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Introduction

As a central institution of the Leibniz University Hanover we offer IT services and IT infrastructure for research, teaching and administration since 1978.

In addition, we provide as part of regional and national networks IT resources, IT licenses and IT services to other universities and research institutions.

Particularly interesting for you are the numerous services for students of the Leibniz University Hanover.

This booklet should give you an overview about our services and make it easier for you to get started. You can find detailed information about the various subjects in this booklet on our website.

In this sense, we wish you a successful start in your studies.

Leibniz Universität IT Services
Schloßwender Straße 5
30159 Hannover

http://www.luis.uni-hannover.de
Contacts at a glance

IT-Service-Desk
E-Mail: support@luis.uni-hannover.de
Phone: 0511 - 762 9996
Mon - Fri 08:00 a.m. - 07:00 p.m.

Information, Sales
(Laptop rental, Handbooks)
Phone: 0511 - 762 4735
Mon - Thu 08:00 a.m. - 04:00 p.m.
& Fri 08:00 a.m. - 02:00 p.m.

Professional printing
http://www.luis.uni-hannover.de/druckausgabe.html
Phone: 0511 - 762 5137
Mon - Fri 08:00 a.m. - 06:00 p.m.

Students Service Desk („Datenstation“)
E-Mail: support@luis.uni-hannover.de
Mon - Fri 09:00 a.m. - 07:00 p.m.

Identity-Management (IdM)
https://login.uni-hannover.de
E-Mail: support@luis.uni-hannover.de

MS Imagine Premium
http://www.luis.uni-hannover.de/imagine.html
E-Mail: support@luis.uni-hannover.de

eLearning Service Abteilung (elsa)
eLearning helpdesk (Stud.IP Support u. a.)
http://www.elsa.uni-hannover.de
E-Mail: elearning@uni-hannover.de
Phone: 0511 - 762 4040
Identity Management

The identity management is the central login page to manage many of our IT-based services at one point. You can find the required user data (LUH-ID and initial password) on your student identity sheet which you got after you have enrolled for university. To gain access to the central services you need to sign in with your LUH-ID and your initial password on the following website:

https://login.uni-hannover.de

After you have logged in successfully you must enter your e-mail address or confirm it depending on whether you already specified it in the course of your matriculation. At this address you will get a verification code which you must enter on the website of the identity management. This procedure ensures that you have access to the e-mail address. Alternatively, you can also use the link in the e-mail. Finally, you must enter a new password for your LUH-ID. With this password you can reset other passwords and login to the online portal.

The password must be „strong“, i.e. it should be a combination of digits, letters and special characters and at least 8 chars long. If you completed the registration you can view all the offered services via “Services”.

The following services are included at this time:

- Online Portal
- Free Wifi on Campus
- WebSSO
- Student e-mail address
- Stud.IP via WebSSO
- MS Imagine Premium
- Campus-PC

E-Mail: support@luis.uni-hannover.de
IT Security

We provide up-to-date antivirus software (Sophos) and advise you on security issues and security incidents.

http://www.luis.uni-hannover.de/it_sicherheit.html

Safe handling with passwords

It is not just about the quality of a password. The general handling is also important:

- A password should only be known by the owner.
- The password should be changed about all six months.
- For different user names you should also use different passwords.
- Let nobody look over your shoulder when you are typing your password.

http://www.luis.uni-hannover.de/its_passwoerter.html

http://www.luis.uni-hannover.de/pw_used.html

“My computer is unattractive for hackers.” This assumption is unfortunately as often as wrong. Even if the data on your computer is not particularly sensitive it could be useful for hackers. For example they can use it as a stepping stone to attack third parties.

What can I do?

- Install a virus scanner, for example Sophos, and upgrade it regularly.
- Update your operating system and your installed software continuously with the available updates provided by the manufacturers.
- Use a correctly configured personal firewall on your computer.

Sophos Antivirus Software:
http://www.luis.uni-hannover.de/antiviren.html

Info for Personal Firewalls:
http://www.luis.uni-hannover.de/its_p_firewall.html
Wireless LAN
(WiFi network)

We operate a permanent growing wireless network in almost all buildings on campus. Prerequisite for the use are a suitable device and a valid WiFi account. The data transmission is encrypted. It protects your transferred data against access by strangers.

To facilitate the configuration of your device we offer specific configuration instructions for various operation systems on our website. You can find them under the following link:

http://www.luis.uni-hannover.de/netz_wlan_wpa.html

To create an account for WiFi you need to login on the IdM website with your LUH-ID and password. After the login you have to change your password (if not done before). Then you can manage the available services and activate the WiFi.

After the activation it takes a few minutes until your account is usable. The network name is „Eduroam“. The user name is your LUH-ID extended with „-W1@uni-hannover.de“.

eduroam (education roaming) is the secure, world-wide roaming access service developed for the international research and education community. It allows students, researchers and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions by simply opening their laptop.

Automated eduroam configuration

With the eduroam CAT-Tool, you can easily configure your wireless devices for eduroam access.

Access the following website:

https://cat.eduroam.org

and click on „eduroam user: download your eduroam installer“. There you can choose your home institution (the institution that provided your login credentials) from a list. On the following screen you get a link to a configuration file adapted to your operating system. You can get more information on the configuration procedure by clicking on the i-Symbol next to the download area.

For problems or questions regarding the settings please contact our Datenstation:

Mon – Fri 9:00 a.m. – 07:00 p.m.
support@luis.uni-hannover.de
Stud.IP

The eLearning Service department (elsa) offers Stud.IP. as a central learning management system at the Leibniz University Hanover. Stud.IP supports all courses with a variegated set of functions:

- File Repositories
- Discussion Forums
- timetables and workflows
- literature lists
- course recording and much more

In addition, there are extensive communication functions available for all users. All courses are synchronized with the official course catalog so that you can find your course easily in Stud.IP.

The activation of new accounts works very simple, without duplicate data entry. Your user data is transferred directly from the IdM to Stud.IP. You only need your WebSSO account.

Before you can activate your WebSSO account you have to activate your LUH-ID via the following link:

https://login.uni-hannover.de

You can find the required user data (LUH-ID and initial password) on your student identity sheet which you got along with your matriculation.

After the activation you can enable your WebSSO account via “Services” which you need for Stud.IP login.

If you have any questions or problems please contact the eLearning hotline:

0511 - 762 4040
elearning@uni-hannover.de
http://elsa.uni-hannover.de

For detailed information about the Online services of the Leibniz University Hanover check out the booklet „Fragezeiten“.
Students Service Desk („Datenstation“)

If you have any questions or problems regarding the following topics you can come to our IT service desk for students, called “Datenstation”:

- PC questions,
- Activation of IdM account,
- Internet access, WiFi and VPN

You can find us in the service area of the computing center (Leibniz University IT Services).

There are also eight pc workplaces for you where you can use the following services:

- Internet access
- Activation of IdM account
- Document processing with OpenOffice
- free print quota
- Central storage possibility for own files

You can activate the needed user data for the PC workplaces at the IdM website via “Services” and “Campus PC”.

Before you can activate your account for Campus PC you have to activate your LUH-ID at the following link:

https://login.uni-hannover.de

You can find the required user data (LUH-ID and initial password) on your student identity sheet which you got along with your matriculation.

Our Campus PCs are running with a desktop installation of Linux. From these PCs you can also start your free prints. Every student has a contingent of 200 A4-sized black and white prints per semester free of charge.

Mon – Fri 09:00 a.m. – 07:00 p.m.
Professional printing

At our place you can print graphics professionally, for example technical drawings such as plans, from A4 to A0 or sizes up to 1500 mm width. We also take time for student research projects and master thesis in non-technical areas. You can come to us with your printing file in pdf-format within the opening hours. In the foyer you can pull a number. When your number appears on the display it is your turn. Please bring enough time with you. General deadlines may cause delays.

The prints can only be paid by cash or project number. If you have a project number please keep it ready when it is your turn.

We can not print private jobs. Only students and staff of the Leibniz University Hanover may use our printing service.

Rates are valid for prints concerning your studies or research and teaching.

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</table>

0511 - 762 5137
Mon - Fri 08:00 a.m. - 06:00 p.m.

http://www.luis.uni-hannover.de/druckausgabe.html
IT Courses

We offer IT courses regularly. These courses can be classified into five groups:

- Operating Systems
- Application software
- Programming languages
- Network Services
- IT security

For courses which are lasting more than one day (eight hours), we can issue a certificate of participation. Unfortunately, it is not possible for shorter courses because of expense reasons.

Currently planned courses can be found in our course calendar.

Courses start normally at 09:15 a.m. and take place in our training room. You can register for planned courses on our website.

You can find detailed information on our website:

http://www.luis.uni-hannover.de/kurse.html

RRZN IT Handbooks

For over 30 years we offer practical and favorable IT handbooks in cooperation with 180 other universities for the following topics:

- Operating Systems
- Network Services
- Office applications
- Programming
- Application software

Our handbooks (only for personal use) are available at the information desk, Mon - Thu 08:00 a.m. - 04:00 p.m. and Fri 08:00 a.m. - 02:00 p.m. Please keep your student and identity card ready.

For legal reasons the books can only be bought by fully matriculated students and staff of the Leibniz University Hanover. The dissemination to other people or institutions is forbidden. Due to the limitation „only for personal use“ we can hand over only one copy per person and title.

Note: Our handbooks are only available in German.
MS Imagine Premium

To support research and teaching at universities Microsoft offers MS Imagine Premium (formerly DreamSpark). The extensive offer includes operating systems, developer tools and server products in multiple languages. We participate in this program, thus you can get Microsoft products for free in the context of your studies. The Office package (up to a few exceptions, for example Access) is not included.

The MS Imagine products can only be used in the context of research and teaching and only on computers that are already Windows pre-licensed.

You can create your account for MS Imagine on the IdM website via “Services” and “MS Imagine”.

https://login.uni-hannover.de

Within the next few days you get an e-mail to your registered address.

More information about the procedure you can find on our website:

https://www.luis.uni-hannover.de/imagine.html

Software for students

Aside from Microsoft Imagine, there is a number of additional software that can be obtained either free of charge or for a small charge directly from LUIS or the appropriate software manufacturers.

You can find an overview via this link:

https://www.luis.uni-hannover.de/sw_studenten.html

At our information desk you can get the following products:

• SPSS
• SYSTAT
• SHAZAM
• X-Win32

You need a filled in cession form and a copy of your confirmation of matriculation.

Student or school versions are available for various products.

http://www.luis.uni-hannover.de/softwarekatalog.html
Laptop rental

We provide a laptop rental service for you. The laptops can be borrowed for one or two semesters in the context of a course. For this purpose your lecturer has to confirm that the laptop is required for his course. Under the same conditions a contract extension is possible. To fill out the claim form, you need

- a confirmation of participation in the course,
- a copy of your identity card and
- a confirmation of matriculation.

You can get the required contract at our information desk or on our website. The form "Anmeldung zur Elektroversicherung" is only handed out by the information desk, when a particular laptop is reserved.

The single payment is 48 € for one semester and 65 € for two semesters (increased payment for use abroad) and has to be directly paid to the insurance by you.

Thereafter, the notebook can be picked up at the information desk. Unfortunately, a shorter lending period is not possible.

We lend devices of the types Dell Latitude D630, Dell Latitude E6400/E6410, Dell Latitude E6420/E6430, Dell Latitude E6440 or Dell Latitude 5480.

We make a choice depending on availability.

All laptops are equipped with a smart card reader and a WiFi card to use the wireless network. The operating system is Windows 10 Professional. The anti-virus software Sophos is already installed. Also free software as LibreOffice, Adobe Reader, Mozilla Thunderbird and Mozilla Firefox. Other operating systems and other software may be installed individually.

http://www.luis.uni-hannover.de/notebook.html
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IT-Services for students

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http://www.luis.uni-hannover.de

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