



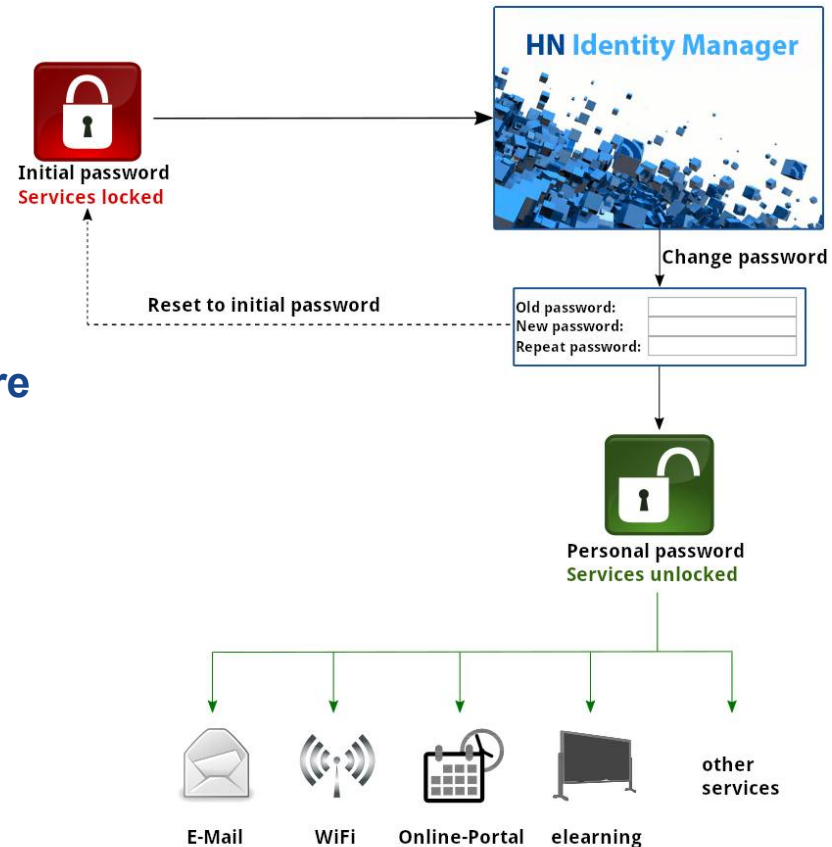
**Hochschule Niederrhein**  
University of Applied Sciences

# Central IT for students. Information from IT support.

Introduction summer term 2024.  
March 2024.

# Services :: University account

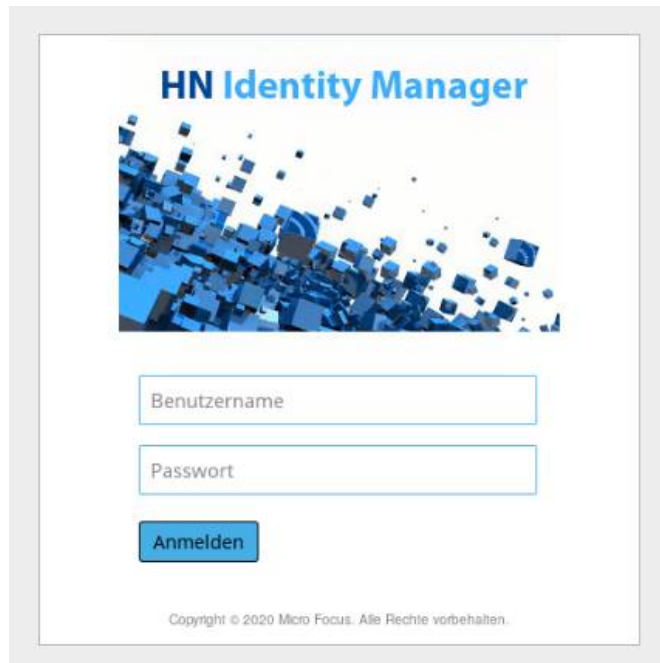
- **University account**
  - Required for central IT-services
  - Username like nasur000
  - Initial password only to change to personal password
  - Change of password required before using university account
  - Reset to initial password on request
  - Please keep the initial password!



# Services :: University account

- Change password at HN Identity Manager

<https://iman.hs-niederrhein.de>



The image shows a screenshot of the HN Identity Manager login interface. At the top, the text "HN Identity Manager" is displayed in blue. Below this is a decorative graphic of blue cubes. The login form consists of two input fields: "Benutzername" (Username) and "Passwort" (Password). Below the password field is a blue button labeled "Anmelden" (Login). At the bottom of the page, there is a small copyright notice: "Copyright © 2020 Micro Focus. Alle Rechte vorbehalten."

# Services :: University account

- At first login, change of password is required

## Change Password

Please enter the following data. This is required to verify your identity before you can change your password.

### Current Password

Continue

Cancel



## Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 20 characters long.
- Must not include any of the following values: ^ ' `

Erlaubte Buchstaben sind: a-z, A-Z Erlaubte Ziffern sind: 0-9 Erlaubte Sonderzeichen sind: Leerzeichen ! " # \$ % & ( ) \* + , - . / : ; < = > ? @ [ \ ] \_ { } ~ Wenn Sie hier ihr Passwort ändern, ist es auch für die angeschlossenen Systeme gültig

**Bitte denken Sie bei einer Passwortänderung daran, das in den anderen Programmen gespeicherte Passwort (z.B. E-Mail, iHN-App, WLAN, Webbrowser) ebenfalls zu aktualisieren, da es ansonsten zu einer temporären Sperrung des Hochschulaccounts führen kann**

Please type your new password

### New Password

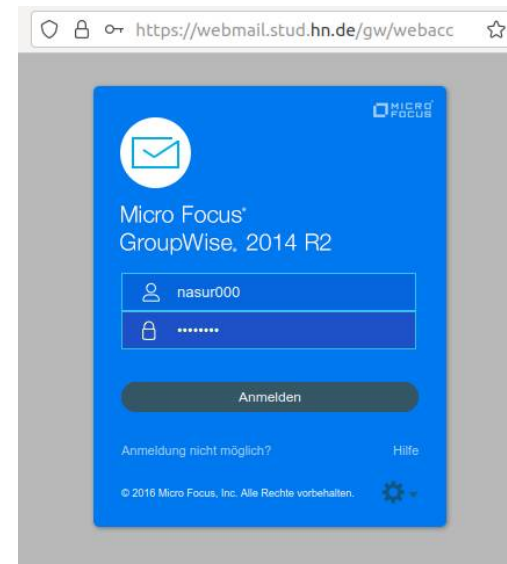
### Confirm Password

Change Password

Cancel

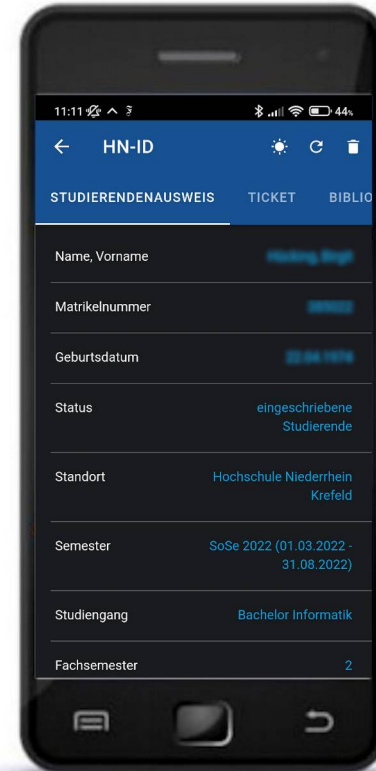
# Services :: E-mail

- **University account**
- **E-mail**
  - **Mandatory for communication with University**
  - **name.surname@stud.hn.de**
  - **Access via Webmailer (<https://webmail.stud.hn.de>) and/or e-mail client**
  - **Login data = University account**



# Services :: Student ID

- University account
- E-mail
- Student ID
  - For use in the iHN UniversityApp
  - Printout available
  - <https://hio.hs-niederrhein.de>



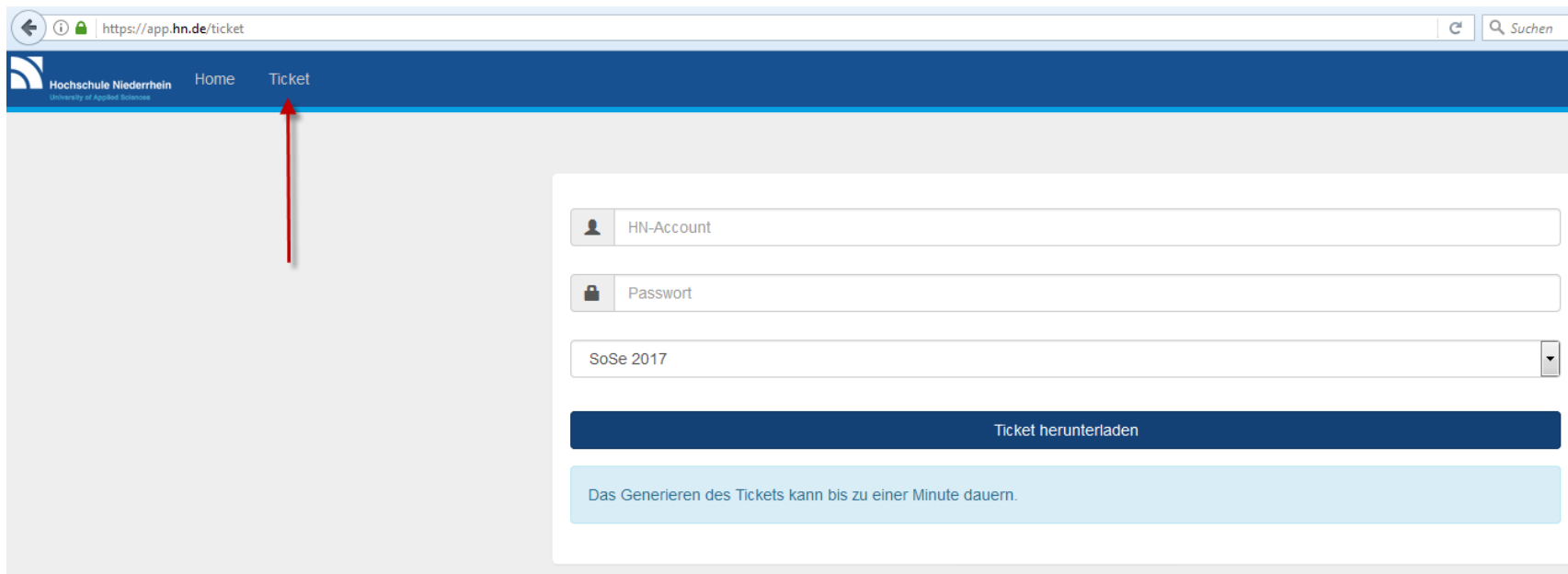
# Services :: Ticket for public transport

- University account
- E-mail
- Student ID
- Ticket for public transport
  - For use in the iHN UniversityApp
  - Printout available
  - <https://app.hn.de/ticket>





# Services :: Ticket for public transport



The screenshot shows a web browser window with the URL <https://app.hn.de/ticket>. The page header includes the Hochschule Niederrhein logo and navigation links for 'Home' and 'Ticket'. A red arrow points to the 'Ticket' link. The main content area contains a login form with the following fields:

- HN-Account
- Passwort
- SoSe 2017 (dropdown menu)

Below the form is a dark blue button labeled 'Ticket herunterladen'. A light blue message box below the button states: 'Das Generieren des Tickets kann bis zu einer Minute dauern.'

# Services :: Online-Portal

- **University account**
- **E-mail**
- **Student ID**
- **Ticket for public transport**
- **Online-Portal**
  - **<https://hio.hs-niederrhein.de>**
  - **Change of address**
  - **Information on re-registration**
  - **Login data = University account**

# Services :: Online-exam management

- **University account**
- **E-mail**
- **Student ID**
- **Ticket for public transport**
- **Online-Portal**
- **Online-exam management at Online-Portal**
  - **<https://hio.hs-niederrhein.de>**
  - **Registering for exams, exam results**
  - **iTAN required**
  - **Number of iTAN to be used is given**
  - **Follow-up list can be generated yourself**
  - **Replacement list at IT Service Centres**
  - **Login data = University account**

# Services :: WiFi HN1X

- **University account**
- **E-mail**
- **Student ID**
- **Ticket for public transport**
- **Online-Service**
- **Online-exam management**
- **WiFi HN1X**
  - **Login valid on all three campuses**
  - **Login data = University account**
  - **WATCH OUT!**  
HN1X-login is **nasur000@hs-niederrhein.de**  
(not an e-mail address!)
  - **Please follow instructions carefully!**
  - **Easy configuration via iHN UniversityApp**
  - **Management via HN Identity Manager**

# Services :: eduroam

- **University account**
- **E-mail**
- **Student ID**
- **Ticket for public transport**
- **Online-Service**
- **Online-exam management**
- **WiFi HN1X**
- **eduroam**
  - **Obtaining WLAN access at participating institutions e.g. universities worldwide**
  - **Login data = University account**
  - **WATCH OUT!**  
eduroam-login is `nasur000@hs-niederrhein.de`  
(not an e-mail address!)
  - **Please follow instructions carefully!**
  - **Easy configuration via iHN UniversityApp**
  - **Management via HN Identity Manager**



# Services :: WLAN / eduroam



## Aktivierung bzw. Deaktivierung des WLAN-Zugangs

Aktivierung bzw. Deaktivierung des WLAN-Zugangs

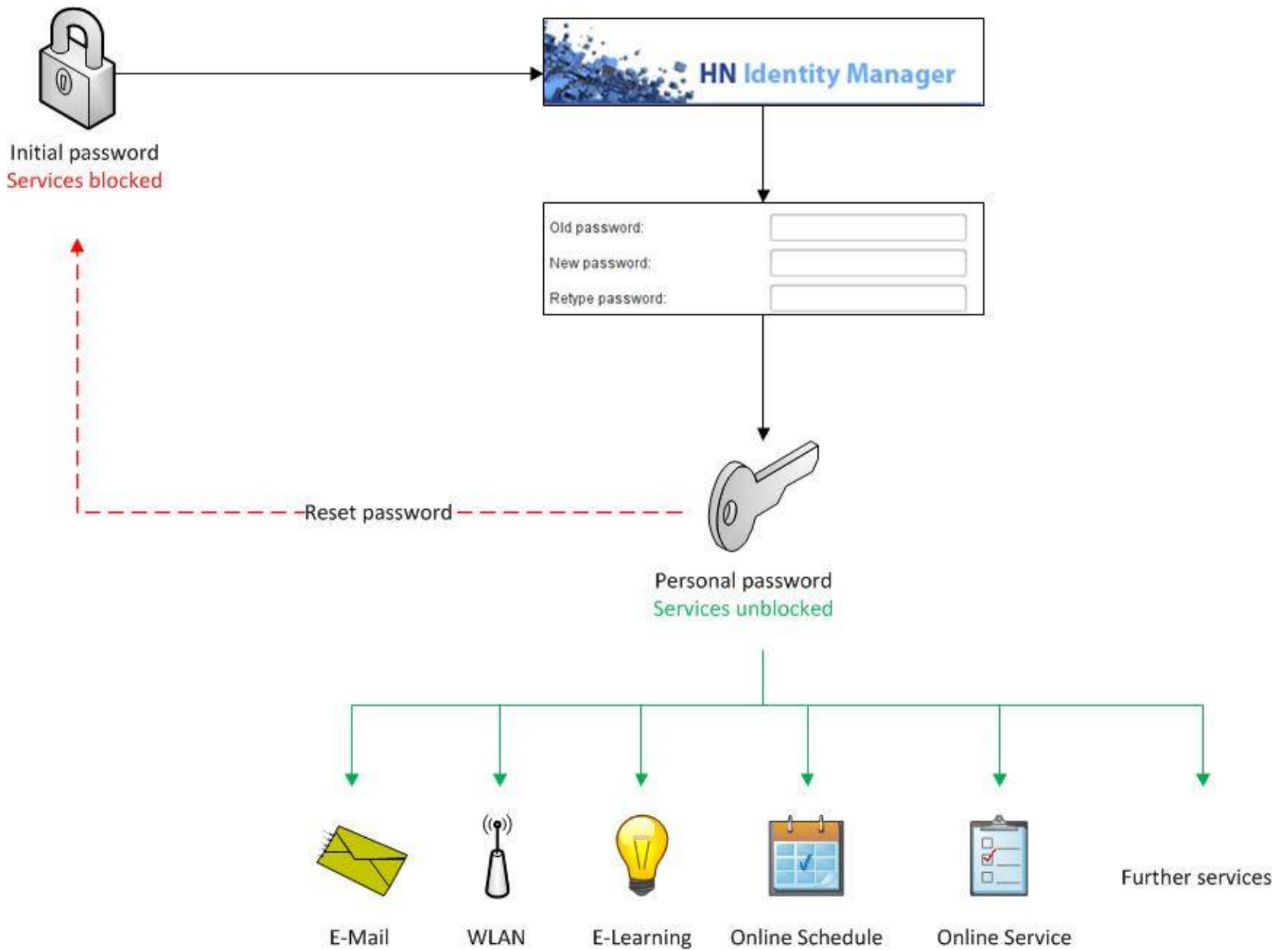
WLAN:

Senden Abbrechen

# Services :: iHN UniversityApp

- **University account**
- **E-mail**
- **Student ID**
- **Ticket for public transport**
- **Online-Service**
- **Online-exam management**
- **WiFi HN1X**
- **eduroam**
- **iHN UniversityApp**
  - for iOS, Android and Windows Phone
  - Access to Online-Services and Social Network
  - Library card
  - Ticket for public transport
  - WiFi configuration
  - Webmail, campus-info, schedules of public transport,...

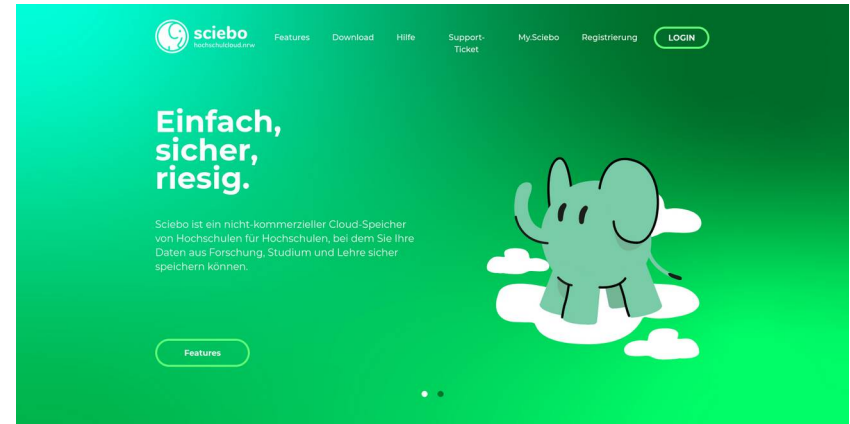






# Services :: sciebo

- University account
- E-mail
- Student ID
- Ticket for public transport
- Online-Service
- Online-exam management
- WiFi HN1X
- eduroam
- iHN UniversityApp
- **sciebo - the Campuscloud**
  - 30GB cloud storage
  - Hosted at NRW universities
  - Authentication with University account
  - Explicit user data for sciebo
  - **WATCH OUT!**  
sciebo login name is **nasur000@hs-niederrhein.de**  
**(not an e-mail-address!)**



# Services :: VPN

- **University account**
- **E-mail**
- **Student ID**
- **Ticket for public transport**
- **Online-Service**
- **Online-exam management**
- **WiFi HN1X**
- **eduroam**
- **iHN UniversityApp**
- **sciebo**
- **VPN**
  - **Needed for internals**  
**e.g. SPSS, MatLab and SciFinder**
  - **Certificate required**
  - **Apply for certificate via website**
  - **Certificates generated in a timely manner**

# Services

- **University account**
- **E-mail**
- **Student ID**
- **Ticket for public transport**
- **Online-Service**
- **Online-exam management**
- **WiFi HN1X**
- **eduroam**
- **iHN UniversityApp**
- **sciebo**
- **VPN**

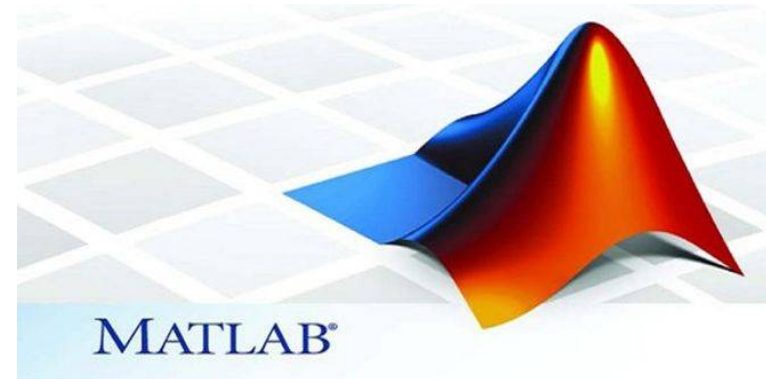
**<https://www.hs-niederrhein.com/students/it-support/>**  
→ **Services for students**

# Software :: SPSS

- **SPSS**
  - **Provided via download**
  - **Only usable on campus or via VPN**

# Software :: MatLab

- SPSS
- MatLab
  - Provided via download
  - Only usable on campus or via VPN



# Software :: SophosHomePremium Anti-Virus

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
  - For private use
  - Authentication with Sophos with university email address
  - Registration also possible with private email address
  - Please note the information on our website!
  - Registration link via website



# Software :: MS Office

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
- **MS Office**
  - **Provided by external partner**
  - **Authentication with University account**
  - **No support by HS Niederrhein!**
  - **Renting**
  - **4,99 € per annum**

## Microsoft Office 365 ProPlus



# Software :: Citavi

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
- **MS Office**
- **Reference Management Citavi**
  - **Provided by university library**



# Software :: Free Software

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
- **MS Office**
- **Reference Management Citavi**
- **Free Software**
  - **Only selection**
  - **All available for Mac, Windows and Linux**
  - **Only links to software websites**

# Software

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
- **MS Office**
- **Reference management Citavi**
- **Free Software**

<https://www.hs-niederrhein.com/students/it-support/>  
→ **Software for students**

# IT-Support :: IT Service Centres

- **IT Service Centres**
  - **Krefeld-South and Mönchengladbach:**  
**Mondays to Fridays, 9 am - 3 pm**
  - **Krefeld-West:**  
**Wednesdays, 9 am - 3 pm**
  - **Student identity card and photo identification**

## IT Service Center Krefeld South

Reinartzstr 49  
47805 Krefeld  
Room: D E15 (side entrance)

Monday to Friday: 9:00 am - 3:00 pm

[Site plan Krefeld South Campus](#)



## IT Service Center Mönchengladbach

Richard-Wagner-Str.140  
41065 Mönchengladbach  
Room: N E25 (in the foyer on the right)

Monday to Friday: 9:00 am - 3:00 pm

[Site plan campus M'Gladbach](#)



## IT Service Center Krefeld West

Frankening 20  
47798 Krefeld  
Room: P 113

Reopening planned for the winter semester.



# IT-Support :: Support by phone

- IT Service Centres
- Support by phone

**Mondays to Fridays, 9 am - 3 pm**

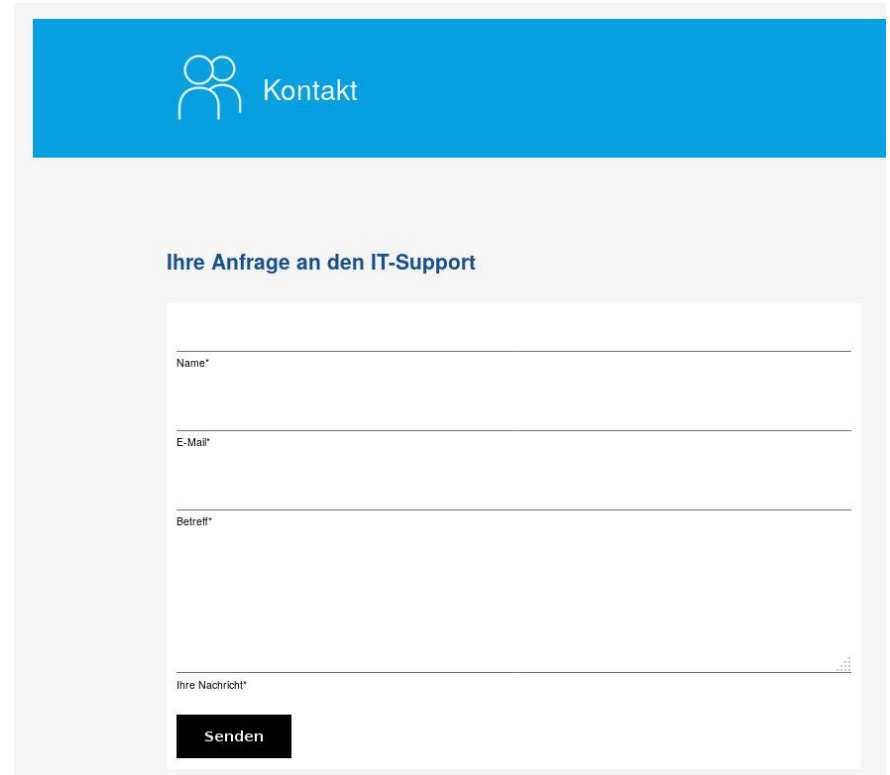
- Tel. 02151-822-2222
- Tel. 02161-186-2222

# IT-Support :: Support by e-mail

- IT Service Centres
- Support by phone
- Support by e-mail
  - [it-support@hs-niederrhein.de](mailto:it-support@hs-niederrhein.de)
  - Web form
  - HelpDesk



The screenshot shows the login page for the KIX Self Service Portal. At the top center is the KIX logo, a blue square with white curved lines. Below the logo, the text reads "Willkommen bei KIX" and "Self Service Portal". There are two input fields: "Benutzername" (Username) and "Passwort" (Password). Below the password field is a button labeled "Anmelden" (Login).



The screenshot shows a web form titled "Kontakt" (Contact) for submitting an IT support request. The form is set against a blue header with a contact icon and the word "Kontakt". Below the header, the text "Ihre Anfrage an den IT-Support" (Your request to IT support) is displayed. The form contains four input fields: "Name\*", "E-Mail\*", "Betreff\*" (Subject), and "Ihre Nachricht\*" (Your message). A "Senden" (Send) button is located at the bottom left of the message field.

# IT-Support :: Downloads and How-Tos


- **IT Service Centres**
- **Support by phone**
- **Support by e-mail**
- **Downloads and How-Tos**
  - **Moodle course „IT-Support“**
  - **Enrolment key: it-support**

# IT-Support

- **IT Service Centres**
- **Support by phone**
- **Support by email**
- **Downloads and How-Tos**

<https://www.hs-niederrhein.com/students/it-support>







<http://www.hs-niederrhein.de/it-support>




**University IT**  
for students

Hochschule Niederrhein. Your way.

[Home](#) » [Students](#) » [IT Support](#)

-  Semester Start Info
-  Services for students
-  Software for students
-  Regulations and data protection information
-  contact
-  University IT for employees


**IT Service Center Krefeld West**  
Frankenring 20  
47798 Krefeld  
**Room: P 113**



**News**  
05.09.2023




# <http://www.hs-niederrhein.com/students/it-support> → Semester Start Info


 Information for first semester students To the instructions >


### First steps in IT

In the course of your studies, you will come into contact with central IT support many times. The video in which we present our most important services and offers for you as a freshman will be made available in the course of the next weeks.








[To the presentation](#) [PDF](#)



First steps in IT - Central IT for students 2023  
How does this work ...  
Central IT for students.  
Information from IT support.  
Ansehen auf  YouTube

 [it-support\(at\)hs-niederrhein.de](mailto:it-support(at)hs-niederrhein.de) >

You can also send us a request via our [contact form](#).

|  |   |
|--|---|
| <a href="#">IT Service / IT Support</a>               | <a href="#">Freshman presentation</a>    |
| <a href="#">Instructions</a>                          | <a href="#">University account</a>       |
| <a href="#">E-mail address of the HS Niederrhein</a>  | <a href="#">WLAN access and eduroam</a>  |
| <a href="#">Online portal</a>                         |   |

# <http://www.hs-niederrhein.com/students/it-support/latest-news/>



## Latest news of the IT support

Hochschule Niederrhein. Your way.

[Home](#) » [Students](#) » [IT Support](#) » [Latest news](#)

Alle Meldungen ▾

Campus dining hall meal plans are not updated in the iHN app

09/05/2023

Currently, the campus dining hall meal plans are not updated in the iHN app. This will be fixed with the next update of the app.

[Read more »](#)

Maintenance work on the online portal

08/03/2023

On Thursday, 03.08.2023, maintenance work will take place in the online portal (HisinOne) between 12 and 14 o'clock.

[Read more »](#)

Maintenance work on the online portal

07/06/2023

On Thursday, 06.07.2023, maintenance work will take place in the online portal (HisinOne) between 12 and 14 o'clock.

[Read more »](#)

# https://moodle.hsnr.de/course/view.php?id=3745

- IT-Support der Hochschul...
  - Hinweise zu den Anleitungen
  - Wie erstellen Sie einen Scr...
- Dienste für alle
  - Hochschulaccount / HN Ide...
  - WLAN "HN1X"
  - WLAN "eduroam"
  - iHN - Hochschul-App
  - OpenVPN
  - HelpDesk / Ticket-System
  - DigiBib
  - schiebo
- Dienste für Studierende
  - E-Mail für Studierende
  - Semesterticket
  - Online-Portal (Campus Man...
  - TAN-Erzeugung
  - Online-Prüfungsverwaltung
- Dienste für Beschäftigte
  - Übersicht der Online-Anträge
  - E-Mail für Beschäftigte (Exc...
  - E-Mail-Verschlüsselung mitt...
  - Benutzung und Verwaltung ...
  - DFN-Webkonferenzen
  - Jitsi-Webkonferenzen
  - Faxserver der Verwaltung

Verschiedenes / Hochschul-IT

## IT-Support


Kurs Teilnehmer/innen Bewertungen Mehr ▾


### IT-Support der Hochschule Niederrhein


Der IT-Support befasst sich mit allen Problemen und Fragen, die im Umgang mit den IT-Services und -Systemen der Hochschule Niederrhein auftreten können.


#### Wussten Sie schon?

Sie können das Semesterticket nicht nur in der iHN-App nutzen, sondern sich auch einen Ausdruck im Scheckkartenformat machen. Damit ist ihr Semesterticket auch mit leerem Handy-Akku immer dabei.




 Informationen zum Semesterticket

 Hinweise zu den Anleitungen


 Wie erstellen Sie einen Screenshot oder einen Screencast?

Dienste für alle




Dienste für alle

Dienste für Studierende



Dienste für Studierende

Dienste für Beschäftigte



Dienste für Beschäftigte

### IT-Servicecenter

**Krefeld-Süd**  
D E15 (Seiteneingang)  
Montag bis Freitag, 9:00 Uhr bis 15:00 Uhr

**Mönchengladbach**  
N E25 (im Foyer rechts)  
Montag bis Freitag, 9:00 Uhr bis 15:00 Uhr

Am Campus **Krefeld-West** bieten wir derzeit keine Servicezeiten an. Bitte nutzen Sie das IT-Servicecenter Krefeld-Süd.

### Supportanfragen

**E-Mail-Support**  
it-support@hs-niederrhein.de

**Telefonsupport**  
+49 (0)2151 822-2222  
+49 (0)2161 186-2222

**Faxsupport**  
+49 (0)2151 822-85-2222  
+49 (0)2161 186-85-2222

?

# Impress

Dez. I – Infrastruktureressourcen (IT Servicemanagement)

Room D E15

Room P 113

Room N E25

(Side entrance)

(CIP-Pool)

("Blauhaus", to the right in entrance hall)

Campus Krefeld-South

Campus Krefeld-West

Campus Mönchengladbach

Web <http://www.hs-niederrhein.de/it-support>

E-Mail [it-support@hs-niederrhein.de](mailto:it-support@hs-niederrhein.de)

Tel. +49-2151-822-2222

Tel. +49-2161-186-2222



**Hochschule Niederrhein**  
University of Applied Sciences