



 Leibniz Universität
IT Services

 Leibniz
Universität
Hanover

IT Services

for students | winter semester 2020/21



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Contacts

LUIS IT Service Desk

- Questions about the IdM
- Assistance with setting up Wifi or VPN access
- Questions about software procurement
- Advice on the various IT services offered by LUIS

Mon to Fri 08:00 – 19:00 h
0511 762 9996
support@luis.uni-hannover.de

Personal contact point on the ground floor of LUIS („data station“):

Mon to Fri 09:00 – 19:00

Professional printing

Mon to Fri 08:00 – 18:00
0511 762 5137

Information desk

Sale of IT manuals and various software as well as handling and issuing of rental notebooks.

Mon to Thu 08:00 – 16:00
Fr 08:00 – 14:00
0511 762 4735

eLearning Support

For questions about

- Stud.IP,
- ILIAS,
- event recordings,
- electronic media,
- online learning modules and many more.

The eLearning Support can be contacted by phone and e-mail if you have any questions:

Mon to Fri 09:00 – 12:00 and
14:00 – 17:00
0511 762 4040
elearning@uni-hannover.de

LUH Service Centre

For questions about the following topics:

- Student affairs
- Password reset IdM
- Online Portal (QIS)

Mon to Thu 10:00 – 17:00
Fr and before holidays 10:00 – 15:00

Service hotline
0511 762 2020
studium@uni-hannover.de

Identity management (IdM)

Identity management, also called account manager, is the central login page. Here you can manage many accounts related to IT-based services in one place. You will find the required user data, LUH-ID and initial password, on the letter that you have received with your Leibniz Card. After successful login on the website

<https://login.uni-hannover.de>

you will be asked to enter or confirm your e-mail address. A verification code will be sent to this address, which you must enter on the IdM page.

This will ensure that you have access to the address. Alternatively, you can use the link provided in the email.

Finally, you will be asked to enter a new password for your LUH ID. With this password you can reset other passwords and log in to the online portal (QIS).

Nevertheless, keep your initial password safe. If you forget your self-selected password, you can reset it using the initial password.

The following services can be activated via the IdM.

Online Portal (QIS)

The LUH online portal offers many options for organising your studies with the online course catalogue and exam registration.

If you have any questions, please contact the service hotline of the Service Centre.

WLAN & VPN

Further information can be found on pages 3 and 4.

WebSSO

The WebSSO service allows you to log on to web-based services. With WebSSO you have a single set of login data with which you can use various IT services. These include Stud.IP and the cloud services (see page 5).

CIP pools

Students on many degree programmes can apply for an account for PC pools in their faculty.

Campus PC

LUIS PC pool with internet access and free printing quota.

E-mail address

Students can obtain a university e-mail address (@stud.uni-hannover.de) with an associated mailbox.

Wireless LAN (Eduroam)

We operate a constantly growing wireless network where mobile devices, such as notebooks or smartphones, can be connected to the internet in almost all buildings on campus. A prerequisite for use is a suitable device and a valid Wifi account.

Data transmission is encrypted, so your data is protected from access by unauthorised persons.

To use the Wifi, you must activate your account via the IdM (see Identity Management). After you have assigned a password for your account, it can be used within a few minutes. The username is your LUH ID with the extension „-W1@uni-hannover.de“.

You can then continue with the configuration on your device. This is easily done using the Eduroam CAT tool. To set it up, go to the page

<https://cat.eduroam.org>

and select the field in the middle: „Click here to download your eduroam installation programme“.

A list appears in which you must select the LUH.

In the next screen, your operating system should already be selected. Click on the field to download the installation file and execute it if necessary. For operating system-specific information on how to proceed, click on the i symbol next to the download field.

Important: For Android operating systems, you also need the eduroam CAT app, which can be downloaded from the Google Play Store or F-Droid.

If you do not want to use the CAT tool, we alternatively provide operating system-specific instructions for manual configuration on our website.

<https://www.luis.uni-hannover.de/en/services/communication/netz/angebote-im-service-netz/wlan/wireless-lan-configuration/>

Did you already know?

With the roaming service supported by the DFN-Verein, you can use the Wifi eduroam at another university or scientific institution that participates in the roaming network. The only thing you need is a valid LUH Wifi account.

VPN

The VPN service („Virtual Private Network“) offers LUH employees and students the opportunity to connect to the LUH data network from remote locations via a secure connection. By assigning an IP address from the LUH network, the service enables the use of restricted services, e.g. access to parts of the TIB or certain institute offers.

If you want to use the Anyconnect VPN client, it will install itself after you log in with your user data on the page

<https://vpn-server.uni-hannover.de>

automatically. If the automatic installation fails, a link will automatically appear where you can download the AnyConnect VPN client for your operating system and install it manually. In this case, please enter the server name *vpn-server.uni-hannover.de* manually once after the installation and initial start.

You can find instructions on how to do this at the following link:

<https://www.luis.uni-hannover.de/en/services/communication/netz/angebote-im-service-netz/vpn-service/>

„Datenstation“ at LUIS

The IT service desk for students, also known as the „Datenstation“, is available for questions and support about the following topics

- General PC questions,
- IdM registration,
- internet access, WLAN and VPN

in the service area of LUIS. Eight workstations are also available. You can use the following services:

- Internet access
- Activation of the IdM account
- Free printing quota

You can activate the access data for the workstations via the IdM (IT service „Campus-PC“). A Linux desktop installation runs on the computers. From these computers you can also print your free prints. Per semester you have 200 prints (black and white) in A4 format for free.

Unfortunately, unused quotas cannot be carried over to the next semester.

Opening hours:

Mon - Fri 09:00 - 19:00

Cloud services

The cloud services are available for students and employees of LUH. You can login to these services with your WebSSO data, which must be activated via the account manager.

What is actually meant by cloud services?

This refers to services that can be accessed from anywhere on the internet. File synchronisation services are also included. A typical feature of cloud services is that they are administered by the individual user and, if necessary, released for other users. The following cloud services are currently available.

Seafile

Seafile is a cloud service that students and employees of LUH can use to synchronise and share files. Limited collaboration is possible with external persons. Well-known examples of similar services are Dropbox or Google Drive.

<https://www.luis.uni-hannover.de/en/services/storage-systems/dateiservice/cloud-dienste/seafile/>

Onlyoffice

Onlyoffice is a cloud service in which students and employees of LUH can jointly and simultaneously compose documents, spreadsheets and presentations. In addition, project management is integrated. Limited collaboration is possible with external persons. Well-known examples of similar services are Google Docs or Microsoft Office 365.

<https://www.luis.uni-hannover.de/en/services/storage-systems/dateiservice/cloud-dienste/onlyoffice/>

Overleaf

Overleaf is a cloud service that allows students and employees of LUH to jointly and simultaneously write documents in TeX. Limited collaboration is possible with external persons.

<https://www.luis.uni-hannover.de/en/services/storage-systems/dateiservice/cloud-dienste/overleaf/>

IT security

My computer is unattractive for hacker, there's nothing to get from me....

Unfortunately, this assumption is as common as it is wrong: even if the data on your own computer is not particularly worth protecting, the computer can become useful to the attacker in many ways after a successful hacker break-in, e.g. by using it as a springboard for attacks against others.

Procedure of the hacker

First step: The attacker searches for known security holes or Trojan horses on computers connected to the internet. Using automated tools, entire address ranges are scanned at breathtaking speed and address after address is tested for vulnerabilities.

Second step: The attacker exploits the security vulnerability found (often already by means of automatically running programmes) and gains administration privileges on your computer immediately or after evaluating the password files. This means that he can now change, delete and copy data at will, or contact you again at any time when your computer is on the Internet.

Third step: The attacker attacks third parties from your system or makes data available for third parties to pick up.

What can I do?

- Install a virus scanner and update it regularly. This way you can be sure that there is no Trojan horse waiting in the background.
- Update your operating system software continuously with error corrections (security patches) provided by the respective manufacturer (Microsoft, ..).
- Install a personal firewall on your computer, which, properly configured, makes it extremely difficult for an hacker to contact and abuse your computer.

For more information on risks and measures, please visit our website:

<https://www.luis.uni-hannover.de/en/services/it-security/ernstfall-und-vorbeugung/>



Professional printing

With us you can professionally print graphics, such as technical drawings and construction plans, from DIN A4 to DIN A0 or formats up to 1500 mm wide. We also take time for student research projects and diploma theses in non-technical fields.

Simply come with the file to be printed (in PDF format) to the printing office on the ground floor during opening hours. There you can get a waiting number in the entrance area.

When your number appears on the display, it's your turn. Please always bring enough time with you. It can take a little longer, especially during general deadlines.

The printing service may only be used by students and employees of Leibniz University Hanover.

0511 - 762 5137

Mon-Fri 08:00 - 18:00

<https://www.luis.uni-hannover.de/en/services/operation-and-infrastructure/druckservice/>

The prices only relate to prints for studies or research and teaching. Unfortunately, we cannot accept private print jobs.

A4	210 x 297 mm
100g/m ²	0,12 €
190g/m ²	0,24 €
A3	297 x 420 mm
100g/m ²	0,15 €
A3+	305x457 mm
100g/m ²	0,20 €
160g/m ²	0,30 €
A2	420 x 594 mm
90g/m ²	1,00 €
180g/m ²	2,50 €
190g/m ²	5,00 €
A1	594 x 841 mm
90g/m ²	1,40 €
180g/m ²	4,50 €
190g/m ²	7,00 €
A0	841 x 1189 mm
90g/m ²	2,50 €
180g/m ²	9,00 €
190g/m ²	12,50 €



IT courses

We offer IT courses on a regular basis. These training events can be divided into five major groups in terms of content:

- Operating systems
- User software
- Programming languages
- Network services
- IT security

For courses lasting longer than one day (8 hours), we will issue a certificate of attendance on request. Unfortunately, this is not possible for shorter courses. Courses usually start at 9:15 a.m. and take place in the LUIS training room.

Students and employees of Leibniz University Hanover as well as students and employees of other universities in Lower Saxony are eligible to participate.

You can find currently scheduled courses in the course calendar on our website. There you will also find the link to register for the course.

<https://www.luis.uni-hannover.de/en/services/training-consulting-and-support/courses/>

IT manuals

Leibniz Universität IT Services initiated a cooperation in the field of IT manuals more than 30 years ago and has been coordinating it ever since. The idea was – in the tradition of the „lecture notes“ – to make introductory IT manuals on operating systems, network services and application programmes written by one university and make it available for other universities.

More than 180 universities are participating and the total number of copies of the „RRZN manuals“ is over 3 million.

You can buy them for your own use at the information desk, Mon to Thurs 08:00 – 16:00 and Fri 08:00 – 14:00. Please have your student ID and identity card ready.

For legal reasons, the books may only be used by fully enrolled students and employees. Passing them on to other persons is prohibited.

Due to the restriction „for personal use only“, we only provide one copy per person and title.

<https://www.luis.uni-hannover.de/en/services/training-consulting-and-support/manuals/>

Laptop rental

We have notebooks available for you to borrow. You can borrow these for one or two semesters as part of a course. Your lecturer must confirm that a notebook is required for the course.

Under the same conditions, an extension is possible after the end of the contract.

To fill out the application form, you need

- a certificate of attendance for the course
- a copy of your identity card and
- a certificate of enrolment.

The contracts are available at the Information Desk and on our website. The form „Registration for Electronics Insurance“ will only be handed out by the Information Desk once a specific notebook has been reserved.

The price for one semester is € 48.00 or € 65.00 for two semesters (increased price if used abroad) and is paid by you directly to the insurance company.

After that, the notebook can be picked up at the information desk. Unfortunately, a shorter rental period is not possible.

Various Dell devices are available for rental. We make the selection according to availability.

All notebooks are equipped with a smartcard reader. The operating system Windows 10 Professional is installed on the devices. The anti-virus software Sophos and free software such as Libre Office, Mozilla Thunderbird and Mozilla Firefox are pre-installed. Other operating systems and software may be installed individually.

<https://www.luis.uni-hannover.de/en/services/operation-and-infrastructure/notebook-verleih/>



Software for students

LUIS has agreements with various software manufacturers that regulate the distribution of software to Leibniz University Hanover institutions (campus licences, state licences, etc.). This enables organisational units of Leibniz University Hanover, but also students, to obtain software at generally low cost or, in individual cases, even free of charge.

Software at the information desk of the computer centre

Students can pick up or purchase the following software at the information desk by submitting a completed transfer form and a copy of their current certificate of enrolment:

- SPSS Statistics (statistics package)
- SYSTAT products by arrangement (statistics, graphics, image analysis)
- SHAZAM (statistics package)
- X-Win32

Further information can be found on our website:

<https://www.luis.uni-hannover.de/en/services/operation-and-infrastructure/software-lizenzen/software-fuer-studierende/>

Which individual products are behind the names given, can be found in the software catalogue.

<https://www.luis.uni-hannover.de/en/services/operation-and-infrastructure/software-lizenzen/software-katalog/>



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