



YOU CAN COUNT ON US.

The University Computing Centre (URZ) is Heidelberg University's central IT service provider. Many of our services will accompany you throughout your studies. This brochure provides information on some of the most important IT services for students:

- Uni-ID
- WiFi via eduroam
- VPN
- Email
- LSF
- Public printers/photocopiers
- Moodle – e-learning platform
- heiCONF – conferencing tool
- heiCHAT – instant messenger
- heiBOX – cloud storage
- Public computer room
- IT Service

You can also find the information from this brochure here, with more details and helpful links:

<https://www.urz.uni-heidelberg.de/en/newhere>



OPENING HOURS

IT Service hotline

Mondays - Fridays: 8:00 - 16:00
+49 (0)6221 54 117

IT Service portal

Send service requests around the clock
it-service.uni-heidelberg.de

IT Service Points

University Computing Centre (Im Neuenheimer Feld 330)
Mondays - Fridays: 8:00 - 16:00

Enquiry and Reference Service (University Library)
Tuesdays and Thursdays, 9:00 - 14:00
(April and October: Mon, Tue, Thu: 8:30 - 12:00
and 13:00 - 16:00)

Poster and 3D printing service

University Computing Centre (INF 330)
Mondays - Fridays: 9:00 - 12:00
and by appointment

Public computer rooms at the URZ

Mondays - Fridays: 8:00 - 23:45
Saturdays: 10:00 - 18:45

UNIVERSITY COMPUTING CENTRE

Im Neuenheimer Feld 330
69120 Heidelberg
www.urz.uni-heidelberg.de



UNIVERSITÄTS-
RECHENZENTRUM



UNIVERSITÄT
HEIDELBERG
ZUKUNFT
SEIT 1386

IT SERVICES FOR STUDENTS





The URZ is located at the campus "Im Neuenheimer Feld". An IT Service Point, the poster and 3D printing service, a public computer room, and the Ricoh print center can be found here.



Uni-ID – Your Uni-ID is your main user identification at Heidelberg University. It gives you access to digital services such as Wi-Fi, email, public printers, LSF, and many more. It is essential for your studies. Your Uni-ID is printed on your student ID card. More info: www.urz.uni-heidelberg.de/en/uni-id



WiFiviaeduroam – On campus, you can use the free university Wi-Fi with your Uni-ID. The Wi-Fi is usually accessed via the eduroam network. You can configure eduroam access using the Configuration Assistant Tool. More info: www.urz.uni-heidelberg.de/en/eduroam



VPN – In order to access services available only on the university networks from home or on the go, you need a VPN connection. VPN stands for Virtual Private Network and enables you to connect securely to the university network. The URZ supplies a VPN server to which you can connect using the free VPN client Cisco AnyConnect. More info: www.urz.uni-heidelberg.de/en/vpn



Email – As a student, you automatically receive a university email account, which you can access (using your Uni-ID) via the SOGo Portal or a mail client such as Thunderbird. Through this account you will receive all kinds of vital information for your studies. More info: www.urz.uni-heidelberg.de/en/sogo



LSF – The LSF is the central information system for teaching, studies and research at Heidelberg University. Here you can find details regarding courses, institutions, rooms, teaching staff, etc. It is also used for study administration purposes. More info: www.urz.uni-heidelberg.de/en/lsf



Public printers/photocopiers – All around campus you will find public printers/copiers provided by Ricoh, which you can print to via a central print server. You pay for each print job directly at the printer with your student ID card. At the URZ, you can also make use of a poster and 3D printing service as well as the Ricoh print center. More info: www.urz.uni-heidelberg.de/en/public-printers-and-copiers



@URZINFO
The URZ on Twitter (in German)
 Follow us for service news, announcements, IT hints, ...



Moodle – E-learning platform – Moodle is the university's central digital learning platform. Here you will find virtual course rooms that supplement your classes. Moodle also allows for purely digital teaching formats. More info: www.urz.uni-heidelberg.de/en/moodle



heiCONF – Conferencing tool – With heiCONF, virtual courses as well as audio and video conferences are hosted at the university. For lectures, heiCONF-Audimax can be used, a variant of heiCONF, which is suitable for larger meetings. More info: www.urz.uni-heidelberg.de/en/heimconf



heiCHAT – Instant messenger – heiCHAT is the university's internal instant messaging solution. Through heiCHAT you can send messages to teachers and other students and make audio and video calls with single persons. Group chats are also possible. All messages can be securely encrypted. More info: www.urz.uni-heidelberg.de/en/heimchat



As a scientific computing centre, the URZ provides various services for research purposes: a high performance computing cluster, a scientific storage system, and an IaaS service, among others.



heiBOX – cloud storage – heiBOX is a secure, locally hosted cloud service for collaboration at the university. As a student, you have access to 10GB of free cloud storage. Whether it's papers, work material or lab results - you can store all data relevant to your studies in heiBOX, synchronise it with your devices, and share it with others. Office documents shared via heiBOX can be collaboratively edited online. More info: www.urz.uni-heidelberg.de/en/heimbox



Public computer room – You don't own a computer or your laptop is broken? No problem: in the URZ building (Im Neuenheimer Feld 330) you can find a public computer room, which is open from Monday to Friday, 8am to 11:45pm, and on Saturdays from 10am to 6:45pm. More info: www.urz.uni-heidelberg.de/en/pc-pools



IT Service – Got any IT-related questions or issues? Just contact the URZ IT Service! In addition to support via telephone, videocall and e-mail, the URZ experts are also available for face-to-face support in the URZ and in the university library. You can find all contact information on the red back of this flyer and on the IT Service portal:

<https://it-service.uni-heidelberg.de>

Jump to the IT Service portal straight away - we are happy to help!

