

THE MIZ SERVICES

Information for first-semester students



→ www.leuphana.de/en/services/miz

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The MIZ services – Information for first-semester students

Welcome to Leuphana University Lüneburg!

We – the Media and Information Centre (MIZ) – as a combined institution consisting of the University Library and the Computing and Media Centre offer numerous services to support you during your studies at Leuphana.

In this brochure, you will find the most important information on how to use our services as well as all addresses and contact persons in case of problems. There are QR codes on the side that you can use to access the sites or email addresses mentioned.*

Step 1: Activate Leuphana account

URL > myaccount.leuphana.de



The myAccount page is used for identity management during your studies. Here, for example, you can change the passwords for various Leuphana IT services and activate specific services (e.g., Rocket.Chat).

Activating your Leuphana account

If you have entered a valid mobile phone number in your application at Leuphana, you will receive an email with your username and an SMS with an activation code after your enrolment. The username of your Leuphana account consists of a random combination of numbers and letters (e.g., 1AB-CD2). For students enrolled before summer semester 2023, the username corresponds to the so-called “lg number” (e.g., lg0123456). If you have not entered a valid mobile phone number, you will receive your username and a so-called “initial password” by post.

The Leuphana account is activated on the page myaccount.leuphana.de. Click on the icon “Activate Account” below the “Login” button, then on the



*



Website



E-Mail

button “Activate Leuphana Account”. Enter your username and the activation code or the initial password. Then follow the further instructions to complete your activation.

After activating the account, the Leuphana password must be reset. This is initially valid for all services that are available via the Leuphana account.

Under “Applications > Password management” you can set separate passwords for individual sections that differ from the Leuphana password. For security reasons, we recommend that you at least set a differing WLAN password. If nothing happens when you click on the corresponding tile, then your browser is most likely blocking the opening of pop-up windows and displays this in the upper area of the window. Allow the pop-up windows for the myAccount page and then proceed with the password change.





You can find out which passwords to use for which services in the following overview:



Activate Leuphana Account

Activate leuphana account and establish a new password.

Password management

 <p>Change My Password Create a new password</p>	 <p>Change WLAN Password Change WLAN Password</p>	 <p>Change Cloud Password Change cloud password</p>	 <p>Change Mail Password Change Mail Password</p>
<p>Leuphana password</p> <p>Password change Login to public computers Connection to network drives Establishment of a VPN connection Rocket.Chat myShare myWiki Wekan Printing system</p>	<p>WLAN password</p> <p>Login to the "Leuphana" campus Wi-Fi Login to the "Eduroam" Wi-Fi (also at other universities)</p>	<p>Cloud password</p> <p>Logins that use the so-called identity provider: myCampus myStudy Moodle Academic Cloud myVideo (Panopto)</p>	<p>Mail password</p> <p>Login to the email inbox</p>





Step 2: Visit Leuphana email account

← URL > mymail.leuphana.de

Upon enrolment, you receive a Leuphana email address and a corresponding mailbox. On your Leuphana email address, you will receive all important emails for your studies, for example from the university administration and regarding your courses. You will also receive the newsletters that you have subscribed to in myStudy. You can log in to the email box using your Leuphana email address and the password that you have set for the email box on the myAccount page.



← Support > IT Tutors > it-tutor@leuphana.de

Step 3: Set up myStudy account



← URL > mystudy.leuphana.de

myStudy is Leuphana's teaching organisation system. You can log in with the username and cloud password of your Leuphana account. In myStudy you create your course schedule and register for courses. All information, contact details and materials from your courses are made available here. The myStudy newsletters keep you up to date on what is important and offered in your courses, your field of study and at the university. Video tutorials on the user interface and the range of functions of myStudy can be



← found here: mystudy.leuphana.de/portal/resources

Support > Under the menu item "Support > Contacts and FAQ" in myStudy, you will find contact persons, information and FAQ which can help you with questions and problems regarding the course and assessment offer, course registration, assessment organisation and IT problems.



If you have technical problems with myStudy, myStudy Support will assist you: myStudy@leuphana.de

Step 4: Register for library account and receive Leuphana Card

The library account allows you to borrow books and other media from the university library. First, you have to register online at the library. Then, you can pick up your Leuphana Card in person at the service desk during opening hours. The Leuphana Card costs €5 to issue. In addition, you will have to pay a deposit of €10.

Online registration >

www.leuphana.de/en/services/miz/work-and-study/online-registration.html



Important: The Leuphana Card, which you can already use to pay in the cafeteria, can only be used for the library and the print function after completing the online registration.

Instructions for setting up the library account and obtaining the Leuphana Card >

www.leuphana.de/en/services/miz/information-for-first-semester-students/first-year-students.html



The IT services – Logins, platforms & service range



myCampus

← URL > mycampus.leuphana.de

myCampus is Leuphana's campus management system, which gives you an overview of your study status and all the achievements you have made or still have to make. You can also register for and deregister from assessments and view the grades of the assessments you have taken. You can also access data on your semester fee payments as well as transcripts and study certificates. If your correspondence or home address changes, you can enter the change in myCampus. You can log in with the username and cloud password of your Leuphana account.

Instructions, contact persons, video tutorials, information and FAQ >

anleitungen-mycampus.leuphana.de/doku.php?id=en:start

← Support in case of technical problems > mycampus@leuphana.de



Moodle

← URL > moodle.leuphana.de



Moodle is a learning platform that is used in some courses to provide additional materials or forms of interaction. You can log in to Moodle with the username and cloud password of your Leuphana account.

Campus Wi-Fi

You can connect to the university's Wi-Fi network from your digital device using the username of your Leuphana account and the WLAN password set on the myAccount page.

Instructions for connecting to the campus Wi-Fi >

www.leuphana.de/en/services/miz/it-services/wifi.html →



VPN

A VPN connection allows encrypted, tap-proof access to the campus network. A VPN connection via the VPN group “Online Research” is necessary, for example, to access some Leuphana services, such as licensed e-books and electronic journal articles in LUX, the library's literature search engine.

Instructions for establishing the VPN connection >

www.leuphana.de/en/services/miz/it-services/vpn-access.html →



Rocket.Chat

URL > chat.leuphana.de →

Leuphana provides a chat service through which all university members can communicate directly or in teams and channels. You first need to activate the chat on myaccount.leuphana.de under “Permissions > Activate Rocket.Chat”. Anschließend kannst du dich auf der Seite chat.leuphana.de einloggen. Für Rocket.Chat gibt es auch eine Messenger-App, die auf allen gängigen Rechner- und Smartphone-Betriebssystemen genutzt werden kann. Die Zugangsdaten für Rocket.Chat sind dein Benutzer*innen-Name und das Leuphana-Passwort.

Instructions > www.leuphana.de/en/services/miz/it-services/chat.html →





Zoom

← URL > leuphana.zoom.us

Zoom is used when seminars are conducted in online or hybrid format. To use the service, download the Zoom client via the intranet (i.e. via VPN or from the campus Wi-Fi).



Download the Zoom client from the intranet >

← www.leuphana.de/en/intranet/zoom.html



www.leuphana.de/en/teaching/service-and-support/

← [digital-platforms-and-tools/videoconferencing/zoom.html](http://www.leuphana.de/en/teaching/service-and-support/digital-platforms-and-tools/videoconferencing/zoom.html)

Academic Cloud



← URL > academiccloud.de

In Academic Cloud, you can upload files, sort them into folders and share them with your fellow students. In this way, you can work together on files and folders. You can log in with the username and cloud password of your Leuphana account.



Instructions >

← www.leuphana.de/en/services/miz/it-services/academic-cloud.html

Printers

Printers are available in the library that can be used with the Leuphana Card. You must first activate the Leuphana Card (see page 5) and then load it with cash at one of the designated stations in the library foyer or in the cafeteria.



← Instructions > anleitungen.leuphana.de/doku.php/en/qpilote_stud/start

To access the instructions, you must establish a VPN connection or be connected to the campus Wi-Fi.

Equipment lending service

URL > www.leuphana.de/en/services/miz/service-and-support/borrowing-equipment.html



Pick-up and return > Building 7, room 115

Phone > 04131.677–1342

Email > geraete@leuphana.de



At the equipment lending service, you can borrow various media devices (beamers, laptops, audio and video recording devices) for study purposes. You have to register your Leuphana Card with the equipment lending service the first time you borrow equipment.

Plotting service

URL > www.leuphana.de/en/services/miz/service-and-support/print-services/plotting-service.html



Phone > 04131.677–1218

Email > plotter@leuphana.de



The plotting service creates large-format printouts for you for study purposes, for example posters. Printing is largely free of charge, but you may incur additional costs for particularly high ink coverage.

The library services – Learn, work & research



LUX: Search and find articles and books

← URL > lux.leuphana.de

In LUX, Leuphana's literature search engine, you can find all media in the library's collection. For physical media, you can see information about their location on the library shelves. For digital media, LUX shows you the link for direct access. To access digital media, you must be connected to the campus Wi-Fi or via VPN. You will also find the access to your library account in LUX. You can log in using the number on the back of your Leuphana Card as your library ID/username (starting with 311...) and your 6-digit date of birth (DDMMYY) as your password.



New acquisition proposal

URL > www.leuphana.de/en/services/miz/searching-for-literature/collections/new-acquisition-proposal.html

If you need literature that is not yet in the library's collection, you can apply for it to be acquired free of charge via the new acquisition proposal.



Research beyond LUX

Electronic Journals Library

← URL > www.leuphana.de/ezb

Via the Electronic Journals Library (EZB) you can find electronic scientific journals that are licensed by the library or freely accessible. Note that the EZB is currently only available in German.

Databases

URL > www.leuphana.de/en/services/miz/literaturrecherche/digitale-bibliothek/dbis/overview.html →



For a comprehensive subject-specific search for articles and other documents, it is worth taking a look at academic databases. This is because the contents of the databases go beyond the library holdings.

Email > recherche@leuphana.de → @



Course reserves

URL > www.leuphana.de/en/services/miz/searching-for-literature/course-reserves.html →



Lecturers can compile printed and digital media from the library holdings to suit their course. These compilations are accessible as course reserves in the library. A list of the current course reserves can be found on our website.

Learning space booking

URL > www.leuphana.de/en/services/miz/work-and-study/study-spaces-on-campus/long-term-lockers-and-trolleys.html →



For longer storage of borrowed literature and private study materials, you can rent lockers or mobile containers via myStudy. In addition, individual and three group study rooms are available for booking via myStudy (under "Resources > Book resources").

Workspaces

Quiet workspaces > Quiet concentrated work is possible at approx. 400 workspaces in the reading room of the MIZ library.

MIZ foyer > Here you can find group workrooms with interactive whiteboards, the PC pool, a lounge corner and a total of over 100 workspaces for learning, working and discussing.

Other learning spaces on campus > Upper floor of building 14; foyer, forum and room 40.110 in the central building

Free rooms on campus > Can be found in myStudy under "Resources > Search for rooms > Search for free rooms"

Cosy atmosphere > Plan B and multifunction room on the upper floor of building 9

Where can I get support?

Website “The MIZ services”

URL > www.leuphana.de/miz-studystart



Here you can find a summary of the most important information from this brochure. You can also download the latest version of the brochure here.

IT Tutors

Phone > 04131.677–1222

Email > it-tutor@leuphana.de



In person > MIZ foyer

The Leuphana IT tutors will help you with technical difficulties with the Wi-Fi, VPN, email or Leuphana account.

Support pages in myStudy

Under the menu item “Support” in myStudy, you can find video tutorials, user guides, contact details and FAQs to help you with questions and problems regarding the courses and assessments on offer, course registration, assessment organisation and IT problems.

If you have technical problems with myStudy, myStudy Support will assist you: myStudy@leuphana.de



Instructions

URL > anleitungen.leuphana.de/doku.php/en/start



Here you can find detailed instructions for all IT services at Leuphana. To access this page, you must first establish a VPN connection or be connected to the campus Wi-Fi.



myCampus instructions

← URL > anleitungen-mycampus.leuphana.de/doku.php?id=en:start

On our instruction pages for myCampus, you can find contact persons, video tutorials, information and FAQs about our campus management system and the associated processes.



How to Library

← URL > moodle.leuphana.de/course/view.php?id=20

In the semester-independent Moodle course “How to Library“, you cannot only find introductory information on library use, but also clear explanations of many IT services.

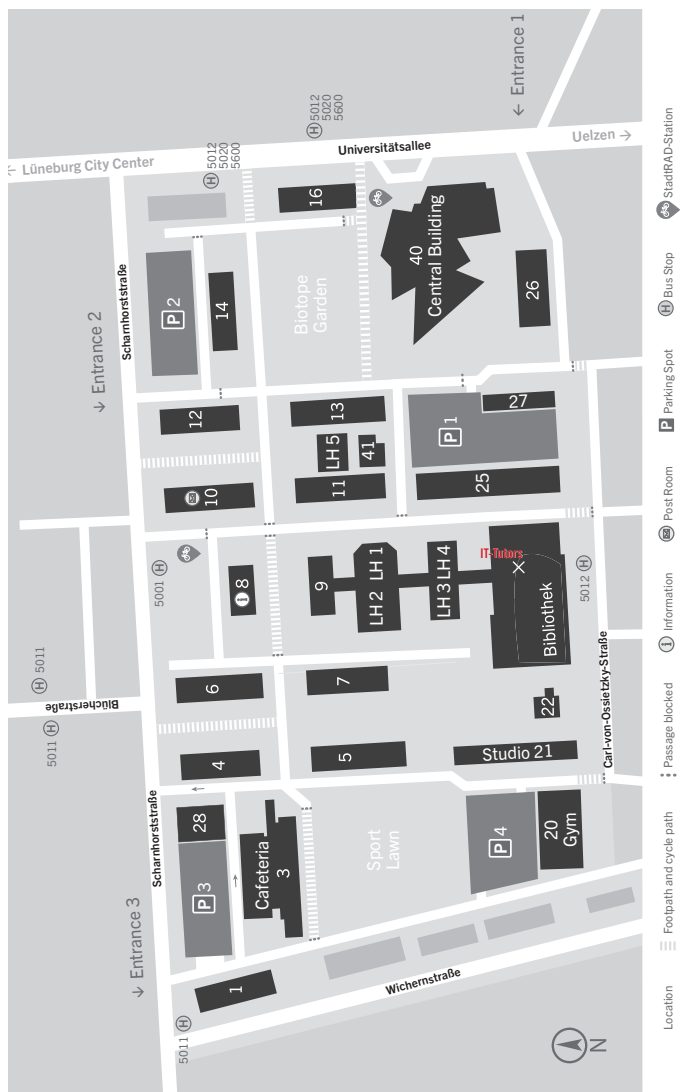


MIZ training programme

← URL > www.leuphana.de/en/services/miz/news/events.html

In the training programme of the Media and Information Centre, you can find a variety of courses on topics such as literature research, literature management and media design.

Map of Universitätsallee campus



Room for your notes

Room for your notes

