Prohibited while using the IT facilities and labs:
- food, beverages, smoking, use of cell phones, private Internet surfing and Internet telephoning.
- using other people’s personal access data.

Hotline for Students:
phone: 0511/92 96-14 41
e-mail: IT-Support@hs-hannover.de

Important HsH weblinks:
Services for students:
https://service.it.hs-hannover.de/services/
Hochschule: https://hs-h.de/it
IT Office: https://service.it.hs-hannover.de/
WebFile-Service: https://webfiles.hs-hannover.de

Opening hours:

When classes are in session:

Monday - Friday: 8:30 am to 8 pm
Saturday: 8 am to 6 pm

During the semester break
special opening hours.
See the postings in the showcases of the IT Office.

Contents and Layout:
Dipl. Ing. Inge Marmont

Picture:
Emile Ducke

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20. July 2019
Account / Access Rights
Students of Hochschule Hannover will automatically receive their access data at the beginning of the semester. The university account will be deactivated 2 weeks after your exmatriculation.

User’s Guide:
These guidelines are to ensure a largely trouble-free, unrestricted and secure use of the communications and data processing infrastructure at the Hochschule Hannover (HsH).
https://service.it.hs-hannover.de/faqs/benutzungsordnung/

Changing your Password:
Changing your password also activates your e-mail box.
https://accounts.hs-hannover.de/

E-Mail:
Your e-mail address has the following format:
firstname.lastname@stud.hs-hannover.de
► Receiving/sending e-mails:
  Via Internet-Browser: http://mail.hs-hannover.de
► More information at:
  https://service.it.hs-hannover.de/services/e-mail/

Home Directory:
Up to 5GB storage capacity (can be expanded if needed). Accessible via the U: drive.

Checking Test Results Online:
At the end of your exchange semester you will receive a transcript of records.

Printing:
Several powerful A4 / A3 printers are available in the Computer Centre. Each computer lab has its own b/w laser printer, which also allow double-sided prints. The printers are located on the ground floor in room 1C.0.07. To use these printers, you must have sufficient credit on your printing account.
► Printing account reloader (see CampusCard flyer)
► Printing costs:
  b/w prints (A4/A3): 0,04 € / 0,08 €
  colour prints (A4/A3): 0,16 € / 0,32 €
  b/w plotting: A1: 2,60 €; A2: 1,30 €; A3:0,70 €

Sophos Antivirus Program:
The software and instructions for installation can be downloaded from the following website:
https://service.it.hs-hannover.de/faqs/sophos/

WLAN:
The wireless network “eduroam” is broadcasted on the campus. You can find further information in our brochure "WLAN(eduroam)".

Instructions and downloads for VPN and WLAN:
https://service.it.hs-hannover.de/services/wlan/

Remote Access to Home Files and HsH Directories via:
WebFile-Service: https://webfiles.hs-hannover.de

Restoring Files from Network Drive
Right click on folder in Explorer and then: click on: Eigenschaften/Vorgängerversion (Properties/predecessor version)