

Guide to HRZ-Services and Goethe-Card for Students





Hochschulrechenzentrum der Goethe-Universität

IMPRESSUM

Hochschulrechenzentrum (HRZ)

Goethe-Universität Frankfurt am Main
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www.rz.uni-frankfurt.de

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PARTNER ON CAMPUS: THE HRZ

The university computing center (HRZ) manages the IT-Services at Goethe-University. How do you get wireless internet access? Which virus protection program is recommended? The HRZ answers these and many more questions regarding the IT services of the university.

Would you like to know more about the HRZ services? Find out more at:

www.rz.uni-frankfurt.de

SET UP YOUR HRZ-ACCOUNT

In order to use the free services of the HRZ it is essential to have a HRZ-Account. This is automatically set up when you enroll for university studies. You will receive all important information regarding the HRZ-Account as follows:

1. **You receive a letter from the HRZ with the password for your HRZ-Account and a notice that you should pick up your Goethe-Card at the Study Service Center (SSC).**
2. **When you visit the SSC you will receive the following:**
 - **Goethe-Card**
 - **User name for your HRZ-Account**
 - **E-mail address**
 - **iTAN list**
 - **Guide to HRZ-Services**

MANAGE YOUR HRZ-ACCOUNT

With the GO page you can change your personal information (including password):

<http://go.uni-frankfurt.de>

- **Change password**
- **Set up e-mail forwarding**
- **Deactivate or reactivate your Goethe-Card**
- **Change your library password**
- **Organization of studies and exams (QIS-LSF)**
- **Access to the learning management system (OLAT CE)**

HRZ-ACCOUNT

- **Wireless internet access**
- **E-mail address**
- **Spam filter**
- **IT-Services**
- **Fileserver**
- **Microsoft Office 365**
- **Virus protection software**
- **Online organization of studies and exams**
- **Access to elearning platforms**
- **Access to HRZ PC-Rooms**
- **Print and copy**
- **PC courses**

HRZ-SERVICES AND GOETHE-CARD FEATURES

- **Store your login name, password and iTAN lists separately.**
- **Passwords and iTAN lists are only given in person (with identification).**

For security reasons, it is not possible to send these documents by mail, FAX or e-mail – even if you request it.

- **Never give your HRZ-Account data to anyone.**
- **Make sure that no one is looking over your shoulder when you are entering your password.**
- **Never save your HRZ-Account data electronically.**
- **Change your password as soon as you suspect that someone else knows it.**
- **University employees never need to know your password.**
- **For technical reasons, new passwords are only valid, at the earliest, 30 minutes after being created.**
- **Pay attention to the terms of use of the information systems of the Goethe-University: www.rz.uni-frankfurt.de/ICT_policy_english**
- **Protection against computer viruses is essential nowadays. The HRZ allows all students to download the anti-virus package SOPHOS, free of charge: www.rz.uni-frankfurt.de/sophos**

The HRZ would like to make you aware that the abuse of your account by yourself, or even by someone else, can have legal consequences for you personally. You agree with the user conditions when your account and your Goethe-Card are put into effect.

Rules for changing password

- Your password should not exist in any human language
- be exactly eight characters long
- contain lower case letters and upper case letters and numbers and special characters.
- not be a trivial combination of a word (lexicon entry) and with leading or trailing numbers and special characters

SET UP E-MAIL FORWARDING

Do you want to forward the e-mails that are sent to your university e-mail address to your private e-mail address? With webmail you can set up e-mail forwarding:

<https://webmail.server.uni-frankfurt.de>

If you have further questions, please contact:

mailadmin@rz.uni-frankfurt.de

LIBRARY PASSWORD

You receive your library password along with your Goethe-Card and your HRZ-Account. Your initial password is set to your date of birth (DDMMYY). Change your library password as soon as possible:

<http://go.uni-frankfurt.de>

ITAN LIST

The iTAN list is used by some applications in the same way as the iTAN procedure in online banking. The iTAN procedure creates an additional security layer, along with your personal login and password. If you lose your iTAN list you cannot create a new iTAN list by yourself as this requires you to enter an iTAN number. If you lose the iTAN list please go to the HRZ service center:

www.rz.uni-frankfurt.de/service-center

GOETHE-CARD: YOUR ELECTRONIC STUDENT IDENTIFICATION

The Goethe-Card is both your student identification and a multifunctional chip card. This blue plastic card makes student life more comfortable as it offers a wide array of features:

- **Student identification**
- **Library identification**
- **RMV-AStA semester ticket (public transportation)**
- **Electronic money account for cafeteria, print and photocopy purposes**
- **Access card for lockers and doors**
- **Free admission to Palmengarten (tropical gardens)**

VALIDATION OF THE SEMESTER TICKET

In order to use the RMV AStA semester ticket (for public transportation), please extend its validity at the beginning of each semester (following enrolment). You don't want to use the RMV AStA ticket and would like to be reimbursed for a portion of your semester fee through the Härtefonds office? Please validate your Goethe-Card anyway so that the validity date of the current semester is printed on the card.

To validate your semester ticket, please use the Goethe-Card validation machines. Information about the locations of the validation machines is located on the last page of this flyer and online at:

www.rz.uni-frankfurt.de/validierer-standorte

During the validation process the RMV logo and the time period of validity is printed on the lower strip of the card. This is simply a graphic image. The RMV cannot know what your travel destination is.

The Goethe-Card gets read in twice during the validation process. Please don't interrupt this process prematurely.

LOADING THE ELECTRONIC MONEY ACCOUNT

You can also use your Goethe-Card as an electronic money card to photocopy or to print or to buy food in the cafeteria. Load your Goethe-Card at one of the card loaders. These are found in the cafeterias and in the libraries. For the exact locations see:

www.rz.uni-frankfurt.de/geldboerse

You can pay the transaction amount (maximum 50 euros) either with cash or EC card.

EMERGENCY CASE: DEACTIVATE THE CARD

In the case of loss or theft, you can deactivate or reactivate your Goethe-Card with your HRZ-Account data or your library card number and password at:

www.rz.uni-frankfurt.de/services/studierende

You can deactivate your card by telephone at:

T. 069.798-77710, 21187

Mon – Fri: 9 am to 12 noon, 1 pm to 4 pm

Always keep an eye on your Goethe-Card, especially in public places like libraries and PC rooms!

TAKING CARE OF THE CARD

The Goethe-Card and the card reading devices are high tech products. The HRZ recommends that you use a plastic cover to protect the card from damage. Suitable covers for the cards can be purchased e.g. in the campus shop:

www.unishop-frankfurt.de

The cost for generating a replacement Goethe-Card (in case of damage, theft or loss) is 35 euros. The payment has to be made at:

Student Service Center

Campus Westend | PEG-Gebäude

Theodor-W.-Adorno-Platz 6 | 60323 Frankfurt

T. 069.798-3838 | **ssc@uni-frankfurt.de**

Information Point Goethe-Card

Would you like to know more about the Goethe-Card and its features?

Find out more at:

<http://goethecard.uni-frankfurt.de>

Do you have questions about the Goethe-Card? We're glad to help!

goethecard@rz.uni-frankfurt.de

HRZ SERVICE CENTER

SERVICE CENTER WESTEND

Norbert-Wollheim-Platz 1 | 60323 Frankfurt

IG-Farben-Haus, First Floor, Room 301

T. 069.798-**32936**, -**32890**

SERVICE CENTER RIEDBERG

Max-von-Laue-Straße 9 | 60489 Frankfurt

Bio Center S 121 | First Floor, Room 0.36

T. 069.798-**40029** | beratung@rz.uni-frankfurt.de

SERVICE CENTER BOCKENHEIM*

Senckenberganlage 31 | 60325 Frankfurt

Juridicum | Second Floor, Room 152

T. 069.798-**77776** | beratung@rz.uni-frankfurt.de

GOETHE-CARD SERVICE WESTEND

Container | Max-Horkheimer-Straße, First Floor | 60323 Frankfurt

T. 069-798-**77710** (Deactivation of Goethe-Card) | goethecard@rz.uni-frankfurt.de

OPENING HOURS:

Mon–Fri: 9 am to 12 noon, 1 pm to 4 pm

*Mon, Tue, and Thu: 9 am to 12 noon

IMPORTANT LINKS

HOCHSCHULRECHENZENTRUM (HRZ)

www.rz.uni-frankfurt.de

FIRST STEPS FOR STUDENTS

www.rz.uni-frankfurt.de/ersteschritte/studierende

HRZ-SERVICES FOR STUDENTS

www.rz.uni-frankfurt.de/services/studierende

HRZ-ACCOUNT

www.rz.uni-frankfurt.de/hrz-account

GOETHE-CARD

<http://goethecard.uni-frankfurt.de>

«GO» PAGE

<http://go.uni-frankfurt.de>

WEBMAIL

<https://webmail.server.uni-frankfurt.de>

WLAN

www.rz.uni-frankfurt.de/wlan

PRINTING AND COPYING

www.rz.uni-frankfurt.de/follow-me-druck

PRINTWEB

<https://printweb.rz.uni-frankfurt.de/>

OLAT CE-CENTRAL LEARNING PLATFORM

<https://olat.server.uni-frankfurt.de>

LOCATIONS OF THE VALIDATION MACHINES

Campus Westend



Campus Riedberg



Sport Campus

Main Building (First Floor, Foyer)

Campus Bockenheim

Neue Mensa, Cafeteria (First Floor)

Juridicum Cafeteria (Studentenwerk, First Floor)

Campus Niederrad

Medical Library, House No. 10, Basement Floor

Carolinum, House No. 29, Room 111

