

# Support

For questions, students and staff can contact the university's service desk. We will help you!

## Service desk for students

The Service Desk is happy to assist you with any kind of problem.

Contact us to

- report problems with your fd number
- have your password reset
- ask for user support

## Service desk for staff

The Service Desk is happy to assist you with any kind of problem.

Contact us to

- report a malfunction
- request a service or support
- place an order (hardware or software)
- report functional requirements

Please also find our ticket system [here](#).

## Quality of service

We strive for good service. If you are unhappy with the quality of our service, e.g. if processes take too long or results are not satisfactory, please contact us by email at

[feedback@rz.hs-fulda.de](mailto:feedback@rz.hs-fulda.de)

Of course, we are also happy about positive feedback.

From:  
<https://doku.rz.hs-fulda.de/> - Rechenzentrum

Permanent link:  
<https://doku.rz.hs-fulda.de/doku.php/en:docs:support>

Last update: **17.08.2020 15:16**

