IT Information Event

for Students at the University Faculty IV

- Basic Instruction First Semester -
# Table of contents

<table>
<thead>
<tr>
<th>Top 1</th>
<th>Introduction IT-Team</th>
<th>Page 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 2</td>
<td>Rooms (laboratories / seminar rooms)</td>
<td>Page 7</td>
</tr>
<tr>
<td>Top 3</td>
<td>Account activation for the university network (Master-, Personal-, WLAN and Azure-Account)</td>
<td>Page 13</td>
</tr>
<tr>
<td>Top 4</td>
<td>Internet offers</td>
<td>Page 22</td>
</tr>
<tr>
<td>Top 5</td>
<td>E-mail Account</td>
<td>Page 25</td>
</tr>
<tr>
<td>Top 6</td>
<td>Network Working Environment</td>
<td>Page 27</td>
</tr>
</tbody>
</table>
TOP 1: Introduction IT-Team
Site plan Campus Linden

- Basement Building 1A
  - validation station
  - EC charging
  - print account increasers

- Ground floor H-IT Building 1B
  - validation station
  - EC charging
  - print account increasers
  - ITServiceDesk H-IT (1B.0.43)

- Ground floor H-IT Building 1C
  - validation station
  - EC charging
  - print account increasers

- Mensa
  - Cash charging (cash desk)
  - EC charging

- Ground floor Faculty IV Building 1H in front of room 1H.0.11
  - validation station (electronic I-certificate for the semester, e.g. for semester ticket Üstra,...)
  - EC charging
  - print account increasers
IT-Team

Building 1H
1st Floor

IT-Team
1H.1.34
1H.1.45 RHG
1H.1.43 AK

1st Level Support

White Board

IT-Team

Maximilian Söffker (MSO)
Ilknur Narin-Aydin (INA)
Andreas Ellenberg (AE)
Joerg Rutzen (JR)
Andreas Kremming (AK)
Ralf H. Gazmati (RHG)
IT-Team

**Definition of tasks, competencies, responsibility**

**IT-Team**

- IT - Equipment of the Business Faculties
- Primary technology of the seminar rooms and laboratories in building 1H
- Print quota management
- Media pool / Borrowing
- Help with VPN and Wireless-Lan (eduroam) access
- 1st Level Support (scientific assistant) Campus Linden + Bismarkstraße
- IT team service address:
  - f4-w-support@hs-hannover.de
  - f4-w-support-it@hs-hannover.de

**University-IT (H-IT)**

- Student card (Campus Card)
- University User Account
- IT - Offers (Software) for Students
- E-mail
- ITServiceDesk address:
  - Building 1B Room 0.43
  - support-it@hs-hannover.de
TOP 2: Rooms (laboratories / seminar rooms)
Laboratories (in building 1H)

L1: Computer laboratory for business applications
Building 1H - 1st floor - room 1.29
25 PCs plus 1 lecturer PC, beamer with control, printer (b/w), audio boxes and
notebook connection option

L2: Computer laboratory for special applications in
business administration
Building 1H - 1st floor - room 1.35
25 PCs plus 1 teacher's PC, beamer with control, printer (b/w) boxes and
notebook connection option

L3: Computer Laboratory for Business Informatics Basics
Building 1H – ground floor - room 0.13
27 PCs plus 1 lecturer PC, beamer with control, printer (b/w and color) and
notebook connection option, IOT device connection

L4: Computer Laboratory for Multimedia Applications in
Business Informatics – lecture-free
Building 1H - 1st floor - room 1.23
15 PCs, 6 scanners and printers (b/w and color)

L5: Computer laboratory for special applications in
business informatics
Building 1H - 1st floor - room 1.38
25 PCs plus lecturer PC and beamer with control, printer (b/w and coloured)
boxes and notebook connection option
Laboratories - Printer

- 10€ credit for each student per semester

- Quota loading is carried out at print account loaders using Campus Card  
  (Locations see slide 4 - Site plan)

- Printing costs:
  - 0,04€ Black and white print per page
  - 0,16€ Color printing per page

- In all laboratories there are printers, which can be controlled by the laboratory PCs  
  (B/W printers in laboratory 1 to 5; colour printers in laboratory 3 to 5)

- Incorrect prints / Problems -> IT-Team / 1st Level Support
## Laboratories - Opening hours | 1st Level-Support

### Lecture period

<table>
<thead>
<tr>
<th>Service</th>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC-Labore</td>
<td>Monday - Thursday</td>
<td>08:00 - 21:30 h</td>
</tr>
<tr>
<td>IT-First-Level-Support</td>
<td></td>
<td>08:00 - 19:00 h</td>
</tr>
<tr>
<td>PC-Labore</td>
<td>Friday</td>
<td>08:00 - 19:00 h</td>
</tr>
<tr>
<td>IT-First-Level-Support</td>
<td></td>
<td>08:00 - 19:00 h</td>
</tr>
<tr>
<td>PC-Labore</td>
<td>Saturday</td>
<td>09:00 - 19:30 h</td>
</tr>
<tr>
<td>IT-First-Level-Support</td>
<td></td>
<td>09:00 - 15:00 h</td>
</tr>
</tbody>
</table>

### Lecture-free time

<table>
<thead>
<tr>
<th>Service</th>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC-Labore</td>
<td>Monday - Thursday</td>
<td>08:00 - 19:30 h</td>
</tr>
<tr>
<td>IT-First-Level-Support</td>
<td></td>
<td>08:00 - 18:00 h</td>
</tr>
<tr>
<td>PC-Labore</td>
<td>Friday</td>
<td>08:00 - 18:00 h</td>
</tr>
<tr>
<td>IT-First-Level-Support</td>
<td></td>
<td>08:00 - 18:00 h</td>
</tr>
<tr>
<td>PC-Labore</td>
<td>Saturday</td>
<td>09.00 - 19:30 h</td>
</tr>
<tr>
<td>IT-First-Level-Support</td>
<td></td>
<td>-</td>
</tr>
</tbody>
</table>

**Sunday**

Normally closed

(opening possible by arrangement)
Seminar rooms (in building 1H)

- Seminar rooms in building 1H
- Rooms available on the ground floor and 1st floor
- Recording opportunity

- Ground floor: 1H.0.01, 1H.0.08, 1H.0.10, 1H.0.11, 1H.0.21, 1H.0.23
- 1st floor: 1H1.55, 1H1.56, 1H.1.08, 1H.1.07, 1H.1.19, 1H.1.27
Seminar rooms

Variable equipment:
PC, beamer, overhead projector, whiteboard, chalkboard, audio boxes, microphones, recording control and notebook connection (HDMI, USBC)
Up to 140 seats
TOP 3: Account activation at the university network
(Master-, Personal-, WLAN-, Adobe and Office365-Account)
Activation Master Account

Before you can register in the university's network and use our services, you must activate your Master-Account and assign a password.

You have received a personal link by E-mail for this purpose:

Hallo Ralf,
ich habe deinen Master-Account aktiviert. Es kann allerdings bis zu einer Stunde dauern, bis dieser vollständig zur Verfügung steht. Vorher solltest du folgenden Link nicht verwenden, mit dem du das Kennwort setzen kannst:

https://accounts.hs-hannover.de/unlock/token/wZSWB5EuxcvXKEvPW8HWWbn9uG5JM8UZHkkKTrDwwVrbXs7rmdRlyNy988rvQXNgtpcAKH5rdu57rPt1

Viele Grüße,
Jürgen

Only all other accounts are managed with the Master-Account.
Attention: This link to set up the master account can only be used once!

https://accounts.hs-hannover.de
Activation Master-Account

Terms of Use

There are some rules you must accept and follow in order to use web applications of University of Applied Sciences and Arts of Hannover.

- Terms of Use
- Privacy statement

I agree to the Terms of Use
I've read the privacy statement

OK
Activation Master-Account

This account allows you to manage your existing accounts and request new ones. It only works on this website.

Choose a good password if you want to keep your data secure.
Activation Master-Account

Set password: wuf-g1x

- Enter new password for wuf-g1x
  - Password: ********
  - Confirm password: ********

- OK
Activation Master-Account

After activation of the master account, the **Personal account** appears.
A "-u1" is appended to the master user name here.
Activation Personal-Account

This account is used to log in to most services Hochschule Hannover has to offer, including email and Moodle.

- Set password
  Choose a good password if you want to keep your data secure

Hochschule Hannover
Faculty IV BA and BIS  IT-Team
First Semester Presentation  SS 2020
Activation Personal-Account

Set password: wuf-g1x-u1

Enter new password for wuf-g1x-u1

Password: 

OK
Activation WLAN-Account

To change an existing account, select it from the menu on the left.

Add new Wi-Fi account
It's a good idea to use one Wi-Fi account per device.
Activation WLAN-Account

Add new Wi-Fi account

You're about to create a new Wi-Fi account. The new connection parameters will be displayed.

Google-Pixel-2
Create now

Credentials: wuf-g1x-w-google-pixel-2@hs-hannover.de

Username / Identity: wuf-g1x-w-google-pixel-2@hs-hannover.de
Password: u9P14T4

Settings
- Security: WPA2 Enterprise / 802.1x EAP
- EAP Method / Authentication: PEAP
- Phase-2 authentication: MSCHAPv2
- CA Certificate: use system certificates
- Domain: hs-hannover.de
- Identity: wuf-g1x-w-google-pixel-2@hs-hannover.de
- Anonymous Identity: edu roam@hs-hannover.de
- Password: u9P14T4

For more information please check the documentation.

More Information:
https://service.it.hs-hannover.de/services/wlan/

Note:
On some devices the setting "Use system certificates" is not possible or the connection is not established despite this selection. Then the certificate must be downloaded and installed. When saving the certificate, any name can be entered, which must then be selected as "CA certificate" during configuration. WiFi or WLAN must be selected as the intended use. The certificate can be downloaded from the following link:
https://pki.pca.dfn.de/dyn-ca-global-g2/cgi-bin/pub/pki?cmd=getStaticPage;name=indexid=2&RA_ID=2610
Activation Adobe-Account

To change an existing account, select it from the menu on the left.

- Request Adobe account
  Allows using Adobe software on computers of HsH

- Request Microsoft Adobe account
  Allows using Office 365 and some other Microsoft products
**Activation Adobe-Account**

With this account you can use Adobe software that is already installed on computers of your faculty or department. In order to create an account, the following data will be sent to Adobe:

- Your first and last name
- Your email address

Tick the box and submit your request to receive an activation link to the profile creation (incl. password definition) at the e-mail address `firstname.surname@stud.hs-hannover.de`.

The link to the profile creation (incl. password definition) will be sent to the e-mail address `firstname.surname@stud.hs-hannover.de`.

---

Your invitation to LRZ - Hochschule Hannover for Adobe-Software and -Services

LRZ - Hochschule Hannover has invited you to use Adobe Software and Services. In order to begin using these services, you must first activate your account.

**Profile activation**

If you have any questions, please contact your IT administrator.

With kind regards
Adobe
Activation Azure-Account

To change an existing account, select it from the menu on the left.

- Add new Wi-Fi account
  - It's a good idea to use one Wi-Fi account per device
- Request Adobe account

- Request Microsoft Azure account
  - Allows using Office 365 and some other Microsoft products
Activation Azure-Account

Request Microsoft Azure account

In order to create an account, the following data will be sent to Microsoft:
- Your first and last name
- I agree to send my personal data to Microsoft

Request

Microsoft Azure: Masteraccount-ms@stud.hs-h.de

Using this account you can download and install Office 365 on your computer. Check this howto if you need additional information.

This account is still not ready to use (creating it might take up to 7 days). You will receive an email when your account is ready.

Account activation will be sent to the email address firstname.surname@stud.hs-hannover.de.
Microsoft Office 365 can be downloaded from the link.
## Accounts

<table>
<thead>
<tr>
<th>Master-Account</th>
<th>Personal-Account</th>
<th>WLAN-Account(s)</th>
<th>Adobe-Account</th>
<th>Azure-Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account: &lt;XXX-XXX&gt;</td>
<td>Account: &lt;XXX-XXX-U1&gt;</td>
<td>Account: XXX-XXX-W&lt;P-Name&gt;@hs-hannover.de</td>
<td>Account (E-mail address): &lt;Name&gt;@stud.hs-hannover.de or for employees &lt;Name&gt;@hs-hannover.de</td>
<td>Account: &lt;XXX-XXX-ms&gt;@stud.hs-hannover.de</td>
</tr>
</tbody>
</table>

### Registration
- **Master-Account**
  - Registration only for Accountmanagement under [https://accounts.hs-hannover.de/](https://accounts.hs-hannover.de/)
- **Personal-Account**
  - Registration for Laboratory, Seminar room - PCs
  - Moodle
  - Webdisk
  - VPN
  - E-mail: 
    - <Name>@stud.hs-hannover.de
    - or for employees <Name>@hs-hannover.de
- **WLAN-Account(s)**
  - Registration for Internet (eduroam) on private devices
  - - As many as you want
  - - Recommendation: One account per device
- **Adobe-Account**
  - Account (E-mail address): <Name>@stud.hs-hannover.de or for employees <Name>@hs-hannover.de
  - Registration for Adobe products on Laboratory-PCs:
    - Photoshop
    - Acrobat
    - In Design
    - Illustrator
    - ...
- **Azure-Account**
  - Account: <XXX-XXX-ms>@stud.hs-hannover.de
  - Registration for Microsoft Office365 on private devices (free student version)
  - Word
  - Excel
  - Powerpoint
  - ...

---

Hochschule Hannover  Faculty IV BA and BIS  IT-Team  First Semester Presentation  SS 2020  Seite 27
TOP 4: Internet offers
Internet offers

- Internet address of the Faculty IV: [https://f4.hs-hannover.de](https://f4.hs-hannover.de)

- Pages of the University - IT
  Information for new students, Software for students, Account, E-Mail, WLAN, Campus Card, FAQ, Moodle,...
  [https://www.hs-hannover.de/ueber-uns/organisation/hochschul-it/](https://www.hs-hannover.de/ueber-uns/organisation/hochschul-it/)
  [https://service.it.hs-hannover.de/services/](https://service.it.hs-hannover.de/services/)

- Ticketsystem
  E-mail to U-IT [support@hs-hannover.de](mailto:support@hs-hannover.de) or F4-IT [f4-w-support@hs-hannover.de](mailto:f4-w-support@hs-hannover.de)
  Web- access: [https://support.it.hs-hannover.de/otrs/customer.pl?Action=CustomerTicketMessage](https://support.it.hs-hannover.de/otrs/customer.pl?Action=CustomerTicketMessage)
  Info under: [https://service.it.hs-hannover.de/](https://service.it.hs-hannover.de/)

- University App (Playstore), edoroam App
Learning management system “Moodle”

Communication platform, information exchange and organisation

- Registered letter for course participation

- Login:
  https://moodle.hs-hannover.de/login/index.php

- More Info:
Access to the university network

Internet on campus via WLAN (eduroam)
- Accesspoints "Eduroam" - Network (world-wide cooperation network of many universities)
- For smartphones, tablet PCs or notebooks (Windows, Apple, Android, Linux)
- Login via created WLAN account
- Info under: https://service.it.hs-hannover.de/tags/?tag=eduroam

Login to the university network from outside
- VPN via webaccess + client installation: https://vpn.hs-hannover.de/global-protect/login.esp
- Webdisk – Browser access to shared directories https://webdisk.hs-hannover.de
- Login with Personal-Account!
TOP 5: E-mail account
E-mail account

- Webmail address: [https://mail.hs-hannover.de](https://mail.hs-hannover.de)

- Login with Personal-Account

- The E-mail address is usually: [firstname.surname@stud.hs-hannover.de](mailto:firstname.surname@stud.hs-hannover.de)

- Accessible from anywhere via web browser

- **Option:** Access via an e-mail client
  Info under: [https://service.it.hs-hannover.de/services/e-mail/](https://service.it.hs-hannover.de/services/e-mail/)
TOP 6: Network Working Environment
Network Working Environment

Usage regulation
User rules for the information processing systems of the university (U-IT).

IT Room order
Rules of conduct in laboratories, seminar rooms and PC workstations.

https://f4.hs-hannover.de/service/it-service-und-ausstattung/it-dokus-und-formulare/
Network Working Environment

Login to the university network

- Login to PCs in the laboratory, seminar room or lecture hall
- Use Personal-Account: Username, Password

Log off from the university network

- Right mouse button on Start -> Herunterfahren oder Abmelden -> Abmelden (log off)
  (or Herunterfahren (shut down) or Neu starten (reboot))
- Left mouse button on Start -> Profil -> Abmelden (log off)

Please do not shut down (Herunterfahren) the laboratory PCs!
If you don’t log out or just block your PC, you risk that your data and e-mails will be read, changed, deleted and/or misused by other people!
Network Working Environment

User directory “home” (K:\)
- After logging in, the drive is available at every workstation
- Personal network drive (only the user has access)
- 500 MB disk space
- Regular backup and virus checking

Common directory “pools” (P:\)
- After logging in, the drive is available at every workstation
- P:\pools\Lehrveranstaltungen (scripts + materials for courses))
- Further access to existing folders for students must be requested by the teaching staff from the IT team

Note: Locally stored data is deleted at regular intervals!
Thank you very much for your attention!

Further information can be found at:
https://f4.hs-hannover.de/service/it-service-und-ausstattung/

This presentation is filed under:
https://f4.hs-hannover.de/service/it-service-und-ausstattung/it-dokus-und-formulare/