

# IT Systems at h\_da

Introduction for Students

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## 1. Introduction & Tutorials

The IT Services and Support department (IT-DuA) provides several tutorials about the most important IT applications at the University. They are available at [www.h-da.de/tutorials](http://www.h-da.de/tutorials). You can also find an FAQ of the IT services here: [www.h-da.de/faq](http://www.h-da.de/faq).

In addition, you can find some instructions about administrative procedures such as registering for exams on the student page of your degree course website. You can find the degree course website under <https://mba.h-da.de/current-students/>

## 2. Questions & contact partners

If you have questions about the University's IT services, or if technical problems occur, please contact the IT service desk.

The easiest and quickest way to get help is to use the IT ticketing system: <https://sd.h-da.de>. Alternatively, you can contact the service desk by email at [it-service@h-da.de](mailto:it-service@h-da.de) or phone at +49 6151 533-68888.

## 3. Access data & account activation

You can login on all systems of the Darmstadt University of Applied Sciences using your student account. It requires activation once. You receive the access data at the start of your studies by post in two separate letters.

1. **User ID:** you receive your user ID together with the Campus Card. It comprises the abbreviation "st" and parts of your name.
2. **Master password:** you receive your master password in a separate letter. Please store the master password in a safe place, as you need to use it to reactivate your account if you forget your password.

An introduction on how to activate your account can be found at <https://h-da.de/85174>.

## 4. User account

Once you have activated your account, you can access your user account. You can find it in the so-called "self-service function" <https://h-da.de/studium/studienorganisation/selbstbedienungsfunktion/fuer-studierende/>.

Here you can:

- Activate or reactivate your account

- Check the status of your account
- Change your personal data
- Change your e-mail distribution subscriptions

## 5. E-mail

Upon enrolment you are automatically given a student e-mail address at the Darmstadt University of Applied Sciences. This usually has the following form [firstname.surname@stud.h-da.de](mailto:firstname.surname@stud.h-da.de). In addition you might be given a second address with a shorter version, usually using your user ID.

You can manage your e-mails either via the webmail program "Roundcube" (<https://webmail.stud.h-da.de>), or you can set up an account in your e-mail client. Instructions on how to do this can be found at <http://link.h-da.de/stemail>.

Please check your e-mails regularly. You can contact all University employees using this address. **Messages sent to your student e-mail address are deemed to have been sent by post!**

## 6. Wi-Fi

At the Darmstadt University of Applied Sciences, you have access to the eduroam Wi-Fi network. You can login using your e-mail address and your usual password.

Eduroam is a network which is used by many universities and other educational institutions world wide. Thanks to this network you therefore also have access to Wi-Fi at many locations outside of the university.

Further information about the Wi-Fi network can be found at <http://wlan.hda.de>.

## 7. Moodle

Most lecturers use Moodle as a learning platform to accompany the courses they give in the MBA program. You can find it at [lernen.h-da.de](https://lernen.h-da.de). You can login using your student account.

Instructions on the use of Moodle can be found on the [student page of your degree program](#) in the section "FAQ and instructions". Once you have logged in into Moodle, you can also find lots of instructions and video tutorials on individual applications within the platform under "Information for students".

## 8. QIS/LSF (course administration)

The online system QIS/LSF is the central interface for your personal course administration. You can also login here using your student account. In this administration system you can do the following:

- Access the lecture timetable
- Register for lectures (enrolment)
- Register for or deregister from exams
- View your grades and your course progress
- Print certificates and applications
- Notify changes of address

At [www.h-da.de/tutorials](http://www.h-da.de/tutorials) you can find an introduction to the QIS system as well as some (video) tutorials for the afore-mentioned areas.

## 9. Library databases

You can use the library databases, on the one hand, to search all the literature and, on the other hand, to access a wide range of electronic resources. All databases and further information can be found at <https://bib.h-da.de/recherche/>.

## 10. Literature management (Citavi)

The Darmstadt University of Applied Sciences provides the Citavi literature management system to all students. Citavi provides literature management, knowledge organisation and task planning.

Thanks to the campus licence, you can use Citavi both at the University and at home. Further information is available at <https://bib.h-da.de/lernen/literaturverwaltung-citavi/>.

## 11. Staff register

Via the staff register of h\_da you have access to the contact data of all teachers and employees at the University. You can find the register at [www.personen.h-da.de](http://www.personen.h-da.de).

If you send emails via Webmail, you can also access the whole register via the address book.

## 12. Intranet

h\_da provides some information for members of the university on the intranet. You can find it at <https://intranet.h-da.de/>. Here you can find, for example, information about the services and departments of the university, as well as further instructions and contact information.

## 13. Wiki

The Darmstadt University of Applied Sciences provides all university members with the opportunity to exchange information about lectures, projects or other topics via the central Wiki server. You can find the Wiki at [www.wiki.h-da.de](http://www.wiki.h-da.de).

## 14. Virtualisation of servers

If you require a server for projects or your thesis, it is possible to have a virtual machine installed at the h\_da computer centre. To clarify the details, please first speak to your lecturer and then contact the Service Desk at ([it-service@h-da.de](mailto:it-service@h-da.de)).

## 15. Anti-virus solutions

The Darmstadt University of Applied Sciences has a campus contract for the anti-virus software Sophos, which you can also use as a student. Via our update server you can download updates to the Sophos software with your h\_da user ID and password. For more information, please see <https://sophos.h-da.de>.

## 16. Usage guidelines

By using the IT services of the Darmstadt University of Applied Sciences, you accept the usage guidelines. You can find them at <https://sd.h-da.de/manuals/stud/richtlinien.pdf>.