

# Kontaktpersonenmanagement an der TU Wien

In order to enable fast, coordinated and effective action in the event of a Covid-19 (suspected) case, the access of employees and students to the buildings of the TU Wien will be registered with the start of the winter semester 2020/21 by scanning a QR code. This will implement a centralized and DSGVO-compliant digital contact person management system at the TU Wien.

## QR-Scan:

QR-Codes are placed at each entrance of a TU Wien building or certain areas. Students and employees are obliged to register in TISS when entering the building or an area. This is done by scanning the QR code at the entrances using a mobile device of the person entering. This calls up a TISS page on the mobile device, for which this person must first authenticate himself/herself in the TU Wien Single-Sign-On (SSO) portal. After successful login the access is registered immediately.

**NEW March 2021:** To make scanning QR codes at the building entrance or in the lecture hall more convenient, we now offer a dedicated TISS scanner. **Advantages:** A login is **only** necessary **every 14 days** and you are **safe against QR code fakes**.

You can find the scanner at the URL <https://tiss.tuwien.ac.at/events/scanner.xhtml>. The link opens an external URL in a new window. If you log in as usual with your standard credentials, the scanner is immediately available. There is no need to install an additional app on your smartphone. You can bookmark the URL and display the link on the home screen of your smartphone for quick access (e.g., option in Chrome or Brave browser - "Add to Home Screen").

The biggest advantage of the TISS scanner is that a login is necessary only every 14 days. If you do not use the TISS scanner for 7 days, it is necessary to re-authenticate for security reasons. Another advantage is the built-in verification of the scanned QR code. This prevents URLs from false or forged QR codes from being called in the first place.

P.S.: A tip for all iOS users so that the camera does not ask for permission every time: <https://stackoverflow.com/a/57368061>

Persons who - for various reasons - do not have a mobile device at the time of entering a TU Wien building can report to the concierge lodges. There, tablets/mobile devices will be made available for people to log in and register in TISS. These devices are disinfected after each use by GuT staff.

Alternatively, the QR codes also include a URL that can be used to register access without having to scan a QR code.

A TISS page has been set up for employees and students, where they can view their accesses and add them manually.

The following applies to **employees**:

There are no access restrictions - as long as this is not required by special protective measures for Covid-19 prevention. Only the accesses are recorded in TISS for the central contact person management.

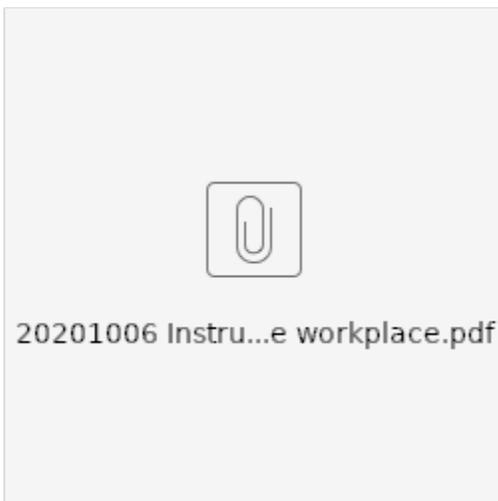
Procedure:

1. Scan QR Code
2. Registration via the SSO portal of the TU Wien in TISS (**Recommendation:** Recommendation: Use of the TISS scanner, see above "New March 2021".)

With the login in TISS the access is registered. No further action needs to be taken.

Alternatively you can register your access at your workplace.

Instructions can be found here:



Data collected during registration:

- Timestamp of the scan or registration
- TISS-ID of the logged in person
- Building concerned

- QR Content
- Random Browser ID

The data will be stored for a period of 14 days from the date of registration and will be automatically deleted after this period.

For students the following applies:

There are no access restrictions - as long as this is not required by special protective measures for Covid-19 prevention. Only the accesses and additionally the area in the respective building are recorded in TISS for the central contact person management.

Students must therefore - in addition to registration - provide a reason for entering a building.

**ATTENTION:** For students who do not yet have a TU Account (usually freshmen or mobility students) the same procedure applies as for guests (see below).

Procedure:

1. Register on the TISS access portal (<https://tiss.tuwien.ac.at/zutritt>) before your planned visit (Note: the link to the access portal will be activated on 01.10.2020)
2. Specification of a reason for entering a TU Wien building
3. Selection of a half day and either a target person, a target organizational unit or a target room
4. Scan QR code in the entrance area when entering the respective building
5. On site: Registration via the SSO portal of the TU Wien in TISS (**Recommendation:** Use of the TISS scanner, see above "New March 2021")

After a successful login, access is automatically registered and it is checked whether there is a reason and therefore permission to enter the building. If there is no authorization, the period of presence and reason can be added on site to allow access.

By default, registrations for group and examination dates are used as a reason. However, it is also possible to enter individual reasons in the "Access Portal" in TISS.

The following individual reasons are available in TISS:

- HTU-employees
- Visit TU.it Service Center
- Visit of a consultation hour
- Visit of the study department
- Use of a learning room
- Use of the library
- other reasons

If students are registered for a classroom course or a group and/or examination date, this access reason is automatically stored. It is therefore sufficient to simply register for access. The preselection of an access reason is therefore not necessary.

Students can call up their current access reasons in their TU account in TISS.

In order to enable the fastest possible processing of the access registration:

- the reason for attendance should always have been entered in advance (at home) in TISS and
- the authentication in the TU Wien SSO portal has already been done before the scan of the QR Code.

If appointments are made in different buildings of the TU Wien in the course of a day, the reason and period (half day) must be entered for each building.

Data recorded during registration:

- Timestamp of the scan or registration
- TISS-ID of the logged in person
- Building concerned
- Result (access allowed/prohibited)
- QR Content
- Random Browser ID

The data will be stored for a period of 14 days from the date of registration and will be automatically deleted after this period.

For guests/companies (all non TU members) the following applies:

There are two registration options for all non TU members:

Option 1: Special access created by employees in TISS

Employees of the TU Wien can create a so-called "special access for an external person" in TISS under <https://tiss.tuwien.ac.at/zutritt> (Note: the link to the access portal will be activated on 01.10.2020) for a specific time (by specifying date, half day, target person, target organizational unit or a target room by room code). In the TISS mask a contact e-mail address of the external person(s) must be entered. After this "special access" has been created, an e-mail with a link is automatically sent to the specified e-mail address.

This link leads to a TISS page with integrated QR Code scanner. With this scanner, the QR Code has to be scanned at the entrance of the respective building. With this the guest is registered in TISS and can be contacted via the contact person tracing if necessary.

Data collected during registration:

Timestamp of the scan or registration

- TISS-ID of the logged in person
- Building concerned
- QR Content
- Result (access allowed/prohibited)
- Random Browser ID

The data will be stored for a period of 14 days after registration.

Here you will find instructions for creating a guest entry in TISS:



Option 2: Registration in the guestbook in the porter's lodge

Guests/companies register in the so-called "access book" at the respective porter's lodge. These entries are entered into TISS once a day by the porter, so that an automated contact tracing is possible.

**Supplementation regarding parcel services:**

Parcel messengers can either sign in the guestbook at the porter's lodge or they will be entered in TISS by the person who receives the parcel. The information about the delivery company and the time of delivery is sufficient. In case this person is classified as a contact person, the delivery company has to be informed.

**Events (TU Wien external):**

The organizer is responsible for the social tracking of the event participants. For further information on holding events at the TU Wien, please see: [News on events at the TU Wien](#).

Information about the **evaluation** and **contact** in the case of a Covid-19 (suspected) case is available in the respective data protection statement for students and staff - to be found at [www.tuwien.ac.at/datenschutz/dokumente](http://www.tuwien.ac.at/datenschutz/dokumente).

Information on employment law issues in case of a Covid-19 illness or a suspected Covid-19 case can be found (after login) on the website of the TU Vienna at: <https://www.tuwien.at/intern/personalwesen/arbeitsrecht/coronavirus-faqs-fuer-mitarbeiter-innen/>.

Questions regarding contact person management can either be answered directly on this page in the comments section or you can contact us by e-mail at [infrastruktur@tuwien.ac.at](mailto:infrastruktur@tuwien.ac.at).