** Rechenzentrum - IT-Service/Support**

Stand: 22.04.2024 – V15

**If you need personal IT-service support @Campus Fulda, the IT-Center supports you as follows:**

1. **All documents you find here**, *URL:* [*doku.rz.hs-fulda.de*](file:///\\FILESERVER1\DATA6\DVZ\23_Service\Studentensupport\Supportprozess\doku.rz.hs-fulda.de)  
   QR-Code to scan  
   
2. **You need individual help? Write an email to** *to*: fdnr-support@rz.hs-fulda.de,  
   In email is required:
   1. **Contact details (last name, first name and telephone number)**
   2. **Matriculation number/ FD-number** (fd…)
   3. **Issue (when applicable error message or screenshots)**
   4. **Indication – why documentation wasn't helpful**

QR-Code to scan  


1. **You need personal support on Campus?** You find us during the following service times:

* ***In the Student Service Center (SSC) building 10 @Infothek:***
  + *Monday: 09:00 - 14:30 Uhr*
  + *Tuesday: closed*
  + *Wednesday: 13:30 - 15:30 Uhr*
  + *Thursday: 08:30 - 09:50 Uhr*
  + *Friday: 09:00 - 12:00 Uhr*

1. **You need help and can't make it during our service hours?** Then write to   
   fdnr-support@rz.hs-fulda.de and arrange a meeting @Campus Fulda
2. **In order to minimize the risk of infection, we still recommend wearing a (FFP2) mask during personal contact.**  
   