



heiCHAT Instant Messaging – Short Guide for Students

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Abstract

„Safe, simple to use, encrypted and compliant with current data protection regulations“: The University’s own instant messaging service „heiCHAT“ can be used for chat and (video-)calls and there is also a file upload option. The notifications can be configured by you as you wish. heiCHAT is easy to use and low-threshold.

Technical Requirements

- Internet connection
- Modern web browser or alternatively: configured smartphone app „Element“ or configured Desktop client
- Recommended for individual chat: headset and web cam

Access for students via Uni-ID

- **Direct link in the web browser (web client):** <https://matrix-im.uni-heidelberg.de>
- Access via App ([URZ instructions](#)) or Desktop client ([URZ instructions](#))

Scenario: Brief agreements, appointments, informal exchanges, office hours, discussions on homework and papers

You can choose between individual chat via "**People**" and group chat via "**Rooms**". Messages and content are displayed in chronologic order and identified by name. Please pay attention to respectful interaction with each other. Individual messages might be deleted; however, this should be an exception. You don't have to stay logged in in your web browser, because you will see new text messages at your next login or also across devices in real time on the smartphone app.

Option 1: Individual chat (“People”)

Either you invite someone or you are invited. You can chat with one person at a time: either in an informal context or also officially during an office hour with your teacher and thereby upload files. Upside: With individual chat, there are also audio or video calls possible - without using personal phone numbers or private accounts.

Option 2: Group chat (“Rooms”)

For security reasons (e.g. conversations are read only by those who are supposed to read them), only closed rooms are allowed on the University's chat server. You can see at any time who has access to a room which you have created or been invited in. You can specifically create a heiCHAT room for the preparation of a group task / group work (incl. file upload). Or your teacher has already created a heiCHAT room for your course and all of you will meet there at the agreed upon time in order to communicate synchronously via text chat (and maybe entering URLs).

Legal information

Terms of use and data protection regulations: <https://www.urz.uni-heidelberg.de/en/heichat>

Further documentation and contact at Heidelberg University

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