ITS Guidelines

Your guide to the IT Service Centre

www.uni-kassel.de/its
Legal Notice

University of Kassel
IT Service Centre
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An introduction

The following pages provide you with lists of contact partners, brief explanations and links to information on how the IT Service Centre (ITS) can help you during your studies.

After giving you a brief summary of what is available, you can obtain information about the UniAccount so that you can use it as soon as possible. There is also information on your internal university e-mail address and what the eCampus portal offers.
How can the ITS help me?

The ITS offers you a large number of IT services so that you can study effectively: ranging from access to the Internet to administration for examinations and even using PCs at our computer pools.

Help with questions about IT services

The ITS is more than happy to help you with your questions. If you have any questions about the UniNetz or the software and hardware that is available, please contact the IT Service Desk at the ITS on the phone or send an e-mail. If you have any questions about your UniAccount or how you can connect with the WLAN system, for example, the IT Help Desk at the ITS can support you personally. You can find detailed instructions with screenshots in the ITS Manual that is available online.

www.uni-kassel.de/its-handbuch

You can discover more about this in paragraph 2.
UniAccount

Your UniAccount is your digital identity and therefore your central access point to all the IT services at the university, especially the UniNetz.

www.uni-kassel.de/go/account

You can discover more about this in paragraph 3.

CampusCard

The CampusCard is used for (almost) everything – borrowing books, making payments in the canteen or scanning and printing student documents.

www.uni-kassel.de/go/campuscard

You can discover more about this in paragraph 4.

E-Mails and data storage

You receive your e-mail address and storage space for data that is relevant to your studies (!) along with your UniAccount.

mail.uni-kassel.de/

You can discover more about this in paragraph 5.

Internet / WLAN

The ITS provides you with access to the Internet via WLAN and this can be used at all the university sites and beyond.

You can discover more about this in paragraph 6.1
eCampus

The eCampus offers many services related to your studies, like enabling you to register for examinations and courses, change your contact data and gain access to your reregistration and fee status.

ecampus.uni-kassel.de

You can discover more about this in paragraph 7.

eLearning

Students and lecturers can exchange materials, dates and information on their courses simply and comfortably via the Moodle e-learning platform. Moodle is operated in conjunction with the ServiceCenter Lehre (SCL). If you have any technical questions, the ITS can help you; if you have any questions about courses or services, please contact the SCL.

moodle.uni-kassel.de

Computerpools

The university makes available computer pools with desktop PCs at most of its sites and you can use them for your work.

You can discover more about this in paragraph 8.1.
Printing and Scanning

You can pick up your printed materials at any central copying point by using the “Follow-Me-Printing” service. You can also use the central copying systems to scan materials.

*You can discover more about this in paragraph 8.2.*

Borrowing notebooks

You can borrow a notebook at the ITS for up to three weeks free of charge. Please contact our student workers on the IT Help Desk for this service.

*You can discover more about this in paragraph 8.3.*

Using Microsoft Office free of charge

Students at the University of Kassel can install Microsoft Office on their private computers free of charge.

*You can discover more about this in paragraph 9.1.*

Imagine

If you have enrolled on a STEM course (faculties 6, 7, 10, 11, 14, 15 and 16), you can gain access to other Microsoft products.

*You can discover more about this in paragraph 9.2.*
If you have any questions about your UniAccount or hardware or software, you can either contact our IT Help Desk directly or on the phone or get in touch with the IT Service Desk at the ITS online.

Face-To-Face – the IT Help Desk for students

IT Service Centre
Mönchebergstraße 11
Room: 1740 A, first floor, on the right

Phone
+49 561 804 – 2073

Mondays – Fridays
08 a.m. – 7 p.m.

You must bring a valid student pass and ID card with you so that the IT Help Desk can help you quickly and simply!
By phone and ticket – the IT Service Desk at the ITS

www.uni-kassel.de/its/servicedesk

Phone
+49 561 804 – 5678

Mondays – Thursdays
07:30 a.m. – 4 p.m.

Fridays
07:30 a.m. – 3 p.m.

The ITS Manual

From WLAN to Typo3 – you can find detailed instructions, explanations and information on the services that are available at the ITS and the programmes associated with them.

www.uni-kassel.de/its-handbuch
2.1 How do I find the ITS?

![Map showing the location of Holländischer Platz and ITS]

Holländischer Platz

- Tram Linie 1, 2, 5
- Bus Linie 10, 12, 33, 34

weitere Standorte:
- Gottschalkstraße 2

[Diagram of the area around Holländischer Platz with street names and transportation details]
You can find the IT Service Centre building on Holländischer Platz (main campus) near the „Blue Gate“ („Blaues Tor“). Please use this map to find your way around.
Your UniAccount is your digital identity and therefore gives you access to all the central IT services that are available. It will accompany you throughout your studies at the University of Kassel. Students receive their personal UniAccount once they enrol. It consists of the UniAccount name (e.g. uk123456) and a password.

### 3.1 How is the account activated?

Your UniAccount first needs to be activated so that you can use it. You can find detailed instructions at:

www.uni-kassel.de/go/activate
3.2 How can I change my password?

Register using the following link so that you are able to change the password for your UniAccount:

www.uni-kassel.de/go/userapp

Then click on “Change password” and follow the additional instructions.

Never share your password with other people. Infringing the usage regulations in this way may lead to you losing your rights to use your account. The IT Service Centre will never ask you for your password! Never!

Your password should remain as secret as the PIN for your bank account. For security reasons:

Your password must contain at least eight characters. It must contain at least one upper case and one lower case letter, a special sign (e.g. !, $, %) and a number.

Please change it every six months. You will receive an e-mail to remind you to do this.

And please follow these rules when you change your password too.
3.3 Which settings can I adjust?

You can adjust certain settings yourself via the identity management section in your UniAccount. For example, you can set up a preferred e-mail address instead of your account name (e.g. johndoe@student.uni-kassel.de).

You can find detailed information and instructions at:

www.uni-kassel.de/go/uniaccount

You can reach the identity management section via:

www.uni-kassel.de/go/userapp
You have the opportunity to apply for a CampusCard at the start of your studies. The IT Service Centre has been producing them since July 2017 and will send it to the address that you specify by post. You can use your CampusCard as your library ticket, as a means of payment in the canteens and cafeterias operated by the student services organisation or to print, copy and scan documents (see paragraph 8.2).

Application and activation

1. Successfully enrol and activate your UniAccount (see paragraph 3.1)

2. Register at https://campuscard.uni-kassel.de using your UniAccount.

3. Follow the instructions there. **Important:** You must provide a valid postal address so that your CampusCard can be delivered reliably.

4. After receiving your CampusCard, please activate it at https://campuscard.uni-kassel.de.

You can find all the information, particularly about losing your card, card problems and card blocking at:

www.uni-kassel.de/go/campuscard

If you have any other questions, you can also send an e-mail to campuscard@uni-kassel.de.
How do I use the e-mail system and groupware?

You receive an e-mail address with your UniAccount and initially have 2 GB of storage space. All the e-mail correspondence with the University of Kassel takes place via this e-mail address. You can find detailed instructions at:

www.uni-kassel.de/go/email

Receiving and sending e-mails

You can receive and send e-mails easily and comfortably by using the webmail service at the University of Kassel and organise your appointments and contacts. It is very easy to access it using any browser – e.g. Mozilla, Chrome or Internet Explorer. Simply log in with your UniAccount at:

mail.uni-kassel.de/

Accessing e-mails on your smartphone

Instructions for Android and iPhone systems here:

www.uni-kassel.de/go/mail/smartphones
Please check your incoming mail at your University of Kassel e-mail address regularly. All the e-mail correspondence with the University of Kassel takes place via this e-mail address.

If you are sending any e-mails within the university, please use the official UniMail address: @student.uni-kassel.de.

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Personal data storage

The ITS offers all the students at the university a directory (file service/data service) on its internal servers, where data that is relevant to your studies – e.g. assignments, presentations, project work – can be stored. The directory offers space of up to 10 gigabytes and can be easily integrated as a network drive within the UniNetz.

www.uni-kassel.de/go/datendienste
How do I gain access to the university network (UniNetz)?
6.1 How can I access the internet via the UniNetz?

General matters

Internet access at any time and at any place? The ITS provides you with access to the “eduroam” WLAN system. The advantage of this network is that it links up universities and universities of applied sciences all over the world. That is to say, you can log in with your account outside the University of Kassel too – i.e. anywhere where “eduroam” is available – and then surf on the Internet.

Access and usage – how you can log in

You need a valid UniAccount to log in. If you are using Windows as your operating system, you will also need three files, so-called certificates. You can find the relevant settings and all the necessary certificates by using the following link:

www.uni-kassel.de/go/eduroam

You can log in at any university with “eduroam” around the world. You must, however, enter you UniAccount name with the suffix @uni-kassel.de in the login screen.
How do I access the UniNetz from outside?

If you need to gain access to the UniNetz from outside the university, to download lecture notes, for example, you can establish a connection between your computer and the university. There are two ways of doing this.
Using VPN access

You need VPN software for this method. You can obtain detailed instructions at:

www.uni-kassel.de/go/vpn

Via your own browser

The ITS also makes it possible for you to establish a connection via the browser on your computer quickly and easily. Once you have logged in, you will see a kind of new browser in your browser window and you can use this to access the pages and IT services from the University of Kassel that you wish to access.

vpn.uni-kassel.de

You need a valid UniAccount for both these options!
The eCampus is your contact point for any questions and functions related to the order of events for your course. In addition to registering for courses and examinations, you can find your student records and information on your reregistration status and semester fees.

ecampus.uni-kassel.de

You can find extensive online documentation for the most important functions at:

www.uni-kassel.de/go/studierendenmanagement
Where can I find computer workstations?

Has your computer at home broken down or is your laptop too heavy in your bag? Make use of the maintained PCs in the ITS’ computer pool rooms on Holländischer Platz and at the AVZ (Heinrich-Plett-Strasse) if they are not being used for units of instruction or further training courses.

The pool rooms are available if no teaching or further training sessions are taking place and may only be used for your studies – not for private purposes.
8.1 Where can I find the pool rooms?

ITS – the site on Holländischer Platz
Room 2400 27 PC workstations
Room 1330 Scanning and printing

ITS – the site on Heinrich-Plett-Strasse
Room 1250a 8 PC workstations
Room 1199 4 PC workstations

www.uni-kassel.de/go/pools

8.2 How can I print or scan documents?

Do you need to go home or go to a copy shop to print documents? Not at all. You can pick up your printed materials at any central copying point using the “Follow-Me-Printing” service.

Instead of producing a classic paper copy, you can also use the central copying systems for scanning. The scanned document can either be stored on a USB stick or an SD card or you can have it sent to yourself by e-mail.

The accounting procedures for printing and scanning costs are handled by your CampusCard (see paragraph 4).

www.uni-kassel.de/go/kopieren-drucken-scannen
8.3 How can I borrow a notebook?

You can borrow a notebook from the IT Help Desk. You can find all the necessary information at:

www.uni-kassel.de/go/notebookausleihe
Are there any special software licences for students?

9.1 How can I use Office software free of charge?

Students at the University of Kassel are entitled to install Microsoft Office Professional (Word, Excel, PowerPoint etc.) on their private PCs and laptops free of charge because the university has signed the Campus Federal General Agreement (Enrollment for Education Solutions or EES).

You can easily obtain the account for this via the login portal that is made available by the IT Service Centre; please use the following link:

www.uni-kassel.de/go/msoffice

This account enables you to activate the Office apps on all common tablet operating systems. These apps can be downloaded free of charge and are then activated with your login ID.
9.2 Can I make use of Microsoft Imagine?

Students on STEM courses (faculties 6, 7, 10, 11, 14, 15 and 16) are able to use various Microsoft products for study purposes free of charge.

This primarily involves products that are used for developing programmes in the proper sense or by extension. They include all the Microsoft client and server operating systems, MS-SQL Server and development tools like Visio or all the editions of Visual Studio.

You can obtain more detailed information and access to the registration process at:

www.uni-kassel.de/go/imagine