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

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

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

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
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

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

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

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 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

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

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

Printing, Photocopying and Scanning
In or near the computer pools you will find centralized printing systems. The printing credits are available via a CopyCard that you can collect from the IT User Support Offices for a deposit of 5 Euros. 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

These are things you need to know!

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 at the back of your student certificate. 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

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

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

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