

Contact Us Online

You can send us a message using our contact form, even if you are unable to use your email. It is important that you complete all fields. We will process your request as soon as possible. You can find the form here:

www.fh-swf.de/cms/its-kontakt



Website of the It Services

You will find further information thematically sorted about the offered services as well as continuously updated configuration manuals on our website.

www.fh-swf.de/cms/its



IT-ServiceDesk

The IT Service Desk is the first central contact point for technical queries and problems concerning the central IT services of the university; this comprises the university portal, authentication, wireless LAN with eduroam, email and many other services.

You can find the current service hours and further information about the services offered on our website:



If you need personal advice or support for using the services offered (e.g. for setting up Wi-Fi), we offer on-campus counselling. You can make a personal appointment via the IT Service Desk. You can find the current office hours on our website at:

www.fh-swf.de/cms/sd

User support Hagen campus

Room: MU 21

User support Iserlohn campus

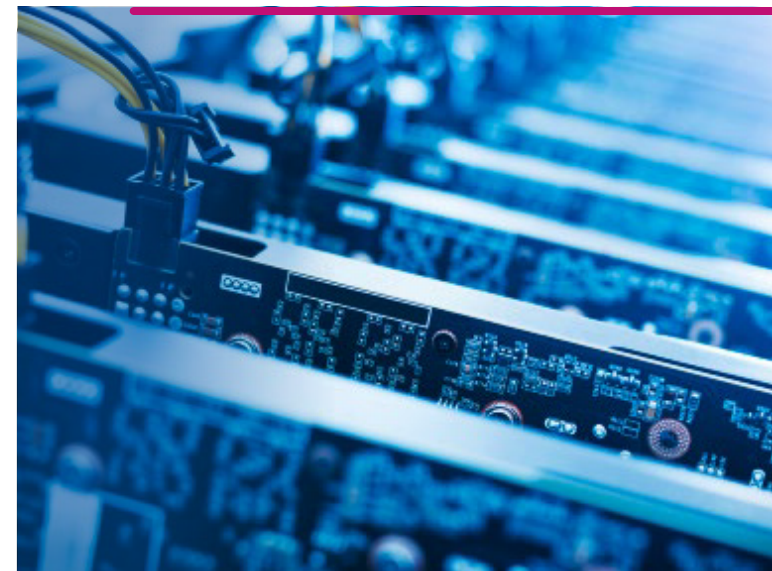
Room: ZE.01

User support Meschede campus

Room: 1.2.16

User support Soest campus

Room: 04.313



IT-Services Information for Starting Your Studies

**An overview of the most important IT services
for students**

IT Services at a Glance

Chiporello

At the South Westphalia University of Applied Sciences, the student ID in the format of a chip card is called Chiporello. If you decide to use it with a photograph, the Chiporello is valid without an additional photo ID. At the same time, the student ID card also serves as library card. You can find important and current information on the Chiporello here:

www.fh-swf.de/cms/chiporello

User ID & Password

A number of services, such as webmail, logging in to the computers in the PC pools, etc., require authentication. You can find your access data with your initial password in the letter that you received in the course of enrolment. Here you can find out how to change your password and further information about your user ID: www.fh-swf.de/cms/its-account

Study Organisation

If you have any questions about your studies (e.g. enrolment, re-registration, exams, etc.), the Student Service Office on your campus is the place to go. You can use the "University Portal" to manage your studies. For example, you can change your personal details, register for and de-register from exams, access your transcript of records and configure the forwarding of your university email address to your personal email address. Login page:

hochschulportal.fh-swf.de

In the Virtual Service Centre, you can register and withdraw from examinations, view your transcript of records and use further functions.

Login page: vsc.fh-swf.de

Printing, Copying and Scanning

In the PC pool areas, you will find central printing systems at all campuses. Authentication is carried out with the Chiporello. The usage requires sufficient printing credit; the cash card chip cannot be used for printing. Information about printing credit and printing costs can be found here:

www.fh-swf.de/cms/its-drucken

PC-Pools

You will find PC pool areas at all campuses, which you can use if no teaching activities take place there. Please pay attention to the class schedules and do not disturb ongoing teaching activities by entering the rooms.

Please note: Due to technical protection measures, locally stored files on the C:\ drives of the PC pool computers are lost whenever the computer is restarted.

Class schedules, lists of currently available software, information on the room equipment and the terms and conditions for using the rooms can be found here:

www.fh-swf.de/cms/its-pools

WiFi

The wireless network eduroam is available in many areas of the university and can be accessed via most mobile devices. Once set up, you can even use eduroam at many other universities worldwide and surf for free. Just try it. Here you can find a description of how to get access:

www.fh-swf.de/cms/its-wlan

VPN

If you want to use certain services off campus that are in general only available on campus (intranet), such as some library services, you must first set up a VPN connection to the university network. Instructions for various operating systems can be found here:

www.fh-swf.de/cms/its-vpn

Mail

In combination with your user ID, we have already created an email address "*@fh-swf.de" for you, which you can access via webmail.fh-swf.de with the user ID described above. As an alternative, you can also access your emails with an email client or forward all incoming emails to a private email account. You can find instructions and further information here:

www.fh-swf.de/cms/its-mail

Software

You can find technical information on software at the following link www.fh-swf.de/cms/its-software. For information on software available to students (Office 365, Sophos Antivirus, Microsoft Azure Dev Tools for

Teaching, MATLAB, ...) and contact persons, please follow the link to the procurement pages (blue box).

www.fh-swf.de/cms/its-software

Sciebo – The Campuscloud

You can store up to 30 GB of data free of charge during your studies in the campus cloud Sciebo, which complies with the German Data Protection Act. You can access your data worldwide. We have set up a shortcut on the desktop of the PC pool computers, which makes access particularly easy. You can find further information and the instructions for the necessary registration here:

www.fh-swf.de/cms/its-sciebo

Login Page

On our login page you will find a number of links to many other university online services. Among others, these are the webmail services, schedules, curricula, etc. in VPIS as well as the Library catalogue and the eLearning platform Moodle.

www.fh-swf.de/en/login_1.php

