international.tum.de/en/global/gif/faq-on-the-tum-global-incentive-fund/, TUM Business Travel Regulations]

Q: What forms do I need for business travel and expense reimbursement?

A: For business travel, you need: Business Trip Application (Dienstreiseantrag) for authorization before travel, and Travel Expenses Reimbursement Claim after your trip. For expenses, use the Auszahlungsanordnung form (PDF, 630 KB) for TUM employees or general Reimbursement form (PDF, 162 KB). Travel expenses follow Bavarian Travel Expenses Act (BayRKG) with accommodation limits: €120/night in Munich, €90/night for cities under 300,000 inhabitants.

Q: What are the specific expense reimbursement forms and their requirements?

A: Key forms include: Kassenanordnung MU 65 (required for travel expense processing), Applications for Travel Approval (PDF, 160 KB), Applications for Reimbursement (PDF, 850 KB), Tax Declaration (PDF, 510 KB), and Declaration on Tax Confidentiality (PDF, 400 KB). Transportation is limited to economy/second class tickets with seat reservations covered. For questions, contact globalfunds@tum.de.

TUM Employee IT Services and Account Forms

[Role: Employee]

[Source: https://www.it.tum.de/en/it/faq/account-login-tum-id-mwnid-tumcard/account-password/i-am-a-new-employee-how-do-i-get-access-to-the-it-services/, it-support@tum.de]

Q: How do I request IT services, software, and hardware as an employee?

A: For new employee IT access, contact it-support@tum.de or use the user account request form in ZV-Netz (V:\Alle\Vorlagen\Benutzeranmeldung_ZV.dot). For equipment and software, administrative employees can request through IT-Support. TUM provides free and low-cost software through campus agreements. All managed systems use automatic installation/updates via SCCM. Contact: it-support@tum.de, Phone: +49.89.289.17123.

Q: What is my TUM Account and how do I get my TUMCard as an employee?

A: All TUM employees receive a central computer ID called TUM Account, consisting of the TUM ID (e.g., gu27cat) and a personal password. The TUMCard is a multifunctional employee ID card serving as access card for buildings, library card, and electronic payment card for canteens. New employees receive a 'First steps for employees' manual showing how to use your TUM account and access IT

services.

TUM Employee Research and Ethics Forms

[Role: Employee]

[Source: https://www.tum.de/en/about-tum/organization/ethics-committee, ethikkommission@mri.tum.de]

Q: How do I submit research proposals to the TUM Ethics Committee?

A: Research proposals must be submitted electronically through the 'Ethik-Pool' online portal. Only full-time TUM employees with independent research responsibilities are eligible. Requests must be submitted BEFORE the research project start date. Contact: ethikkommission@mri.tum.de, Phone: +49 89 4140 7737. Office: Ismaninger Straße 22, 81675 Munich. Access requires TUM employee credentials.

Q: What research funding forms and support are available for TUM employees?

A: TUM offers several funding programs: TUM Seed Funds for DFG and EU program applications, TUM Global Incentive Fund (up to €10,000 for international projects), and ERC Grants support through TUM ForTe office. All funding applications require documentation and follow specific procedures through the TUM research support system. Contact globalfunds@tum.de for funding questions and application procedures.

TUM Employee Campus Access and Facility Forms

[Role: Employee]

[Source: https://portal.mytum.de, TUM Service Compass, Personnel Service Office]

Q: How do I get parking permits and campus access as a TUM employee?

A: Campus access and parking information is available through the MyTUM Portal and Service Compass (requires TUM login). The TUMCard serves as your employee ID and building access card. For Garching parking, information is available from the Personnel Service Office. At Heilbronn, the CampusCard provides parking, cafeteria, and library access. Specific parking permit applications vary by campus location.

Q: How do I request office space, keys, and facility access as an employee?

A: Office space and key requests are handled through departmental administration. The TUMCard serves as your primary access card for buildings and facilities. Room assignments are managed through your department's administrative office. For system notifications about your location (maintenance alerts), ensure your room number is properly assigned in your TUMonline business card. Contact your department's administrative staff for office space allocation.

TUM Employee Training and Development Forms

[Role: Employee]

[Source: https://www.lll.tum.de/en/program-finder/, https://www.tum.de/en/lifelong-learning/all-employees]

Q: What training and professional development programs are available for TUM employees?

A: TUM Executive & Professional Education offers Executive MBA, Master programs, and certificate programs through on-campus, online, and blended learning formats. Employee development programs include TUM horizons, leadership development, and digital technologies training. The TUM Institute for

LifeLong Learning focuses on self-learning competencies and responsible leadership. Use the program finder tool to explore available options.

TUM Employee Administrative Forms and Contacts

Q: Where can I find all administrative forms and who should I contact for specific employee services?

A: The Service Compass (Dienstleistungskompass) in MyTUM Portal contains A-Z administrative information with detailed instructions and forms. Key contacts: Main switchboard +49 89 289 01, IT Support: it-support@tum.de (+49.89.289.17123), Ethics Committee: ethikkommission@mri.tum.de (+49 89 4140 7737), Global Funding: globalfunds@tum.de. Main address: Arcisstraße 21, D-80333 Munich. Most forms require TUM employee login credentials.

Q: Do I need special access credentials to download employee forms?

A: Yes, most TUM employee forms require TUM login credentials through the MyTUM Portal (https://portal.mytum.de). The Service Compass contains forms with restricted access

• some documents are publicly available, but employee-specific forms and detailed procedures require current TUM employee authentication. For forms you cannot access online, contact your department's administrative staff or the Personnel Service Office directly.