

First steps for new Students - The university IT Services

To be able to use the IT services provided by HHU Düsseldorf, you should do the following steps first:

Activate your university ID (Uni-Kennung)!

Your university username is the key to all IT services the University has to offer. All of these services require authentication with your username. To activate your university username, you need to log in using your student ID number (Matrikelnummer) and your initial password at

idm.hhu.de

You can find the required data inside your enrolment documents. Please note that you need to set a new password. This new password shouldn't be used anywhere else or be based on your initial password.

More detailed instructions on how to activate your username are available in our Wiki.

[Activation University ID](#)



ATTENTION: HAVE YOU STUDIED AT THIS UNIVERSITY BEFORE?

In that case no second activation of your university username is required! The uni username and password of your previous enrollment will still be valid.

Activate your HHU Card!

Along with the enrollment documents you should have received your HHU Card. This has the following functionalities:

- Student Identity Card
- Semester ticket for public transportation
- Library Card (University and State Library (ULB))
- Mensa Card (payment in the university canteens)

To be able to use the HHU-Card, you'll need to activate it within 4 weeks after you received the card. You also do this at

idm.hhu.de

A more detailed guide on activating your HHU-Card can be found in our Wiki.

[Activation HHU Card](#)

Use your HHU-E-Mail-Inbox!

The communication between the university and the students, as well as between faculty and students normally happens via your HHU-E-Mail-Account. Students are required to regularly check their inboxes. The webmail client is available at

[Roundcube](#)

The Login works via your **university username** and your **university password**.

You can also read your emails using various email clients. a quick guide can be found here:

[Mail clients quick guide](#)

Detailed manuals can be found in our Wiki (in German, but illustrated; if you need assistance please contact the Helpdesk).

[E-Mail-Clients](#)

WIFI/University Network

On the campus the university WLAN network "Eduroam" is available. To connect to the WLAN, you need to install the Eduroam software. The Login works via your **university username** and your **university password**.

[Eduroam Software](#)



For **Android** devices please install the Eduroam-App by Géant from the Google Play Store!

Installation manuals for different operating systems can be found in our Wiki.

[Connect Eduroam](#)

Especially some services of the University and State Library are, due to license requirements, only available being inside the university network. To be able to use those services from home, you'll need to use OpenVPN. It will establish a remote connection to the university. You can find the required software at

[OpenVPN](#)

The Login works via your **university username** and your **university password**.

A quick guide on how to install OpenVPN you'll find here:

[OpenVPN quick guide](#)

Detailed manuals on how to install and configure OpenVPN are available in our Wiki (in German, but illustrated; if you need assistance please contact the Helpdesk. Note you'll need to login to this page with your username for Security Reasons!).

[OpenVPN einrichten](#)

[Important services for students](#)

Study Administration Portal

(Studierendenportal)

The Study Administration Portal serves as a digital management for your studies. Here you'll find your grades and semester certificates, as well as being able to sign up to exams.

Studierendenportal

LSF

Inside the LSF-Portal you'll see the course list, create your course schedule and sign up for your lectures and courses.

LSF

ILIAS

ILIAS is the central learning platform of HHU. The professors will add their learning material here, for example test exams and lecture scripts.

ILIAS

Rocketchat

Rocketchat is a messaging service provided by the university. Here you can chat to fellow students or your professors.

Rocketchat

Sciebo

Sciebo is a Cloud- and Filesharing-Service, provided by universities in North Rhine-Westphalia. A registration is required for this service.

Sciebo

Webex

Webex is a service for videoconferences. The university uses it for digital lectures as well as courses. You'll get the link to the events from your professors via Email.

Webex

Software

The university offers students some software solutions free of charge or at a low price.

Microsoft Office

Software-Portal

Further Questions?

If you have any further questions about the university IT-Services, please contact the **Helpdesk**:

E-Mail: helpdesk@hhu.de

Telephone: 0211 - 81 10111

Office: Building 25.41, Room 00.53 (**ATTENTION: Please make an application for visits!**)

Office hours: Monday - Friday, 8.30 AM - 6 PM