IT Information for Students
Status 17.02.2023

This document provides you with a brief summary of the most important information technology (IT) issues. In case of IT problems, please contact your respective lab manager, your secretary's office or directly the IT Service Center of DHBW Heidenheim. You can reach the IT Service Center as follows:

E-Mail:	service@dhbw-heidenheim.de	
Phone:	Marienstraße: 07321 – 2722 – 177	Wilhelmstraße: 07321 – 2722 – 163
On site:	Marienstraße: Room 702	Wilhelmstraße: Room 215

You can also find various instructions and information about software on our homepage at the following link: https://www.heidenheim.dhbw.de/its.

ICT TERMS AND CONDITIONS

To learn about your rights and obligations for using the information and communication technology of DHBW Heidenheim, please read the usage regulations carefully. You can find a current version of the ICT usage regulations on the DHBW Heidenheim homepage at https://www.heidenheim.dhbw.de/its.

USER DATA (SINGLE-SIGN-ON)

Please note: For new user accounts, it is mandatory to change the initial password first. Until you have done this step, it is not possible to use the services at DHBW Heidenheim.
You can change your password on site in the lab, at the lecture PC or at the PCs in the copy rooms.
Instructions on how to change your password from outside DHBW Heidenheim, can be found at the following link: https://www.heidenheim.dhbw.de/its/account.

Username:	The username is composed of the first 12 letters of your last name (without umlauts and special characters, ä becomes ae, û becomes u, spaces and hyphens are omitted), the first letter of your first name, a period, followed by the course abbreviation (see page 3) and the year (2 digits). If the name is longer than 12 characters, it automatically ends with the twelfth character. **Example: Max Muster - musterm.win20**
Your initial password:	HDH@*7-digit matriculation number* **Example: HDH@1234567**
Domain:	DHBW-HEIDENHEIM

The new password must contain the following criteria:
- Minimum 8 and maximum 15 characters,
- Upper and lower case letters
- Numbers

The following criteria must not be included:
- The following letters and special characters: Ä, ä, Ö, ö, Ü, ü, ß, § and µ
- Parts of your first or last name

FORGOTTEN PASSWORDS

After you have changed your inital password, you can reset your password yourself via https://aka.ms/sspr.

E-MAIL ADDRESSES FOR DHBW STUDENTS

You have a DHBW student e-mail address with an associated mailbox. They can access this mailbox via the Outlook Web App (OWA) web interface of Microsoft Exchange at https://outlook.office.com. The user name for access is their DHBW student email address and the password for DHBW Heidenheim applications.

> Your DHBW student e-mail address consists of your user name and the extension @student.dhbw-heidenheim.de together.
>
> **DHBW Student Email Address:**   musterm.win20@student.dhbw-heidenheim.de

PC LABS

The following PC labs are available to you on a course-related basis if they are not occupied by lectures:

Marienstraße	Wilhelmstraße
Banking, Digital Business Management, Digital Commerce Management Management of Commerce, International Business, Management in Industry, Marketing Management, Transport and Logistics, Insurance Computer laboratories: M321, M501 Contact person: ITS, room M702	Transport and Logistics Computer laboratories: W237, W330 Contact person: ITS, room W215
Marketing Management Computer laboratory: M623 Contact person: Mister Odabas, room M705	Social Sciences, Interprofessional Healthcare Computer laboratories: W106, W218, W330 Contact person: ITS, room W215
Computer Science Computer laboratories: M202, M220 Contact person: Mister Bahrs, room M616	
Mechanical Engineering and Industrial Engineering Computer laboratories: M101, M103, M106, M116 Contact person: Mister Breitweg, room M408	
Business Information Systems Computer laboratories: M625, M730 Contact person: Mister Faber, room M602	

WI-FI

With your user data you have the possibility to connect to the WLAN. You can choose between the "Student WLAN" or "eduroam". You can find the corresponding instructions for the different end devices at https://www.heidenheim.dhbw.de/its/zugaenge.

NETWORK DRIVES

After logging into the PC labs, you will have access to various network drives:

- **HOME (U:)** Personal drive (Only you have read/write access)
- **Studiengang (O:)** Course drive (your entire course has read/write access)
- **Transfer-Studenten (S:)** Swap drive (All have read/write access)

NETWORK DRIVES FROM OUTSIDE THE DHBW HEIDENHEIM

Many contents and services licensed by DHBW Heidenheim can be used not only on campus, but also from home. One way to access your network drives (HOME, study program, ...) from outside is to connect to the VPN of DHBW Heidenheim. To do this, you need the Cisco AnyConnect Secure Mobility Client, which you can download from https://vpn.dhbw-heidenheim.de from outside.

PRINTING AND COPYING

You can find our printing and copying rooms here:
Marienstraße: Room 017
Wilhelmstraße: Room 331

Before you can use the print or copy function, you must first unlock your student ID card for this purpose. Instructions for this are posted in the corresponding print and copy rooms. Further information, such as current prices, is also listed there. After you have registered your ID card, you can top up your print and copy account at the top-up station (in room M017 / W331). The credit is not stored on your student ID card, but on your account (server). You can also pay your library fees with your student card.

COURSE ABBREVIATIONS

Course of study	Acronyms	Course of study	Acronyms
International Students	ais	Mechatronics	tmt
Applied Health Care Science	gag	Industrial Engineering	twi
Applied Health Science in Midwifery	gah	Banking	wbk
Interprofessional Healthcare	gig	Digital Business Management	wdb
Medical Science and Technology	gmw	Digital Commerce Mangement	wdc
Case Management	scm	Management of Commerce	wha
Youth, Family and Social Welfare Services	skj	International Business	wib
Education and Learning Support	ssd	Management of Industry	win
Social Work with the Elderly	sse	Marketing Management	wmm
Social Management	ssm	Transport and Logistics	wst
Computer Science	tin	Insurance	wvs
Mechanical Engineering	tmb	Business Information Systems	wwi