

# THE IT SERVICES OF LEUPHANA

First steps for new students



→ [www.leuphana.de/en/services/miz](http://www.leuphana.de/en/services/miz)

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# The IT services of Leuphana

## First steps for new students

In this brochure, you will find step-by-step information on how to use the IT services at Leuphana as well as all addresses and contact persons in case of problems. At the side, you will find QR codes to call up the sites or email addresses mentioned.\*

### Step 1:

#### Activate your Leuphana account

URL > [myaccount.leuphana.de](https://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).



#### Activation of the Leuphana account

You can find the initial access data for your Leuphana account in your enrolment documents under "Leuphana Account". The user name of your Leuphana account is the so-called Ig number (e.g. Ig123456). The initial password is only used to activate your Leuphana account.



The Leuphana account has to be activated on the page [myaccount.leuphana.de](https://myaccount.leuphana.de). Click on the "Activate Account" tile below the "Login" button, then on the "Activate Leuphana Account" tile. If the page is displayed in German, you can change the language by clicking on the flag at the bottom of the window. Enter your Leuphana account (Ig number) and the initial password and follow the further instructions to complete your activation.



Website



Email

After activating the account, you need to change the Leuphana password. By default, this password is valid for all services that are available via the Leuphana account.

Under “Applications > Password management”, you can set separate passwords for individual services that differ from the Leuphana password. For security reasons, we recommend that you set at least 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 is displaying a warning in the upper part 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:

## Password management

 <p><b>Change My Password</b> Create a new password</p>	 <p><b>Change WLAN Password</b> Change WLAN Password</p>	 <p><b>Change Cloud Password</b> Change cloud password</p>	 <p><b>Change Mail Password</b> Change Mail Password</p>
<p><b>Leuphana password</b></p> <p>Password changes Login at public computers Connection to network drives Establishment of a VPN connection myShare and myWiki Printing system QIS access GIT Alfresco Wekan Rocket.Chat</p>	<p><b>WLAN password</b></p> <p>Access to the "Leuphana" Wi-Fi network Access to the "Eduroam" Wi-Fi network (also at other universities)</p>	<p><b>Cloud password</b></p> <p>Registrations that go via the so-called identity provider: Academic Cloud myStudy, Moodle and Panopto (in planning) Microsoft 365 (in planning)</p>	<p><b>Email password</b></p> <p>Access to the email box</p>

Support > IT tutors ([it-tutor@leuphana.de](mailto:it-tutor@leuphana.de))





## Step 2: Visit your Leuphana email account

URL > [mymail.leuphana.de](mailto:mymail.leuphana.de)

Upon enrolment, you get a Leuphana email address and mailbox. You will receive all important emails concerning your studies, for example from the university administration and regarding your courses, on this address. You will also receive the newsletters that you have subscribed to via 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](mailto:it-tutor@leuphana.de)



## Step 3: Create your myStudy account

URL > [mystudy.leuphana.de](http://mystudy.leuphana.de)

myStudy is Leuphana's central study portal. In myStudy, you create your timetable 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 currently important and offered in your courses, your field of study and at the university. Video tutorials on the user interface and the entire range of functions of myStudy can be found here:

[mystudy.leuphana.de/portal/ressources](http://mystudy.leuphana.de/portal/ressources)

In the near future, you will be able to log into myStudy with your Ig number and the cloud password (see above). At the moment, however, you still need to create an independent myStudy account with your self-selected user name and password at [mystudy.leuphana.de/portal/newUser](http://mystudy.leuphana.de/portal/newUser).

**Support** > Under the menu item "Support > Contacts and FAQ" in myStudy, you will find contact persons, information, and FAQ that will help you with questions and problems regarding the courses and assessments offered, course registration, assessment organisation and IT problems. If you have technical problems with myStudy, you can get help from myStudy Support: [myStudy@leuphana.de](mailto:myStudy@leuphana.de)



## There's a lot more, isn't there? – Accounts, platforms & services

### Wi-Fi on campus

You can connect to the university's Wi-Fi network from your digital device using your Ig number 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](http://www.leuphana.de/en/services/miz/it-services/wifi)



### VPN

A VPN connection allows encrypted, tap-proof access to the campus network. VPN connection via the VPN group “Online-Recherche” 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](http://www.leuphana.de/en/services/miz/it-services/vpn-access)



### Library account and Leuphana Card

The library account allows you to borrow books and other media from the university library. To be able to do so, you have to activate your library account for a one-time fee of € 5.00:

[www.leuphana.de/en/services/miz/work-and-study/](http://www.leuphana.de/en/services/miz/work-and-study/)

[online-registration](#)



The Leuphana Card, which you can already use to pay in the cafeteria, will then also be activated for library use and printing.

**Instructions for setting up the library account and receiving the Leuphana Card >** *(see next page)*



[www.leuphana.de/en/services/miz/information-for-first-year-students](http://www.leuphana.de/en/services/miz/information-for-first-year-students)



## LUX: Search and find articles and books

URL > [lux.leuphana.de](http://lux.leuphana.de)

In LUX, Leuphana's literature search engine, you will find, among other things, all the media in the library's collection and information on how to use them, e.g., locations on the library shelves or links to the licensed digital texts. You can also access your library account through LUX. You can log in using the number on the back of your Leuphana Card as your library ID/ user name (starting with 311...) and your 6-digit date of birth (DDMMYY) as your password.



## QIS

URL > [qis.leuphana.de](http://qis.leuphana.de)

On the QIS platform, you can register for assessments. You can also download enrolment certificates, view your grade list or change your semester address. The login data for QIS are the lg number and the Leuphana password.



Support for technical problems > [qis@leuphana.de](mailto:qis@leuphana.de)

**Support for questions on administrative and assessment-related topics >**

Bachelor > [www.leuphana.de/college/kontakt/administration-und-pruefungen.html](http://www.leuphana.de/college/kontakt/administration-und-pruefungen.html) (in German)



Master > [www.leuphana.de/en/graduate-school/organise-your-studies/examinations.html](http://www.leuphana.de/en/graduate-school/organise-your-studies/examinations.html)



## Moodle

**URL > [moodle.leuphana.de](http://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 using your myStudy login details. After the transition of myStudy to the login with Ig number and cloud password (see above), this login method will also apply to Moodle.



**Support > [stud.digi-support@leuphana.de](mailto:stud.digi-support@leuphana.de)**



[www.leuphana.de/en/portals/coronavirus/students/student-support-for-online-learning.html](http://www.leuphana.de/en/portals/coronavirus/students/student-support-for-online-learning.html)



## Rocket.Chat

**URL > [chat.leuphana.de](http://chat.leuphana.de)**

Leuphana provides a chat service through which all university members can communicate directly or in teams or channels. You must first activate the chat at [myaccount.leuphana.de](http://myaccount.leuphana.de) under "Permissions > Rocket.Chat". Then you can log in at [chat.leuphana.de](http://chat.leuphana.de). There is also a messenger app for Rocket.Chat that can be used on all common computer and smartphone operating systems. The access data for Rocket.Chat are the Ig number and the Leuphana password.



**Instructions > [www.leuphana.de/en/institutions/leuphana-teaching-service/support-tools/digital-platforms-and-tools/rocketchat.html](http://www.leuphana.de/en/institutions/leuphana-teaching-service/support-tools/digital-platforms-and-tools/rocketchat.html)**





## Zoom

URL > [leuphana.zoom.us](https://leuphana.zoom.us)

Zoom is used at Leuphana when seminars are held in an online or hybrid format. In order to use the service in accordance with data protection regulations, you should download the Zoom client from the intranet (i.e. with a VPN connection or from within the campus Wi-Fi).



Download of the Zoom client from the intranet >

← [www.leuphana.de/intranet/zoom.html](http://www.leuphana.de/intranet/zoom.html)



← Support > [stud.digi-support@leuphana.de](mailto:stud.digi-support@leuphana.de)

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

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



## Academic Cloud

← URL > [academiccloud.de](https://academiccloud.de)

The Academic Cloud allows you to upload files online, sort them into folders and share them with your fellow students. In this way, you can also work on files and folders together with others. You can log in to the Academic Cloud with your Ig number and the cloud password.



Instructions >

[www.leuphana.de/en/services/miz/it-services/academic-cloud](http://www.leuphana.de/en/services/miz/it-services/academic-cloud)



## Printers

There are printers in the library that can be used with the Leuphana Card. You must first activate the Leuphana Card (see above) and then charge it with cash at one of the designated stations in the library foyer and in the cafeteria.

### Printing instructions >

[anleitungen.leuphana.de/doku.php/en/qpilot\\_stud/start](http://anleitungen.leuphana.de/doku.php/en/qpilot_stud/start)

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



### Equipment lending service

URL for information >

[www.leuphana.de/en/services/miz/service-and-support/  
borrowing-equipment](http://www.leuphana.de/en/services/miz/service-and-support/borrowing-equipment)



URL for equipment reservations > [geraeteausleihe.web.leuphana.de](http://geraeteausleihe.web.leuphana.de)  
(in German)



Where? > Building 7, room 115

Phone > 04131.677–1342

Email > [geraete@leuphana.de](mailto:geraete@leuphana.de)



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

### Plotting service

URL > [www.leuphana.de/en/services/miz/service-and-support/  
print-services/plotting-service](http://www.leuphana.de/en/services/miz/service-and-support/print-services/plotting-service)



Phone > 04131.677–1218

Email > [plotter@leuphana.de](mailto:plotter@leuphana.de)



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

## Working places

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

**Library foyer** > Here you will find group study rooms with interactive whiteboards, the PC pool, a lounge corner, and a total of over 100 working places 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 on myStudy under “Resources > Search for Rooms > Search for free rooms”

**Cosy atmosphere** > Relaxation room in the MIZ foyer; Plan B and multi-function room on the upper floor of Building 9

## Where can I get support?



### IT for the start of your studies

**URL** > [www.leuphana.de/it-for-starters](http://www.leuphana.de/it-for-starters)

Here you will find the most important instructions and contact persons for difficulties with IT services at the start of your studies.

### IT tutors

**Phone** > 04131.677-1222

**Email** > [it-tutor@leuphana.de](mailto:it-tutor@leuphana.de)

**In person** > Library foyer

Leuphana's IT tutors will help you with technical difficulties with your Wi-Fi, VPN, email, or Leuphana account.



## Help pages in myStudy

Under the menu item “Support” in myStudy, you can find video tutorials, user guides, contact details and FAQ that will 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 help you: [myStudy@leuphana.de](mailto:myStudy@leuphana.de)



## Instructions

URL > [anleitungen.leuphana.de](https://anleitungen.leuphana.de)

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.



## How to Library

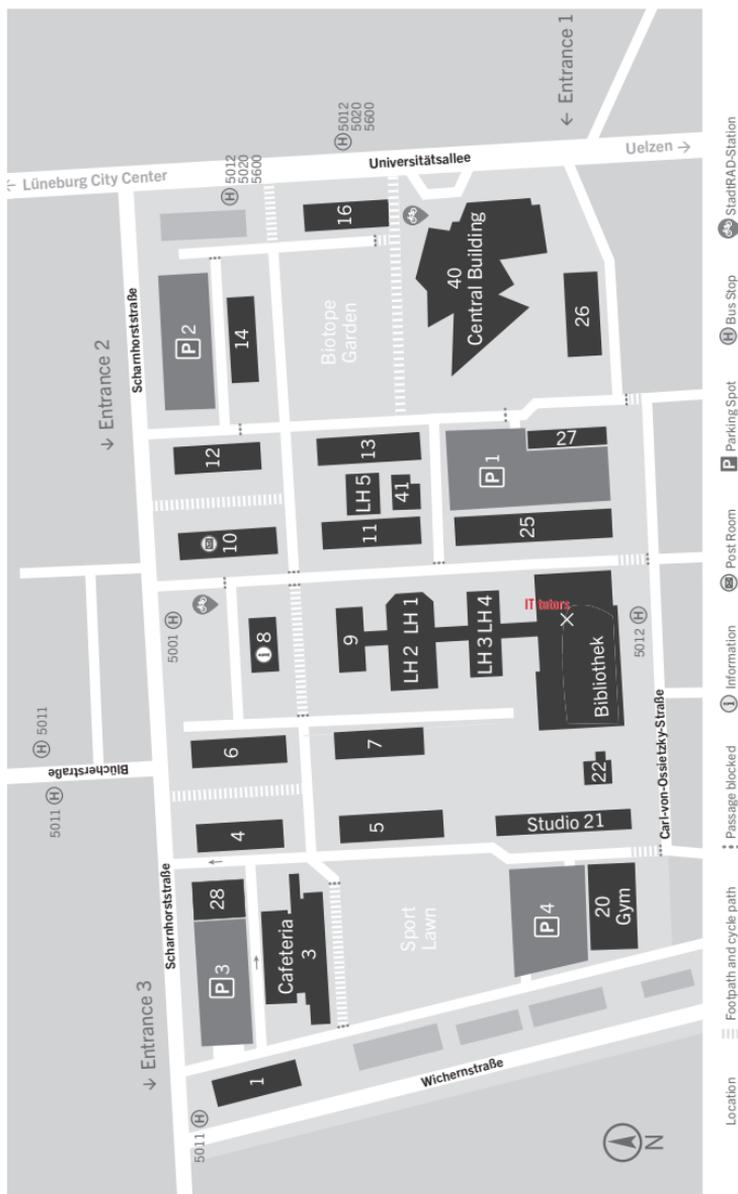
URL > [moodle.leuphana.de/course/view.php?id=3055](https://moodle.leuphana.de/course/view.php?id=3055)

In the semester-independent Moodle course “How to Library”, you will not only find introductory information on using the library, but also easy explanations of many IT services.



**Space for your notes**

# Map of the Universitätsallee Campus



Leuphana University Lüneburg  
Media and Information Centre (MIZ)  
Universitätsallee 1  
21335 Lüneburg  
Phone 04131.677-1200  
Fax 04131.677-1246  
[www.leuphana.de/en/services/miz](http://www.leuphana.de/en/services/miz)