

# Contacting us Online

## Contact form

Via our contact form, you can contact us even if you are unable to use your email. Please fill in all fields and choose a topic from the drop-down menu. We will try to sort out your problem as soon as possible. This is the link to the form:

[www.fh-swf.de/its/kontakt](http://www.fh-swf.de/its/kontakt)



## IT-Services Homepage

On our homepage you can find more information on all our services organized into different relevant topics. You will also find constantly updated configuration manuals for setting up your accounts and other services.

[www.fh-swf.de/its](http://www.fh-swf.de/its)



# IT User Support

If you need one-to-one support for specific services (such as setting up a wireless network connection) you will find IT support staff available in all our campus locations.

Their exact location and office hours as well as the services offered can be found at:

[www.fh-swf.de/cms/its-beratung](http://www.fh-swf.de/cms/its-beratung)

## IT User Support in Hagen

Room MU 21

Phone: 02331 9330-661

helpdesk-ha@fh-swf.de

## IT User Support in Iserlohn

Room ZE 01

Phone: 02371 566-256

helpdesk-is@fh-swf.de

## IT User Support in Lüdenscheid

Room 0.07

Phone: 02351 7870-402

helpdesk-ls@fh-swf.de

## IT User Support in Meschede

Room 1.2.16

Phone: 0291 9910-4362

helpdesk-me@fh-swf.de

## IT User Support in Soest

Room 04.313

Phone: 02921 378-3178

helpdesk-so@fh-swf.de

# IT-Services Information for Starting your Studies

An overview of the most important IT services for students



# These are things you need to know!

## Chiporello

The student ID in the format of a chip card is called "Chiporello" at the Fachhochschule Südwestfalen. If you choose to get it with a photograph, it will be valid without an additional photo ID. The Chiporello also serves as your library ID and has a chip to make cashless payments – for example in the dining hall. Other functions will be added in the future. You can find more information about the Chiporello here:

<http://www.fh-swf.de/cms/chiporello>

## User ID and Password

For many services, such as Webmail, Login in PC pools, etc., you need user identification. You will find your access information and your initial password in the letter, which you received after your first enrolment. You can find out how to change your password and find more information about your user ID here:

[www.fh-swf.de/cms/its-account](http://www.fh-swf.de/cms/its-account)

## Certificates

For access to online exam registration in the "Virtual Service Centre" you need a personal "digital certificate" in order to provide authentication. How to apply for the certificate and how to install it on your computer is described here:

[www.fh-swf.de/cms/its-zertifikate](http://www.fh-swf.de/cms/its-zertifikate)

## Virtual Service Centre

The "Virtual Service Centre" administers your student data. This is the place for changing your personal details and also the place for setting up a forward of your university email to your private email account. You can only use some services, such as registering for exams or deregistering from exams or looking at your grade transcript, after you have logged in with your personalized certificate. Login Page:

[vsc.fh-swf.de](http://vsc.fh-swf.de)

## Printing, Photocopying and Scanning

In or near the computer pools you will find centralized printing systems. The payment for printing services can be made with the Chiporello starting in the winter semester 17/18. On our website you can find out where the printers are and also find out about printing costs and terms and conditions of use.

[www.fh-swf.de/cms/its-drucken](http://www.fh-swf.de/cms/its-drucken)

## PC Pools

At all our campus locations, you will find PC pools that you can use for working on your own projects, if the rooms are not used for teaching. Please have a look at the class schedules posted outside the room and do not interrupt lessons in progress.

*Please note: The PCs have been set up in such a way that all data saved to the C:\ drive is erased when the PC is powered off or restarted.*

Class schedules, lists of currently available software and more information on the pool rooms and the terms and conditions of use can be found here:

[www.fh-swf.de/cms/its-pools](http://www.fh-swf.de/cms/its-pools)

## Wireless LAN Connection

In many areas of the university, you have access to the wireless "eduroam" network, which you can access via most of your mobile devices. Once you have set up the eduroam connection in your mobile devices, you may be able to use the eduroam network for free at many other university campuses worldwide. Just try it. You can find a short description on how to gain access here:

[www.fh-swf.de/cms/its-wlan](http://www.fh-swf.de/cms/its-wlan)

## VPN

If you want to use university services from home that are normally only available on campus via the intranet, such as some library services, you must set up a VPN connection to the university intranet. You can find instructions on how to set up a VPN connection here:

[www.fh-swf.de/cms/its-vpn](http://www.fh-swf.de/cms/its-vpn)

## Email

In addition to your user ID, we have also already set up an email address for you, which is \*@fh-swf.de. You

can access this via [webmail.fh-swf.de](http://webmail.fh-swf.de) using the user ID and the password described above. Alternatively, you can also set up another email program to use for your emails and you can set email forwarding for your university account to a private email account. You can find instructions on how to do this and more information here:

[www.fh-swf.de/cms/its-mail](http://www.fh-swf.de/cms/its-mail)

## Software

Information about software packages available for students (Office 365, Sophos Antivirus, Microsoft Imagine, MATLAB, etc.) can be found here:

[www.fh-swf.de/cms/its-software](http://www.fh-swf.de/cms/its-software)

## Sciebo – The Campus Cloud

You can deposit up to 30 GB of data onto the campus cloud Sciebo during your studies. This is fully compliant with the German law on data protection. You will have access to your data worldwide. In our PC pools we have set up a shortcut, which gives easy access to Sciebo. More information and instructions on how to register for Sciebo can be found here:

[www.fh-swf.de/cms/its-sciebo](http://www.fh-swf.de/cms/its-sciebo)

## Login Page

On our Login Page you will find links to the Login Pages for various services of the university. These are the "FH-Forum", the "VPIS –Teaching Schedule and Information", "KAI-The online catalogue of the library" and the "E-Learning platform Moodle".

[www.fh-swf.de/cms/its-login](http://www.fh-swf.de/cms/its-login)

