Studieren ist einfach.

Wenn man eine Finanzpartnerin hat, die sich ums Geld kümmert.
Mit uns liegen Sie richtig – vor, während oder nach dem Studium. Sprechen Sie uns an! Zum fairen KfW-Studienkredit genauso wie zu allen anderen Fragen rund um Ihre Finanzen. Infos und Beratung auch online oder im Chat.

Wenn’s um Geld geht

sparkasse-hannover.de/studenten

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A Warm Welcome...

... to all those beginning their studies in winter semester 2018/19 and from Leibniz University Hannover's Question Time. At the beginning there are so many preconceptions, uncertainties and expectations. "What will my course be like?" "What do I need to think of?" Apart from the faculties, at Leibniz University Hannover there are many institutions offering service, advice and support on how to organise and manage your studies. We also offer a wide range of online and self services. But not everything needs to be done online: the Question Time Guidebook - by students for students – will give you a good overall view of what is on offer. It will provide orientation through the labyrinth of the first few days and weeks, so that you can quickly find answers to the question: "How, where and from whom can I get help?"

The wealth of new impressions, experiences and information that you will gather in the coming weeks and months will open up the way to an interesting, exciting and also enjoyable time at university – and here we will show you what you can find where.

We wish you all the best for a great start in the new semester!

The advice offices at Leibniz University Hannover offering information on different topics are marked by the relevant symbols.

- Everything to do with the ServiceCenter
- Leibniz University IT Services (LUIS)
- Library information
- General tips and tricks for your studies

The advice offices at Leibniz University Hannover offering information on different topics are marked by the relevant symbols.

Important contact details are marked by a blue bar.

Tips are in grey boxes and marked by the relevant symbol.

Checkliste

This checklist is a reminder of the most important points for a successful start to your studies. It is only a suggestion and can of course be adapted to individual needs. If you have any questions, the relevant services/bodies and the contact person for your subject will be pleased to help. [www.uni-hannover.de/checkliste](http://www.uni-hannover.de/checkliste)

- Go to the preparation courses (Vorkurse) and the introductory session of your degree courses!
- Apply for BAföG / a student loan if you haven’t already done so.
- Get to know where things are on campus (There’s a map in the centre of this guidebook).
- Find out about current regulations (e.g. exam and internship regulations).
- Have a look at the lecture list or semester planner, select your courses and find out about how to register for courses and tutorials etc.
- Find out how to register for exams and make a note of deadlines for exam registration.
- Have your LeibnizCard registered for library services in the TIB.
- Charge your LeibnizCard for use in the Mensa (dining hall) – it’s faster for everyone.
- Activate your LUH-ID, web access and Stud.IP.
- Make a note of the deadline for reregistering for the next semester (pay the semester dues).
- If necessary, ask students from higher semesters or students from the student councils / union for tips and advice.
- Organise your free time!
ABC of Leibniz University Hannover

What kind of university do you want to live in?
Leibniz University Hannover is a space of freedom: freedom of teaching, research and thought – and the freedom to be yourself. Our university observes the basic principles of our diversity management, the chief articles of which state:

- Every member of the university shall meet the other members with respect, tolerance and politeness – irrespective of gender, religion, origin, sexual orientation or ideology.
- We tolerate no racism, no discrimination, no intolerance – and no violence of any kind.

Our appeal to all new students at this university is to: keep an open mind, even though clichés seem easier; act responsibly, even when emotions run high; help those who don’t know what to do; stand up for tolerance and humanity, in order to show that at this university there is a place for EVERYONE, as only ALL of us can enrich us with the DIVERSITY of this world.

www.vielfalt.uni-hannover.de

Putting the lecturer in a good mood - how to behave in lectures etc.
- Keep quiet
- Be punctual
- Stay until the end of the lecture and listen
- Use your laptop only for working
- Switch your mobile phone to silent or off
- Don’t reserve seats in full lecture halls
- Take your litter with you after the lecture and put it in a bin
- Show your thanks at the end of the lecture by knocking on your desk

What happens when and how do I register for it?
Everything you need to register for in a semester is in the exam regulations for your subject. Find out before you start to study and before each semester what you are supposed to achieve. Performance is usually grouped in modules. In each module you gain ECTS points (European Credit Transfer Systems), i.e. credit points. To complete a module you usually have to register for several courses and complete them with an assessment (Leistungsnachweis). Different courses and subjects can vary widely here. Take note also of the number of times you can take an exam, and of the rules for withdrawing from an exam in case of sickness.

The online lecture list (p.30) or in some case your faculty’s semester planner will tell you when your courses are scheduled. Courses come in various shapes and sizes:
- In a Vorlesung (lecture) a lecturer holds a lecture on a specific topic. You just listen and/or make notes. Sometimes the audience is specifically encouraged to take part in a discussion or is given the opportunity to ask questions at the end. Seminars are for smaller groups of students, who can/should take a much more active part. The contents are often worked on and discussed together with the lecturer.
- Aufbaumodule (advanced modules) mainly concentrate on fundamentals to provide students with an introduction to a subject area.
- Vertiefungsmodule (extension modules) build on what has been learnt in the Aufbaumodule. For this reason you should attend such seminars only on the advice of a lecturer.
- In an Übung (exercise or problem class) topics that have been dealt with are studied further and applied. These classes typically accompany a maths lecture or are language courses.

What is c.t. and what is s.t.?
These abbreviations tell you when a course starts.
- c.t. = cum tempore: 15 minutes after the time announced (also known as the academic quarter). 8 Uhr c.t. means 8.15 am.
- s.t. = sine tempore: a course starts on the full hour. 8 Uhr s.t. is thus 8am.
A tutorial is held in a small group, like a seminar. In a tutorial, students meet regularly under the supervision of older students and practice the lecture material. In a laboratory, students do experiments independently, as e.g. in the electrical engineering basics laboratory. A block seminar takes place on several consecutive days, i.e. Friday/Saturday/Sunday and not once a week during the semester as with other seminars.

The way registration for an exam, seminar, tutorial etc. is organised depends on your subject and the lecturer. In some subjects there is automatic registration, with others you have to register yourself. So that you don't waste a semester or have to wait for one more because of missing a deadline, find out about dates and deadlines from Exam Info & Subject Advice and/or ask your contact people. (e.g. lecturers, subject advisors, student council/union, subject coordinator ...). It is a great help to write dates down in a diary. Many registrations are online via Stud.IP (p.28).

Semester Dates

Winter Semester 2018/2019
Overall period 01.10.18 - 31.03.19
Lecture period 15.10.18 - 02.02.19
Break 22.12.18 - 06.01.19
Registration period for SuSe 19 21.01.19 - 02.02.19

Summer Semester 2019
Overall period 01.04.19 - 30.09.19
Lecture period 08.04.19 - 20.07.19
Break 11.06.19 - 15.06.19
Registration period for WiSe 19/20 06.07.19 - 20.07.2019

LeibnizCard

The LeibnizCard for students is an electronic student ID card at Leibniz University. It combines in one card all the essential functions that you need in everyday life at university:
- Student ID
- Semesterticket
- Library ticket
- CampusCard for University Sports
- Payment function Hannover Student Services (Mensa) and University Sports
- Electronic key for lockers (TIB, University Sports Centre)

To be able to use the LeibnizCard during your entire studies as an ID and a Semesterticket, you must validate it at one of the designated terminals once you have successfully reregistered. The period of validity is printed on the LeibnizCard, which must be revalidated each semester at one of the terminals. There are eleven validation points:

www.uni-hannover.de/leibnizcard

New students receive a pre-validated LeibnizCard, which will not require revalidation until the second semester and onwards.
Overview of the ServiceCenter

What if I have a question?
The ServiceCenter

The ServiceCenter is the first port of call for students and prospective students. The reception offers you a first orientation and can pass you on to various departments and advisors according to your needs. In addition you can hand in or collect applications and documents at the reception. Your questions concerning your studies can be answered via the ServiceCenter.

Opening Hours ServiceCenter:
Monday to Thursday
10am to 5pm*)
Friday and before public holidays
10am to 3pm *)
www.uni-hannover.de/servicecenter

Service Hotline
Tel. 0511 762-2020
Monday to Thursday
9am to 5pm*)
Friday and before public holidays
9am to 3pm *)
www.uni-hannover.de/servicecenter

Infothek
Here you can get materials and media related to your studies, e.g. the latest information on your subject, information on applications for your studies or funding. Computers are available for you to use, and if you have any questions you can ask the student assistants any time. If you have forgotten your password, you can have it reset in the Infothek. The Infothek also looks after international students and provides a first orientation for students new to the university. In addition, the International Office, the ZQS/Centre for Quality Enhancement in Teaching and Learning, the FSZ and the Student Advisory Services (ZSB) are there to answer your questions.

Academic Examination Office
The Academic Examination Office is at your side throughout your studies for issues concerning exams and exam performance according to the exam regulations relevant to you. Here you can register for exams, and documents such as degree certificates, transcripts and other certificates are handed out. Information and forms are available at:
www.uni-hannover.de/pruefungsinfos

Centre for Applied Linguistics and Special Languages (FSZ)
The FSZ offers a wide range of language courses, most of them free of charge. From foreign languages (ranging from English and Spanish to Chinese), languages for special purposes (e.g. Business English), and language tests (German and English), which are important for studying abroad, there is everything that the student heart desires. Registration for the FSZ courses is also online via Stud.IP (p. 28).
www.fsz.uni-hannover.de

It takes time to learn a language! Take a course in good time so that you can continually improve your language skills!

Registration Office (I-Amt)
The I-Amt staff can be contacted via the ServiceCenter. They are responsible for applications, registration, re-registration, leave (semester off), long-term student fees, processing student accident reports and deregistration.
www.uni-hannover.de/immatikulationsamt

Information on the re-registration deadline, the amount of the semester dues and account details will be sent to you each semester by e-mail.

International Office
The International Office supplies information on studying and internships abroad. It also offers advice on funding your stay abroad and on scholarships. If you come to Leibniz University Hannover from abroad, the International Office will also advise and inform you about financial support, questions concerning residence permits, supervision and leisure pursuits.
www.international.uni-hannover.de

Hannover Student Services
Hannover Student Services is an important port of call for students. Here eligible students can get BAföG. All the others will find help in finding out about financing their studies. Social counselling is also available. For students with children, international students and
students with disabilities we offer special support. In addition to this, you can find a temporary home in one of our student hostels. Thanks to Hannover Student Services, there are a wide range of places at Leibniz University where you can eat well and at a modest price. The mensa (dining hall) menus can be found on the Student Services website. Here you can also download the menu app hAppS for smartphones and tablets for all operating systems. Cashless payments are possible using the LeibnizCard in the mensas and cafeterias:

Selected Mensas:
- Hauptmensa (Callinstraße 23)
- Contine (Königsworther Platz 1)
- Mensa PZH (An der Universität 2, Garbsen)

Selected Cafeterias:
- Sprengelstube (Welfengarten 1)
- Cafeteria Herrenhausen (Herrenhäuser Str. 8)
- Moccabar (Königsworther Platz 1)
- Coffee-Shop Appelstraße (Appelstraße 9a)

www.studentenwerk-hannover.de

Who else can help?
Contact Persons for my Degree Programme/Subject
The institutes are responsible for individual courses, depending on their research profile. The degree programme coordinators and advisors give advice on questions concerning subject and organisation, e.g. timetables, organisation of exams or problems with lectures. The examining committee decides on admission to intermediate or final exams, on credits for exam performance, and approves subsidiary subjects and lectures outside the exam regulations.

Student Advisory Services (ZSB)
The Student Advisory Services is a focal point for all students at universities in Hannover and for prospective students. You can take advantage of open office hours or fixed appointments for confidential advice on all matters and issues closely or widely connected to your studies. These might include difficulties in taking decisions, transition from bachelor’s to master’s degrees, doubts about your studies, changing subjects, studying as a parent etc.

www.uni-hannover.de/studienberatung

Students with Disabilities
Accessible counselling, e.g. on managing everyday life at the university with a chronic condition and/or disability takes place in the ZSB and is of course also confidential.

Christiane Stolz
Students with Disabilities Officer
Tel. 0511 762-3217
cristiane.stolz@zuv.uni-hannover.de

www.uni-hannover.de/mit-handicap

ZQS/Centre for Quality Enhancement in Teaching and Learning
The ZQS/Centre for Quality Enhancement in Teaching and Learning is at your side throughout your studies and gives tips on learning strategies and exam preparation. You can get information on academic writing and register for seminars with credit points. In addition we offer support with applications and starting internships and work.

www.sk.uni-hannover.de

In case you either experience or witness any situations that force you or others in positions they don’t feel comfortable with, contact us via following e-mail address: awareness@asta-hannover.de

Hey,
The AStA (General Students’ Committee) would like to welcome you at Leibniz University Hannover. Before you’ll start getting to know the campus, university and your fellow students, we’d like to remind you to take care of you and others.

Unfortunately, last years’ orientation weeks have been accompanied by reports of so-called “games”, that were crossing peoples’ personal spaces and borders of bodily autonomy – often in connection with alcohol consumption. No way, we want to forbid you to have fun – but we want everyone to have fun.

Peer pressure may occur especially in situations where people are trying to get to know each other and not wanting to stand out as a misfit. It’s sure exciting to get in touch with other people, being in a new city and having a drink together. But please keep in mind that nobody’s got to do anything they don’t want to do. Don’t be afraid to articulate your Dos and Don’ts and respect other’s.

But now, enjoy your start at Leibniz University.

All the best, your AStA
You can find all the contact people for your subject at: www.uni-hannover.de/fachberatung/

Starting Business
The starting business service supports students and scientific staff from all faculties in turning their innovative ideas into sustainable business concepts. Anyone who wants to found a start-up, wishes to develop their ideas or intends to join an existing team can receive free professional support here. www.starting-business.de

Equal Opportunities Office
The Equal Opportunities Office fosters gender equality, the reconciliation of family and working life, and discrimination-free working and studying conditions. Students have the opportunity to take part in training programmes, and are advised on questions concerning studying with children (childcare, flexible exam times etc.) or dependent relatives. The Office is also the point of contact in cases of discrimination or harassment. www.chancenvielfalt.uni-hannover.de

Leibniz Universität IT Services (LUIS)
LUIS offers IT services and IT infrastructure for research, teaching and administration. It is also responsible for Identity Management (p.17) and your entire web access (WIFI, VPN, email address; from p.18). In addition, LUIS offers a wide variety of offline IT-support: IT courses, sale of IT manuals, notebook rental, software for students and professional printing (from p.37). www.luis.uni-hannover.de

Ombudsperson for Studying and Teaching, Complaints Management
The Ombudsperson is responsible for students with problems and complaints, and for securing good studying conditions. S/he is independent and neutral, advises and mediates, and where necessary contacts the persons involved. All issues are treated confidentially and on request anonymously.

Prof. Hans Bickes
(Contact via Ms Gora)
Ombuds office for Studying and Teaching (ZQS)
Tel. 0511 762-5446
ombudsperson@studium.uni-hannover.de
www.uni-hannover.de/ombudsperson

Psychological Counselling for Students (ptb)
The ptb supports students experiencing difficulties in their studies, exam anxiety, depressive phases, exhaustion, relationship issues, loneliness and other matters concerning their studies or their private lives. www.ptb.uni-hannover.de

ZQS/E-Learning Service (elsa)
The ZQS/elsa offers advice, service and the operation of learning management systems. One of these is Stud.IP (p.28), which has many useful functions to support you during your studies. In addition, ZQS/elsa offers recordings of lectures so that you can see your lectures on video.
elearning@uni-hannover.de
Tel. 0511 762-4040
Monday to Friday
9 - 12am, 2 - 5pm
www.elsa.uni-hannover.de

Twitter and Facebook
Of course you can also find Leibniz University Hannover at: www.twitter.com/UniHannover www.facebook.com/unihannover

In addition, many institutions have their own Facebook pages.

The official Leibniz University Hannover first-semester Facebook group for WS 18/19:
www.facebook.com/groups/LUH.Ersi2018

We are Leibniz University!
T-Shirts, hoodies, mugs, ties, USB-sticks, college pads, notebooks, pencils, ballpoint pens, ink pens and much more can be bought at the LeibnizSHOP in the main building! The merchandising articles are available right there on the lower ground floor below the atrium. You can find a range of attractive and useful products here – and they can all be ordered on the internet, also in bulk. It’s worth having a look!
www.leibnizshop.de
Official Bodies at Leibniz University Hannover

Official Student Bodies are the Student Union (AStA), the Studentische Rat (StuRa), or Student Council, the Fachschaftsräte (FSR), or Faculty Student Councils, and the Fachräte (FRI), or Subject Councils.

The AStA represents students’ interests and is always willing to help. AStA offers various types of advice and counselling, free mensa food for students with financial difficulties, or € 450 emergency loans. If you have questions about the Semesterticket (area of validity, conditions of use, potential refunds), this is the right place to go to. During the opening hours feel free to drop in at any time.

The Studentische Rat (StuRa), or Student Council, has 59 seats, of which 29 are directly elected. In the elections in January you can elect the direct student representatives, whose period of office is two years, beginning with the summer semester after the election. The candidates represent interests that are presented in a small-scale campaign (flyers etc). The other half of the StuRa is made up of delegates from the Faculty Student Councils, whom you can vote for in the university elections. The StuRa votes for example on the AStA budget, selects the AStA officers and decides on general positions of the student body on university topics. The StuRa has the power to give directions to the AStA.

www.uni-hannover.de/studrat

The Fachschaft (students) supports you in all issues concerning your studies and organises numerous activities.

www.uni-hannover.de/fachschaften

As a central body (collegial body) of the university, the Senate is made up of the following 13 voting members: seven university professors, two students, two (academic) non-professorial members and two representatives of the technical and administrative staff. The (Vice) President is the Head of the Senate. The duties of the Senate include passing university regulations, and also deciding on exam regulations for cross-faculty degree programmes etc.

There are nine faculties at Leibniz University Hannover and each of these faculties has its own Faculty Council. This decides, like the Senate, on exam regulations and expresses an opinion on the introduction, change or closure of degree programmes. It makes short lists of candidates for professorships, and also elects the Dean’s Office. The Faculty is run by the Dean’s Office, which implements decisions of the Faculty Council. It is made up of at least one Dean and one Dean of Studies. On the equal terms to the faculties is the Leibniz Research School QUEST, and in a similar form the Leibniz School of Education.

The Studienkommission (Academic Commission) of a university is responsible for matters concerning studying and teaching. After every lecture series, class etc evaluations are carried out and discussed by the academic commission responsible. This is a good means for students to point out good or bad teaching, room situation etc.

The Hochschulrat (Board of Trustees), consisting of seven members, advises the Presidential Board and the Senate, and takes a stance on fundamental concerns of the university.
Organise your free time!

**University Sports Centre (ZfH)**

You’d like to do sport with others, meet new people, relax and have fun? No problem at Hannover’s University Sports Centre! With over 100 kinds of sport, ZfH has a wide range of activities. At University Sports you can burn off energy and do something different at Uni. Our over 700 courses are held not only during the semester but also in the vacation. And not only that: At University Sports you can find CAM-PUSFit, a dedicated gym (including sauna), and in KletterCAMPUS, our very own climbing hall, even more physical challenges await you.

At the annual summer sports festival on the SportCAMPUS you have the chance to take part in a wide range of sports tournaments. On this day many lectures are cancelled after 12 noon; in the evening there is then an open air party.

To take part in the courses and other events you must register with University Sports. This can be done online via our website or in person at the service points on the Sport-CAMPUS at Moritzwinkel. www.hochschulsport-hannover.de

**How do I get to know other students?**

Apart from AStA and the Fachschäfte/ Fachräte, there are many leisure activities at Leibniz University Hannover. Why not have a look here:

www.uni-hannover.de/ sport-kultur-freizeit

The many student initiatives and groups are particularly good places to meet other students (also from other subjects) and there is sure to be something that will be of interest to you.

www.uni-hannover.de/ studentische-gruppen

Identity Management (IdM)

**What is IdM?**

IdM stands for Identity Management at Leibniz University Hannover. Here you can manage several accounts and your online student life in one central place. The IdM is also often referred to as a “central login page”.

When you take up your studies you are allocated a matriculation number. This will remain with you for all your studies. In the same way there is a LUH-ID, with which you can access central IT-supported services. Your LUH-ID is similar to the one in this example: ABC-DE1.

**Activating your LUH-ID**

How do I activate my LUH-ID?

1. You will have received your LUH-ID together with your LeibnizCard. The accompanying letter also contains your initial password, which you must keep in a safe place.

2. Register with your initial password on the following page: www.login.uni-hannover.de

3. Enter your email address or confirm the email address from your application.

4. A verification code will be sent to this address, to confirm that you have access to this email address. You must now enter the code on the login page or follow the link in the email.

5. You will now be asked to set up a new password for your LUH-ID

Your password will be a kind of master key with which you can reset other passwords and log in to the online portal, if this service is available for your degree programme (p.30). So you should choose one that is neither too easy nor too short (p.20).

Keep your initial password in a safe place! If you should ever forget the password you have chosen, it can be reset to your initial password only at the Infothek in the Service-Center.

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Central login page and associated services
After activating your LUH-ID you can use it to access the services offered via the central login page and to activate them. Under IT Services you will find a list of services you can apply to use, information and ways of managing your passwords. Under the item personal data you can see your data, register a new email address and decide which newsletters you wish to receive from the university.

www.login.uni-hannover.de

Online-Portal
With your LUH-ID and your password you can also register for the online portal after activating your LUH-ID. Here you can e.g. see your grades, change your address, and retrieve your enrolment certificate (Immatrikulationsbescheinigung) (p.30).

WIFI/VPN
Many of the buildings at the university and on campus have wifi, which is available to all members of the university (p.20). A VPN client simulates that you are in the university network, even when you are working from home. In this way you have access to services that can normally be accessed only from the university network (i.e. via the university wifi), such as certain library services (p.39).

Microsoft Imagine
Within the terms of Microsoft Developer Network Academic Alliance, students can under certain conditions receive free licences for Microsoft software (p.36).

University Email Address
Students can receive a university email address with the corresponding mailbox. This can be activated individually via the account manager.

A university email address (@stud.uni-hannover.de) identifies you as a student at Leibniz University Hannover and enables you to claim discounts from many providers.

ITS-Pools
In computer rooms, known as ITS-Pools (IT infrastructure for students), Leibniz University Hannover’s Technical Services provides you with the opportunity to become familiar with computing basics. The ITS-Pools are in three locations. For further information go to:
www.tsb.uni-hannover.de/its-pools

CIP-Pools
Students in many degree programmes can apply for an account for computer pools in their faculty, so that they can work independently on the networked computers of their institution and e.g. familiarise themselves with computer programs. These pools are also often used for teaching.

IdM – questions or problems
Not all students receive an LUH-ID. If you are a member of the preparatory college (Studienkolleg), an occasional student (Gasthörer) or a junior student, you will be given an account by the institution in charge.

Campus-PC
There are computers with internet browsers and text and image processing programs available on the ground floor of LUIS.

Stud.IP
Course materials are made available in the learning management system Stud. IP. It is also an easy means of communication with your lecturers and fellow students.

WebSSO/OpenID
OpenID is a widely-used standard for using your LUH-ID to register with a web provider outside the university.

IT-Service-Desk des LUIS
support@luis.uni-hannover.de
Tel. 0511 762 - 9996
Mon - Fri 8am - 7pm
In almost all of the university buildings and campuses you can use wifi to surf the internet thanks to LUIS. Access is via your LUH-ID. It is encrypted and your data is protected from outsiders.

**IT security**

LUIS provides up to date antivirus software (Sophos) and advises you on security issues and incidents.

www.luis.uni-hannover.de/it_sicherheit

**Safe handling of passwords**

It is not just a question of the quality of a password, but also the careful handling of it:

- A password should be known only to the owner of the identifiers.
- The password should be changed roughly every six months.
- For different identifiers you should use different passwords.
- Don’t let anyone look over your shoulder when you are entering your password!

www.luis.uni-hannover.de/its_passwoerter

www.luis.uni-hannover.de/pw_used

**Protect your Computer**

“My computer is unattractive to hackers; there is nothing worth having.” This assumption is unfortunately as common as it is wrong. Even if the data on your computer is not particularly worth protecting, the computer can still be useful in many ways to an attacker after it has been hacked into, e.g. as a springboard for attacks on third parties.

**What can I do?**

- Install a virus scanner e.g. Sophos, and update it regularly.
- Update your operating system and your installed software all the time using the updates made available by the manufacturer.
- Use the personal firewall on your computer, which if correctly configured, will make it extremely difficult for an intruder to misuse your computer.

Antivirus software Sophos:

www.luis.uni-hannover.de/antiviren

Information on Personal Firewall:

www.luis.uni-hannover.de/its_p_firewall

**eduroam – Your worldwide wifi**

All students at Leibniz University Hannover are entitled to use one of the largest wireless network associations in the world, eduroam. Many universities have joined forces in the eduroam network association to allow their students access to their own wifi. In Germany alone, more than 280 universities and other educational institutions offer this service. Access to uncountable wireless networks worldwide is particularly practical when you are spending a semester or a holiday abroad. To find out where you have access, visit:

www.eduroam.org

Eduroam is supported by Windows from XP SP1 and by Mac OS X from 10.3 without the installation of any additional software.

Always download all the updates of your computer and your mobile devices. This not only serves security but can also prevent problems when setting up your wifi!

**Four Steps to Setting up WIFI**

1. Set up your LUH-ID!
2. You can set up your password for using wifi on the central login page. NB: your user name is your LUH-ID with the ending -W1@uni-hannover.de
3. Configure your computer. With the help of the eduroam CAT tools it is easy to set up access to eduroam on almost all operating systems. To do this call up the following site: https://cat.eduroam.de. Access can also be configured manually. You will find instructions on the next page.
4. After the first login the computer / your mobile device will connect automatically with the wifi, if it is within range.

**LUIS Data Station**

Schloßwender Straße 5
support@luis.uni-hannover.de
Mon – Fri 9am – 7pm
www.datenstation.uni-hannover.de

**eduroam on the campus of the University of Vilnius in Lithuania**

**Your Web Access**
Open Control Panel via the start menu or the charm bar.
2. Then select, if available, wireless networks and click on the option "add a network manually."
3. In the next window enter the network name "eduroam". Choose the security type "WPA2 - Enterprise" and as encryption type "AES", or, if this is not supported by your computer, "WPA2 - Enterprise" and "TKIP". If "WPA" or "WPA2" does not appear among the options, your wifi driver probably doesn't support WPA. Check if the latest drivers and all windows updates have been installed.
4. If available, click on "modify connection settings".
5. For the network authentication choose "protected EAP (PEAP)" and click on the button next to it "settings".
6. In the window that appears "properties of protected EAP" tick "check server authenticity" and "rapid restoration of connection".
7. In the list of Trusted Root Certification Authorities tick "Deutsche Telekom Root CA 2". If this does not appear on the list, please make sure that you have installed all current window updates, and in particular root certification updates.
8. Select the authentication method "secure password [EAP-Mschapv2]."
9. In the window "EAP-MSCHAPv2 properties" untick "automatically use my window logon name..."
10. Select, if available, as an authentication mode "user authentication". Here the user name and the password can be entered under "enter logon name" to prevent you having to enter it several times. Otherwise this can be done later.
11. Close all windows by clicking ok. In the task bar you can now connect with eduroam by clicking on the wifi symbol.

Windows

Mac OS X

The following instructions refer to using the current version Mac OS Sierra. For other versions some steps might be slightly different.
1. Click in the header on the symbol for wireless connection (called Wi-Fi or WLAN on the Mac AirPort).
2. Select in the list of networks that have been located "eduroam".
3. After some time a window should appear asking you to enter your username and password. Here you enter your LUH-ID, completed by -W1@uni-hannover.de and your wifi password. The field 802.x can remain on automatically set. So that the computer remembers the access, tick "remember this network". Then click ok.
4. You will now be asked if you want to save the data you have just entered in the keychain of your computer. Click in the next window on "always allow".
5. The first time you connect a window "check certificate" will now appear. Click "show certificate".
6. In the next window first click "Deutsche Telekom Root CA 2", tick "always trust" directly above this and click "continue". Your computer will in future automatically connect with eduroam when it is in range.
7. Select the authentication method "secure password [EAP-Mschapv2]."
8. In the window "EAP-MSCHAPv2 properties" untick "automatically use my windows logon name..."
9. Select, if available, as an authentication mode "user authentication". Here the user name and the password can be entered under "enter logon name" to prevent you having to enter it several times. Otherwise this can be done later.
10. Close all windows by clicking ok. In the task bar you can now connect with eduroam by clicking on the wifi symbol.

Other Systems

These and further instructions e.g. on Linux and mobile devices can be found at www.uni-h.de/WLAN

When requested, enter your username if you have not already done so (LUH-ID "-W1@uni-hannover.de") and your wifi password. This request can appear several times. This does not however mean that the user data has been entered wrongly. It might also be necessary to click "connect" several times to establish a connection.
VPN service

VPN, which stands for Virtual Private Network, offers members of Leibniz University Hannover the chance to set up a secure connection to the university data network no matter where they are. In this way you can also access TIB services, or information that is available only within the university network, from home.

Installation and set-up works automatically via the web interface. You just need to enter your user data, which you can activate through IdM. For information on download and the manual go to:

www.luis.uni-hannover.de/netz_vpn

If you now want to access e.g. electronic publications at TIB, all you need to do is start the VPN client, login, and you can use the services as usual.

There are however some TIB services that cannot be accessed from outside i.e. also not via a VPN connection.

Your university email address

We advise you to set up a respectable email address (with which you also register with Stud.IP etc) as soon as you have activated your LUH-ID (p.17) on the central login page (p.18). Email addresses such as “sweetie97” are unsuitable, and should be avoided at all costs for communication with lecturers. Your email address will then have the ending @stud.uni-hannover.de and looks much more respectable.

Later on, when you are applying for internships this is helpful and much more professional.

Chat

Jabber is a free instant messenger protocol, similar to ICQ, MSN or AIM, but technically much more advanced. You can use this to chat with other Jabber users. All members of the university (students and staff) who have an email address administered by LUIS can use Jabber directly. The Jabber server is reserved for students and staff of Leibniz University Hannover exclusively. For further information on XMPP/Jabber go to the LUIS website:

www.luis.uni-hannover.de/jabber

Digital media are a constant companion in your studies: giving presentations and managing literature, organising notes, exchanging ideas with your study group...

The MELT Community helps you to get orientated through information about courses at LUH, online services and useful apps. Benefit from the experiences of others and share your knowledge about how you can use various tools for studying.

Visit our group in Stud.IP if you have questions about tools or services, and play your part in making everyday life at the university a bit easier!

www.uni-hannover.de/de/studium/im-studium/tipps-und-werkzeuge/melt/
During the first few weeks at university you will notice that much of your studies take place via Stud.IP and ILIAS. You are strongly advised to set up a Stud.IP account at the very beginning. Most course registration is via the online platform Stud.IP and you also communicate with your lecturer via Stud.IP or by email.

Stud.IP is a learning management system which supports you with many useful functions. You can find it at: www.uni-h.de/elearning

Here you will find all the courses at Leibniz University Hannover. You can set up your timetable and manage your appointments, retrieve information on courses, get in touch with fellow students, exchange data, access course reserves, and much more. For instructions on activating your account see page 17.

First Registration for Students
Select the central login via WebSSO on studip.uni-hannover.de and enter your WebSSO Login data. And you will already have created a new account. For more information on WebSSO as a LUJS service see page 19.

Registering for courses
The most important function in Stud.IP is managing your courses. In the area Veranstaltungen (courses) you can gain an overview of your courses. The symbols will tell you whether there are any messages for the course in question. If you want to register for a course, you can do this via the search function. You can either look for courses directly or browse through the lecture list. If you want to register as a participant in a course, click on “Tragen Sie sich hier für die Veranstaltung ein” (set up new course). In some cases places in a course are allocated via a further registration procedure. Here you may need to enter further information about yourself and your degree programme. You can do this via “Profil – Nutzerdaten – Studiendaten”. (profile – user details – study data).

Study groups
In Stud.IP you can also set up a study group. This is a digital workspace, which is always available. Study groups are wonderful opportunity for you to work together with other students. You can find them under “Community -> Studiengruppen” (study groups) and of course via the search function. Study groups can also book available learning spaces in different locations.

Finding and Booking Learning Spaces
You can find the right place to learn on your own or in a group via the learning space map, which offers numerous filters. There is also a booking system for reserving group learning spaces via Stud.IP. www.lernraum.uni-hannover.de

Planner
One click on the diary in the navigation bar will take you to the planner. The diary automatically shows the sessions of the courses in which you are registered as a participant. Of course you can adapt the calendar to suit your needs and e.g. also add and manage private dates.

Communication
The areas Messages and Community give you the opportunity to contact lecturers and other students. You can first of all send and receive messages, and secondly you have the chance to “blubber”.

Blubber is a real-time communication system replacing chat and the guestbook, and is similar to a wall in well-known social networks. Here, new posts and replies are shown in real time. It’s worth having a look at it. You can access the various areas in Stud.IP via the homepage or the navigation bar. In the lower part of the homepage there are announcements and surveys concerning the system.

Stud.IP also offers you a bulletin board. Jobs at the University, extra tuition or flats are posted here. You can also find out about events at Leibniz University Hannover. In addition, as with any other bulletin board, you can sell your unwanted furniture or other things, or buy items from other students.

Elearning Support
ZQS/E-Learning Service (elsa)
elearning@uni-hannover.de
Tel. 0511 762-4040
Mon to Fri 9 - 12am and 2 - 5pm
www.uni-hannover.de/onlinedienste

www.uni-h.de/elearning
Online Portal

With its online lecture list and online registration for exams, the online portal of Leibniz University Hannover is a major help in organising matters to do with your studies. www.uni-hannover.de/onlineportal

Your access data can be found on the student data sheet that you were sent.

Registering for exams online
Over half of our students can already register or deregister for exams online, and see their course sequence or print transcripts. Visit here to find out for which courses this service is offered: www.uni-hannover.de/pruefungsinfos

Online lecture list
The online lecture list contains all the lectures, seminars and classes offered by the Faculties, the Centre for Applied Linguistics and Special Languages (FSZ), the Leibniz School of Education and the Centre for Quality Enhancement in Teaching and Learning, and events for prospective students and occasional students (Gasthörernde). You can browse through the lecture list or look for specific courses using the keyword search. You can also find much more information about the courses such as location and times, course descriptions or reading lists. Apart from the lecture list you also have access to the directory of institutions and staff at Leibniz University Hannover. In the download area you can download current and previous lecture lists. After logging in you can use the area Mein Studium (my courses) to change your address, compile your own timetable using the online lecture list, or create degree programme plans with a few mouse clicks.

Your course sequence
All students at Leibniz University Hannover can see their course sequence (Studienverlauf) online. You can also print this document and e.g. include in your application documents, as it contains information on the semesters you have already studied, your completed courses or degrees, your degree programme and your matriculation number.

Retrieving university certificates: With your LUH-ID you can e.g. download your Immatrikulationsbescheinigung (enrolment certificate). This saves a trip to the ServiceCenter.

Questions and problems
Should you have questions and difficulties with registering for exams please contact the administrative staff: www.uni-hannover.de/fachberatung

If you have forgotten your password, you can have it reset in the Infothek in the ServiceCenter (p.8). www.uni-hannover.de/servicecenter
Data station
The data station is the personal point of contact for students. Student assistants at the data station are available in the service area of the computer centre to answer your questions on:
- Computer questions
- IdM registration
- Internet access, wifi and VPN

There are also eight workstations available here. You can use the following services:
- Internet access
- Activating an IdM account
- Document editing with Open-Office
- Free print quota
- Central storage of your own files

You can activate access data to the workstations via IdM (p.17)

LUIS Data station
Schloßwender Straße 5
support@luis.uni-hannover.de
Mon - Fri 9am - 7pm
www.datenstation.uni-hannover.de

IT courses
LUIS offers regular IT courses. These training courses can be divided into five areas:
- Operating systems
- User software
- Programming languages
- Network services
- IT security

With courses lasting more than one day (8 hours), LUIS can issue a certificate of attendance on request. With shorter courses this is unfortunately not possible due to the effort required. For further course information, general information and registration visit the LUIS website: www.luis.uni-hannover.de/kurse

IT manuals and e-books
For more than 30 years and in cooperation with 180 other universities, LUIS has been offering understandable, practical and very reasonably priced IT manuals on the following topics:
- Operating systems
- Network services
- Office applications
- Programming
- User programs

For legal reasons the books may be used only by full-time registered students and staff at state universities within the competence of the Ministry of Science and Research. Passing them on to third parties or institutions is not allowed.

In view of the restriction “solely for your own use” we can supply only one copy per person and title. Tables of contents, extracts and practice files can be found under the following link: www.luis.uni-hannover.de/buecher

You can buy manuals or the authorisation code to download e-books for your own use on presentation of your LeibnizCard and personal ID card at:

LUIS Information Desk
(Notebook rentals, manuals)
Schloßwender Straße 5
Tel. 0511 762-4735
Mon - Thurs 8am - 4pm
Fri 8am - 2pm

Prices for manuals range from € 3.30 to € 6.70; for e-books from € 3.00 to € 4.00. (Translator’s note: For your convenience, the titles have been translated into English; some or all may be available in German only).
Notebook rental

LUIS offers a notebook rental service. Notebooks can be rented for a period of one or two semesters in connection with a course. For this your lecturer has to confirm that a notebook is required for the course. After the rental period the contract can be renewed under the same conditions. To fill in the application form you need

- Proof of attendance in the course
- A copy of your ID / passport
- An Immatrikulationsbescheinigung (enrolment certificate)

The rental agreements are available at the information desk and on the LUIS website. The form Anmeldung zur Elektronikversicherung (registration for electronic insurance) is handed out by the information desk only once a specific notebook has been reserved. All notebooks are fitted with a smartcard reader and a wifi card for using wifi. They have the operating system Windows 10 Professional. The antivirus software Sophos and open-source software such as OpenOffice, Adobe Reader, Mozilla Thunderbird and Mozilla Firefox are preinstalled. You may install other operating systems and additional software to suit your needs.

The single premium is € 48 for one semester or € 65 for two semesters (a higher premium is charged for use abroad), and is paid directly by the students to the insurance company. The notebook may then be collected from the information desk. We regret that a shorter rental period is not possible.
Microsoft Imagine Premium
To support university research and teaching, Microsoft offers Imagine Premium. The extensive selection includes operating systems, developer tools and server products in several language versions. LUIS participates in this programme. In this way you can have free access to Microsoft products for your studies. The Office package (with a few exceptions e.g. Access) is not included. Students can obtain Office directly from Microsoft by using the following link: https://products.office.com/de-DE/student/office-for-students
Imagine products may be used for research and teaching only, and only on computers that are already pre-licensed with Windows. The Microsoft Imagine licence is available to students studying STEM subjects (science, technology, engineering, mathematics) or VIDA (media, arts, design and graphics) and to university staff. Students must attend courses teaching IT technology design and not just its applications.

The following programs are available:
- Windows 10 Edu
- Windows 8.1 Professional
- Access 2016
- OneNote 2013
- And many more
You can apply for access to Imagine Premium via the IdM page (p.17) www.login.uni-hannover.de

After registering on the IdM page select the menu item "IT services" to apply for access. Within the next few days you will receive an email with the stored address. If you have forgotten the password to your existing Imagine account, you can have it sent to your stored email address via the Imagine Login page.

For further information visit: www.luis.uni-hannover.de/imagine

LUIS IT-Service Desk
Tel. 0511 762-9996
support@luis.uni-hannover.de
Mon - Fri 8am – 7pm

Software for students
Apart from Microsoft Imagine Premium you can acquire a range of software at a reduced rate from LUIS or the company ASKnet. https://gwdg.asknet.de/cgi-bin/pages/students
Software at the LUIS information desk
Students may collect or buy the following software at the information desk on production of a completed transfer form and a copy of your current enrolment certificate:
- SPSS (statistics package)
- SYSTAT Products by arrangement (statistics, graphics, image analysis)
- SHAZAM (statistics package)
- X-Win32
Software via LUIS or framework licensing agreements
Free software e.g.:
- NI-LabView annual licence (only for Windows)
- MATLAB campus licence
- OriginPro (data analysis and visualization)
- QtiPlot (graphic visualization)
Which individual products are hidden behind the names given can be seen in the relevant entries in the software catalogue. www.luis.uni-hannover.de/softwarekatalog

For further information visit: www.luis.uni-hannover.de/sw_studenten

Public-Domain Software and Shareware:
Apart from products requiring a licence, Public-Domain-products (e.g. Linux) and shareware (in return for a usually modest fee) are available to you. This and similar software can be found on the LUIS aFTP server: ftp://ftp rrzn.uni-hannover.de/pub/local/
If you have any questions or problems please consult the LUIS IT-Service Desk.

LUIS IT-Service Desk
support@luis.uni-hannover.de
Tel. 0511 762-9996
Mon - Fri 8am – 7pm

Print 200 pages free of charge at LUIS.
You can print up to 200 pages – in black and white, basic quality – free of charge at the LUIS data station. Printing is done by you on the campus PCs in the entrance area of LUIS. This is not applicable for mass printouts such as scripts or similar. Please use a copy shop for this.
Professional printing

At LUIS you can print graphics such as technical drawings and architectural plans professionally, in sizes from DIN-A4 to DIN-A0 or formats up to 1500 mm wide. Seminar papers and dissertations in non-technical areas can also be printed here. You just need to take your document (in PDF format) to the printing department on the ground floor of LUIS during its opening hours. Draw a queue number in the entrance area. When your number appears on the display, it is your turn. Please allow enough time – particularly when there are a lot of deadlines to be met it can take a while. Printouts can be paid for in cash only or invoiced via a project number (if you are working at the university).

Prices are for printouts for studying or research and teaching only. We regret that we are not able to accept private printing orders. The printing service is reserved exclusively for students and staff of Leibniz University Hannover.

Price List for Printouts:

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LUIS Printing Department
Schloßwender Straße 5
Tel. 0511 762-5137
Mon - Fri 8am – 6pm
www.luis.uni-hannover.de/druckausgabe

TIB provides you with literature and specialist information, and has more than 9 million media items. You can not only find printed books but also access e-books, journals (print and online) and specialist databanks.

In the five sites you can borrow books etc in your subject area. You should borrow the books in good time, renew them in time and also make use of the reservation and ordering service. If you need support in an advanced search for specialist literature or databank research, feel free to ask the TIB staff responsible for your subject.

www.tib.eu

Using Library Services
To use TIB media and services you must register your LeibnizCard. Registration takes place on the spot in the relevant library site. You can prepare this in advance online in order to speed up the process at the TIB lending desks:

1. On the TIB homepage click on login.
2. Go to register here for a TIB library card and fill in the form.
3. To complete your registration, you must now take your LeibnizCard and ID card / passport to one of the sites.

www.tib.eu/anmelden

You can also use your LeibnizCard for the lockers at TIB or the University Sports Centre. Your LeibnizCard must be activated (once only) for this function at dedicated card reader points.

www.hochschulsport-hannover.de
Digital library / online access
TIB also enables you to access a wide range of e-books and electronic journals from home. Some services require authentication (see VPN service, p.26). Via the TIB portal you can search, order, reserve and renew literature at any time.

Studying and working
TIB is an ideal place to study: the reading rooms have 1,700 workspaces, and group work is also possible. The TIB sites Conti-Campus and Science/Technology each have an interactive whiteboard for students at Leibniz University Hannover. This may be used e.g. for writing a document together, looking at presentations or practising presentations. To use it you must register in advance at the information desk. TIB offers regular Citavi workshops.

Reference management
The Reference management program Citavi helps you to keep track of sources, quotes and reference lists, and simplifies important steps when writing your seminar papers. At the click of a mouse you can for example enter title data from catalogues or online sources directly and attach data automatically and in a standardised way. TIB offers regular Citavi workshops.

Videocasts and e-tutorials with tips and tricks on using the library can also be accessed here. Via electronic course reserves, made available via Stud.IP, you can gain rapid and easy access to the relevant literature for your seminar.

TIB sites and opening hours

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<tr>
<th>TIB Science/Technology</th>
<th>Welfengarten 1B, 30167 Hannover</th>
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<tr>
<td>Mon - Sat</td>
<td>8am - 10pm</td>
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<tr>
<td>Telephone</td>
<td>0511 762-2268</td>
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<td>Mon - Fri</td>
<td>9am - 4.30pm</td>
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<td>Telephone</td>
<td>0511 762-9377</td>
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<th>Welfengarten 2C, 30167 Hannover</th>
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<td>9am – 8pm</td>
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<tr>
<td>Sat</td>
<td>9am – 6pm</td>
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<tr>
<td>Telephone</td>
<td>0511 762-4696</td>
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<th>TIB Conti-Campus</th>
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<td>Königsworther Platz 1B</td>
<td>30167 Hannover</td>
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<tr>
<td>Mon - Sat</td>
<td>8am - 10pm</td>
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<tr>
<td>Sun</td>
<td>9am - 8pm</td>
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<td>Telephone</td>
<td>0511 762-8119</td>
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<th>TIB History/Religious Studies</th>
<th>Im Moore 21 (Hinterhaus), 30167 Hannover</th>
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<tr>
<td>Mon-Fri</td>
<td>9am - 8pm</td>
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<tr>
<td>Telephone</td>
<td>0511 762-5738</td>
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On supplying a Leibniz University Hannover e-mail address you can receive a Citavi licence free of charge.

www.tib.eu/standorte
Tips and Tricks

As well as the above-mentioned tips and tricks, we have a few more up our sleeve:

Looking for somewhere to live in Hannover
Here are a few useful links for those still looking for somewhere to live in Hannover:

- Hannover Student Services online housing portal: www.studentenwerk-hannover.de/wohnen/
- AStA: www.asta-hannover.de/service/soziales/wohnen/
- AStA in emergencies: www.asta-hannover.de/service/soziales/schlafplatzborse
- daily newspapers (print and digital): Hannoversche Allgemeine & Neue Presse

In addition, notices on the Stud.IP bulletin board or in reputable social networks can help you to find somewhere to live. You will also find many offers on the notice boards inside the university buildings.

Legal Problems?
In the LEGAL CLINIC, students from the Law Faculty at Leibniz University Hannover offer free out-of-court legal advice to other students of our university. This happens under the supervision of an experienced lawyer. www.jura.uni-hannover.de/legal-clinic

Looking for Jobs at Leibniz University Hannover
Are you looking for a part-time job or an internship? The following job portals and bulletin boards can help here:

- The university website for jobs in university facilities and institutes www.uni-hannover.de/jobboerse
- Stellenticket for internships, work as Werkstudent (co-op students), and skilled jobs in companies: www.stellenticket.uni-hannover.de/de/
- Jobicco for simple short-term and temporary jobs: www.jobicco.uni-hannover.de
- in Stud.IP
- On notice boards inside the university buildings

Please keep an eye on how much you are working. Earning money is of course nice, but don’t forget that your studies have priority. Working too much can have a negative effect not only on your grades but also on your health insurance and your social security contributions!

Lost Property
The Lost Property Office is in room a114 (mail room) in the main building, Welfengarten 1.

Opening Hours:
Mon – Thurs 6am – 3.30pm
Fri 6am – 1.30pm

DocuLounge
This facility at Leibniz University Hannover is on the lower ground floor of the main building. Here you can print, make photocopies etc. www.tinyurl.com/DocuLounge

Repair Cafe
Workplaces, tools and materials are provided in the Repair Cafe so that you can repair things together with others. Before you throw things away, let one of the expert volunteers show you how to mend them. The Repair Cafe is open every second Saturday in the month. www.repaircafe-hannover.de

City of Hannover’s Own Brand
Students at universities and colleges in Hannover can get the discount card Hausmarke (own brand) at the Tourist Information Office Hannover (Ernst-August-Platz 8) on production of their ID/passport and LeibnizCard or Immatrikulationsbescheinigung. The card entitles you to numerous discounts. A list of discounts can be seen here: www.hannover.de/hausmarke

Other Discounts
- Many banks waive bank charges for students
- Cheaper newspaper and magazine subscriptions
- Reduced rates for flights
- Possibility of exemption from TV and radio licence
Culture and Sport
On production of a valid student card, students can receive concessions at many facilities and institutions (e.g. swimming pools, museums, cinemas).

Studienqualitätsmittel
Students at Leibniz University Hannover may apply for Studienqualitätsmittel, funding for a specific project at the university. For this you fill in an application which must be submitted in time. www.uni-hannover.de/studienqualitaetskommission

Raum der Stille – Pause for Breath!
The Raum der Stille (Room of Tranquility) offers space for all students and staff to relax, pray and meditate. All religious communities and those who are seeking a place of peace and tranquillity are welcome. Respect and acceptance of others is a fundamental requirement. The Raum der Stille is next to the Sprengelstube on the lower ground floor of the main building and has room number F031. For further information including the house rules, visit: www.uni-hannover.de/raum-der-stille

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