



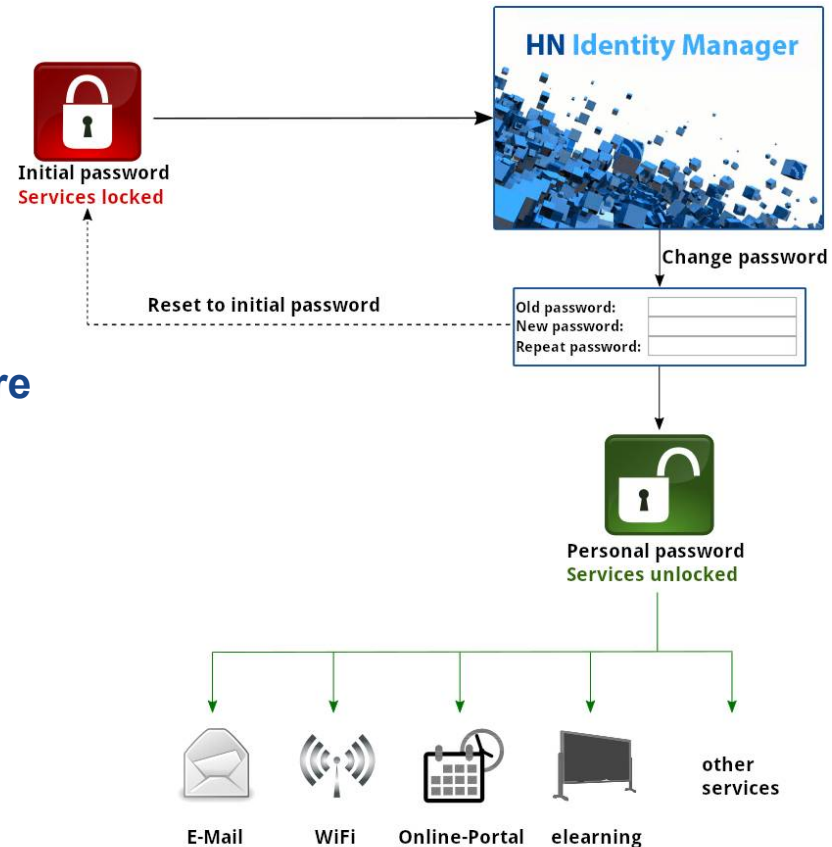
Hochschule Niederrhein
University of Applied Sciences

Central IT for students. Information from IT support.

Introduction week winter term 2025.
September 2025.

Services :: University account

- **University account**
 - Required for central IT-services
 - Username like nasur000
 - Initial password only to change to personal password
 - Change of password required before using university account
 - Reset to initial password on request
 - Please keep the initial password!



Services :: University account

- Activate university account at HN Identity Manager

<https://iman.hs-niederrhein.de>

After another six months the account will be deleted; contents (e.g. of the mailbox systems) will be deactivated.

Note: Regardless of browser type and version, JavaScript must be enabled and cookie

☒ **Confirm the Terms of Use**

Continue to Login (account has already been activated)

Continue to Account Activation

Services :: University account

Activate account using

- Username
- Initial password
- Date of birth: YYYY-MM-DD

HN Identity Manager - Account

Activate Account

To confirm your identity, please enter the following information. Your information will be used to locate and activate your user account.

Be sure to complete the process, or your account will not be activated properly.

Login*

Initial Password*

Date Of Birth*

Example (YYYY-MM-DD): 1999-12-31

Activate

Cancel

Services :: University account

- On activation, change of password is required

HN Identity Manager - Account

Success

Your user account has been successfully activated. Be sure to complete the process, or you will not be able to access your account.

Continue



Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 20 characters long.
- Must not include any of the following values: ^ * ' "

Erlaubte Buchstaben sind: a-z, A-Z Erlaubte Ziffern sind: 0-9 Erlaubte Sonderzeichen sind: Leerzeichen ! " # \$ % & () * + , - . / : ; < = > ? @ [\] _ { | } ~ Wenn Sie hier ihr Passwort ändern, ist es auch für die angeschlossenen Systeme gültig

Bitte denken Sie bei einer Passwortänderung daran, das in den anderen Programmen gespeicherte Passwort (z.B. E-Mail, iHN-App, WLAN, Webbrowser) ebenfalls zu aktualisieren, da es ansonsten zu einer temporären Sperrung des Hochschulaccounts führen kann

Please type your new password

New Password 

Confirm Password

Change Password

Cancel

Services :: University account

- Log in at HN Identity Manager

<https://iman.hs-niederrhein.de>

After another six months the account will be deleted; contents (e.g. of the mailbox) will be deleted and systems will be deactivated.

Note: Regardless of browser type and version, JavaScript must be enabled and cookies must be allowed.

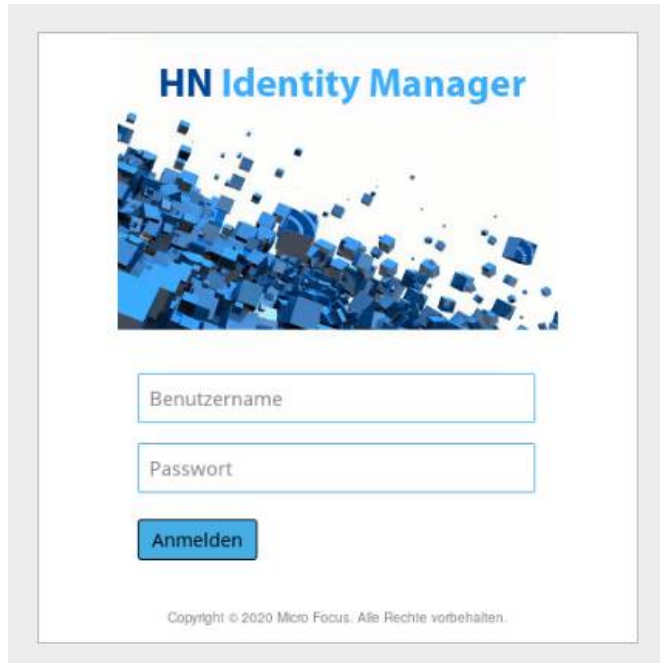
☒ **Confirm the Terms of Use**

Continue to Login (account has already been activated)

Continue to Account Activation

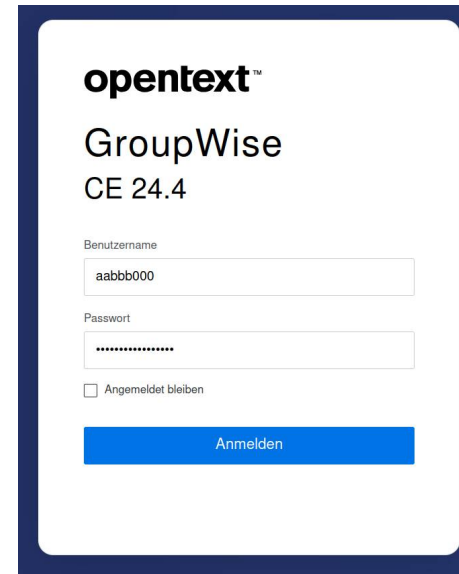
Services :: University account

- Log in at HN Identity Manager

The image shows a login page for 'HN Identity Manager'. At the top, the title 'HN Identity Manager' is displayed in blue. Below the title is a decorative graphic of blue cubes. The login form consists of two input fields: 'Benutzername' (Username) and 'Passwort' (Password). Below these fields is a blue button labeled 'Anmelden' (Login). At the bottom of the page, there is a small copyright notice: 'Copyright © 2020 Micro Focus. Alle Rechte vorbehalten.'

Services :: E-mail

- **University account**
- **E-mail**
 - **Mandatory for communication with University**
 - **name.surname@stud.hn.de**
 - **Access via Webmailer (<https://webmail.stud.hn.de>)**
and/or
e-mail client
 - **Login data = University account**



The screenshot shows the login page for opentext GroupWise CE 24.4. The page has a dark blue border. At the top, the text "opentext™" is displayed in bold. Below it, "GroupWise" and "CE 24.4" are shown. There are two input fields: "Benutzername" (Username) with the value "aabb000" and "Passwort" (Password) with masked characters. Below the password field is a checkbox labeled "Angemeldet bleiben" (Remember me). At the bottom is a blue button labeled "Anmelden" (Login).

Services :: Online-Portal

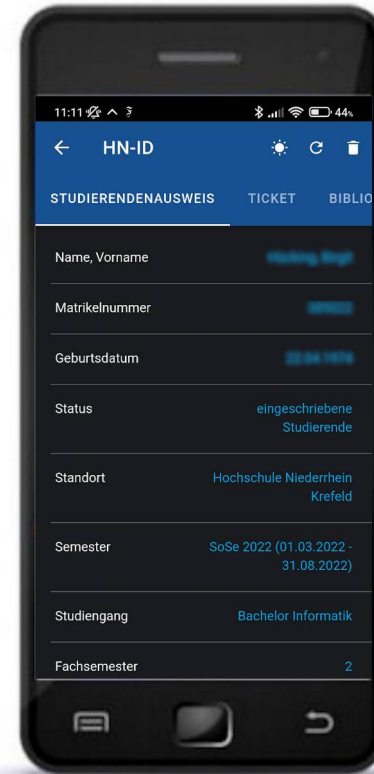
- **University account**
- **E-mail**
- **Online-Portal**
 - **<https://hio.hs-niederrhein.de>**
 - **Change of address**
 - **Information on re-registration**
 - **Login data = University account**

Services :: Exam management

- **University account**
- **E-mail**
- **Online-Portal**
- **Exam management at Online-Portal**
 - <https://hio.hs-niederrhein.de>
 - Registering for exams, exam results
 - iTAN required
 - Number of iTAN to be used is given
 - Follow-up list can be generated yourself
 - Replacement list at IT Service Centres
 - Login data = University account

Services :: Student ID

- University account
- E-mail
- Online-Portal
- Exam management at Online-Portal
- Student ID
 - For use exclusively in the iHN UniversityApp
 - Printout not possible



Services :: Ticket for public transport

- University account
- E-mail
- Online-Portal
- Exam management at Online-Portal
- Student ID
- **Ticket for public transport**
 - For use exclusively in the iHN UniversityApp
 - Printout not possible



Services :: WiFi HN1X

- **University account**
- **E-mail**
- **Online-Portal**
- **Exam management at Online-Portal**
- **Student ID**
- **Ticket for public transport**
- **WiFi HN1X**
 - **Login valid on all three campuses**
 - **Login data = University account**
 - **WATCH OUT!**
HN1X-login is **nasur000@hs-niederrhein.de**
(not an e-mail address!)
 - **Please follow instructions carefully!**
 - **Easy configuration via iHN UniversityApp**
 - **Management via HN Identity Manager**

Services :: eduroam

- **University account**
- **E-mail**
- **Online-Portal**
- **Exam management at Online-Portal**
- **Student ID**
- **Ticket for public transport**
- **WiFi HN1X**
- **eduroam**
 - **Obtaining WLAN access at participating institutions e.g. universities worldwide**
 - **Login data = University account**
 - **WATCH OUT!**
eduroam-login is **nasur000@hs-niederrhein.de**
(not an e-mail address!)
 - **Please follow instructions carefully!**
 - **Easy configuration via iHN UniversityApp**
 - **Management via HN Identity Manager**



Services :: WLAN / eduroam



Aktivierung bzw. Deaktivierung des WLAN-Zugangs

Aktivierung bzw. Deaktivierung des WLAN-Zugangs

WLAN: ☐

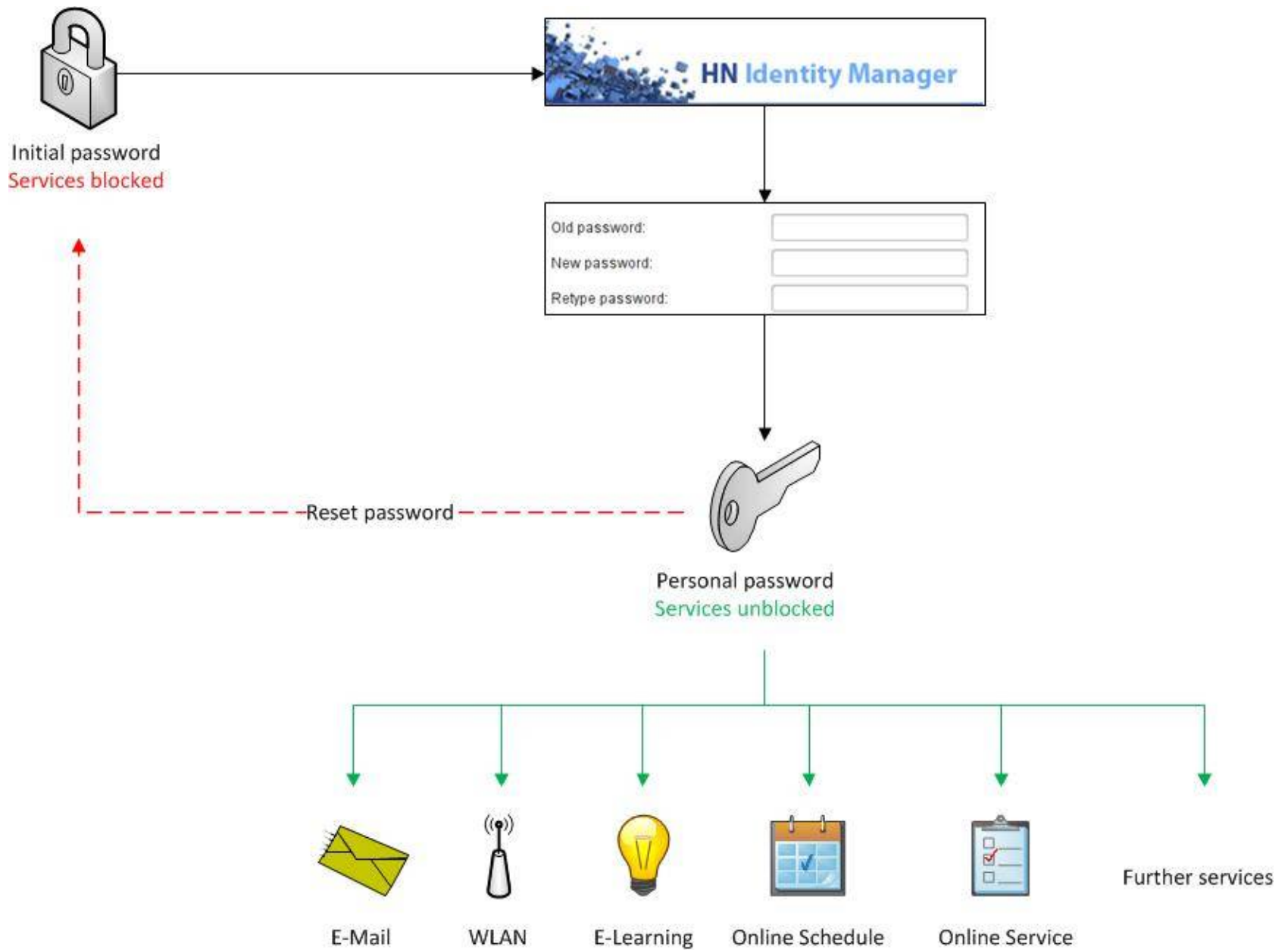
Senden

Abbrechen

Services :: iHN UniversityApp

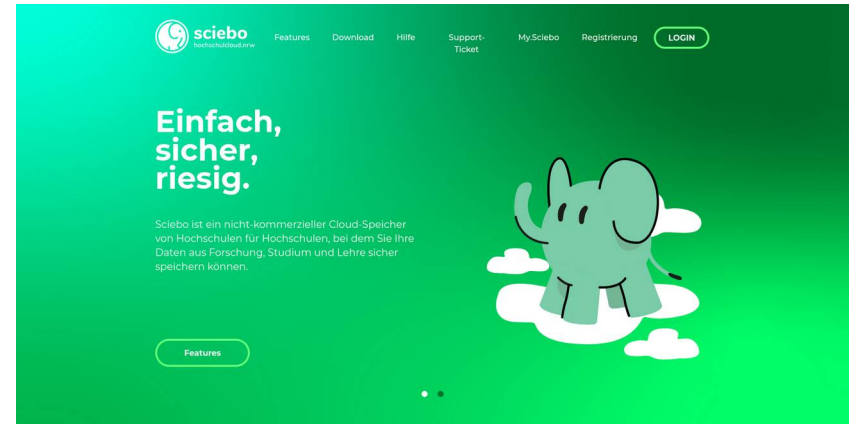
- **University account**
- **E-mail**
- **Online-Portal**
- **Exam management at Online-Portal**
- **Student ID**
- **Ticket for public transport**
- **WiFi HN1X**
- **eduroam**
- **iHN UniversityApp**
 - for iOS and Android
 - Access to Online-Services and Social Network
 - Library card
 - Ticket for public transport
 - WiFi configuration
 - Webmail, campus-info, schedules of public transport,...





Services :: sciebo

- University account
- E-mail
- Online-Portal
- Exam management at Online-Portal
- Student ID
- Ticket for public transport
- WiFi HN1X
- eduroam
- iHN UniversityApp
- **sciebo - the Campuscloud**
 - 30GB cloud storage
 - Hosted at NRW universities
 - Authentication with University account
 - Explicit user data for sciebo
 - **WATCH OUT!**
sciebo login name is **nasur000@hs-niederrhein.de**
(not an e-mail-address!)



Services :: VPN

- **University account**
- **E-mail**
- **Online-Portal**
- **Exam management at Online-Portal**
- **Student ID**
- **Ticket for public transport**
- **WiFi HN1X**
- **eduroam**
- **iHN UniversityApp**
- **sciebo**
- **VPN**
 - **Needed for internals e.g. SPSS, MatLab and SciFinder**
 - **Certificate required**
 - **Apply for certificate via website**
<https://www.hs-niederrhein.com/students/it-support/request-openvpn/>
 - **Certificates generated in a timely manner**

Services

- **University account**
- **E-mail**
- **Student ID**
- **Ticket for public transport**
- **Online-Service**
- **Online-exam management**
- **WiFi HN1X**
- **eduroam**
- **iHN UniversityApp**
- **sciebo**
- **VPN**

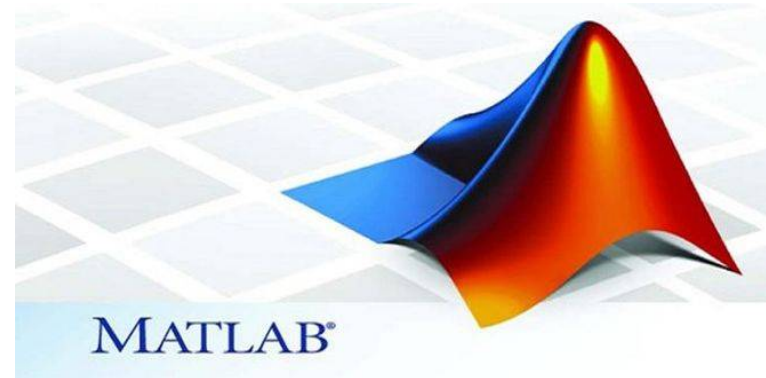
<https://www.hs-niederrhein.com/students/it-support/>
→ Services for students

Software :: SPSS

- **SPSS**
 - **Provided via download**
 - **Only usable on campus or via VPN**

Software :: MatLab

- **SPSS**
- **MatLab**
 - **Provided via download**
 - **Only usable on campus or via VPN**



Software :: SophosHomePremium Anti-Virus

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
 - **For private use**
 - **Authentication with Sophos with university email address**
 - **Registration also possible with private email address**
 - **Please note the information on our website!**
 - **Registration link via website**



Software :: MS Office

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
- **MS Office**
 - **Provided by external partner**
 - **Authentication with University account**
 - **No support by HS Niederrhein!**
 - **Renting**
 - **4,99 € per annum**

Microsoft Office
365 ProPlus



Software :: Citavi

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
- **MS Office**
- **Reference Management Citavi**
 - **Provided by university library**

Software :: Free Software

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
- **MS Office**
- **Reference Management Citavi**
- **Free Software**
 - Only selection
 - All available for Mac, Windows and Linux
 - Only links to software websites

Software

- **SPSS**
- **MatLab**
- **SophosHomePremium Anti-Virus**
- **MS Office**
- **Reference management Citavi**
- **Free Software**

<https://www.hs-niederrhein.com/students/it-support/>
→ Software for students

IT-Support :: IT Service Centres

- **IT Service Centres**
 - **Krefeld-South and Mönchengladbach:**
Mondays to Fridays, 9 am - 3 pm
 - **Krefeld-West:**
Wednesdays, 10 am - 3 pm
 - **Student identity card and photo identification**



IT Service Center Krefeld South

Reinartzstr.49
47805 Krefeld

Room: D E15 (side entrance)

Monday to Friday: 9:00 am - 3:00 pm

[Site plan Krefeld South Campus »](#)



IT Service Center Mönchengladbach

Richard-Wagner-Str.140
41065 Mönchengladbach

Room: N E25 (in the foyer on the right)

Monday to Friday: 9:00 am - 3:00 pm

[Site plan campus M'Gladbach »](#)



IT Service Center Krefeld West

Frankenring 20
47798 Krefeld

Room: P 113

Wednesday: 10:00 - 15:00

[Site plan campus Krefeld-West »](#)

IT-Support :: Support by phone

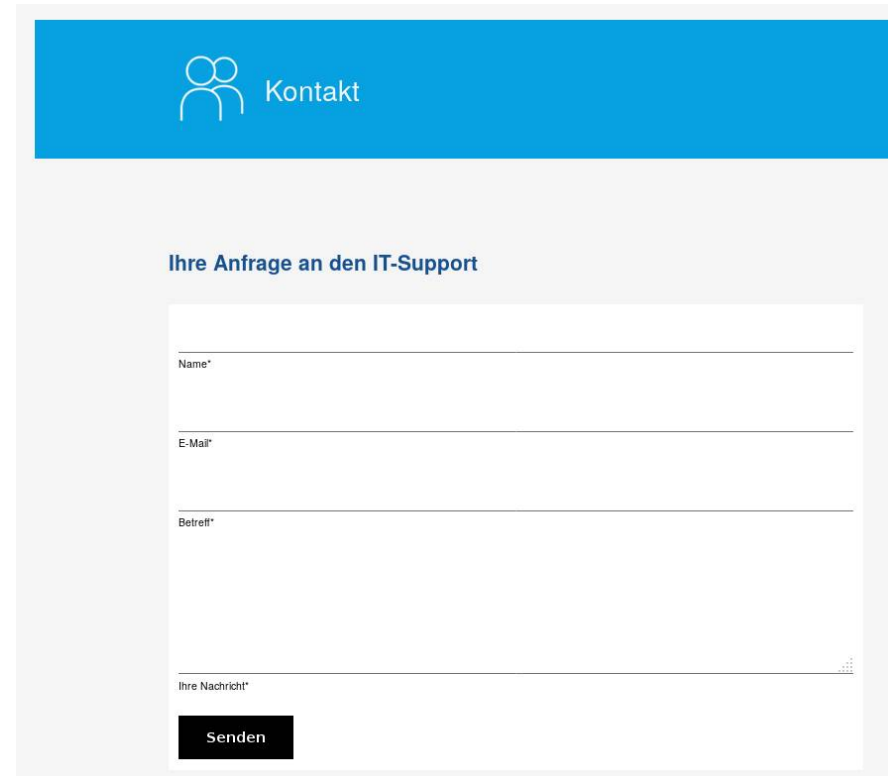
- IT Service Centres
- Support by phone

Mondays to Fridays, 9 am - 3 pm

- Tel. 02151-822-2222
- Tel. 02161-186-2222

IT-Support :: Support by e-mail

- IT Service Centres
- Support by phone
- Support by e-mail
 - it-support@hs-niederrhein.de
 - Web form



The screenshot shows a web form for contacting IT support. At the top, there is a blue header with a white icon of two people and the word "Kontakt". Below the header, the title "Ihre Anfrage an den IT-Support" is displayed. The form contains four input fields: "Name*", "E-Mail*", "Betreff*", and "Ihre Nachricht*". A black "Senden" button is located at the bottom of the form.

Kontakt

Ihre Anfrage an den IT-Support

Name*

E-Mail*

Betreff*

Ihre Nachricht*

Senden

IT-Support :: Downloads and How-Tos

- IT Service Centres
- Support by phone
- Support by e-mail
- Downloads and How-Tos
 - Moodle course „IT-Support“
 - Enrolment key: it-support

IT-Support

- **IT Service Centres**
- **Support by phone**
- **Support by email**
- **Downloads and How-Tos**

<https://www.hs-niederrhein.com/students/it-support>

<http://www.hs-niederrhein.de/it-support>



University IT
for students

Hochschule Niederrhein. Your way.

[Home](#) » [Students](#) » [IT Support](#)

-  Semester Start Info
-  Services for students
-  Software for students
-  Regulations and data protection information
-  contact
-  University IT for employees

IT Service Center Krefeld West

Frankenring 20
47798 Krefeld
Room: P 113



News

05.09.2023

<http://www.hs-niederrhein.com/students/it-support> → Semester Start Info

 Information for first semester students To the instructions >

First steps in IT

In the course of your studies, you will come into contact with central IT support many times. The video in which we present our most important services and offers for you as a freshman will be made available in the course of the next weeks.

[To the presentation](#) [PDF](#)



 [it-support\(at\)hs-niederrhein.de](mailto:it-support(at)hs-niederrhein.de) >

You can also send us a request via our [contact form](#).

IT Service / IT Support 

Instructions 

E-mail address of the HS Niederrhein 

Online portal 

Freshman presentation 

University account 

WLAN access and eduroam 

<http://www.hs-niederrhein.com/students/it-support/latest-news/>



Hochschule Niederrhein. Your way.

[Home](#) » [Students](#) » [IT Support](#) » [Latest news](#)

Alle Meldungen ▾

Campus dining hall meal plans are not updated in the iHN app

09/05/2023

Currently, the campus dining hall meal plans are not updated in the iHN app. This will be fixed with the next update of the app.

[Read more »](#)

Maintenance work on the online portal

08/03/2023

On Thursday, 03.08.2023, maintenance work will take place in the online portal (HisinOne) between 12 and 14 o'clock.

[Read more »](#)

Maintenance work on the online portal

07/06/2023

On Thursday, 06.07.2023, maintenance work will take place in the online portal (HisinOne) between 12 and 14 o'clock.

[Read more »](#)

<https://moodle.hsnr.de/course/view.php?id=3745>

IT-Support der Hochschul...

Hinweise zu den Anleitungen

Wie erstellen Sie einen Scr...

Dienste für alle

Hochschulaccount / HN Ide...

WLAN "HN1X"

WLAN "eduroam"

iHN - Hochschul-App

OpenVPN

HelpDesk / Ticket-System

DigiBib

schiebo

Dienste für Studierende

E-Mail für Studierende

Semesterticket

Online-Portal (Campus Man...

TAN-Erzeugung

Online-Prüfungsverwaltung

Dienste für Beschäftigte

Übersicht der Online-Anträge

E-Mail für Beschäftigte (Exc...

E-Mail-Verschlüsselung mitt...

Benutzung und Verwaltung ...

DFN-Webkonferenzen

Jitsi-Webkonferenzen

Faxserver der Verwaltung

Verschiedenes / Hochschul-IT

IT-Support

Kurs Teilnehmer/innen Bewertungen Mehr ▾

IT-Support der Hochschule Niederrhein

Der IT-Support befasst sich mit allen Problemen und Fragen, die im Umgang mit den IT-Services und -Systemen der Hochschule Niederrhein auftreten können.

Wussten Sie schon?

Sie können das Semesterticket nicht nur in der iHN-App nutzen, sondern sich auch einen Ausdruck im Scheckkartenformat machen. Damit ist ihr Semesterticket auch mit leerem Handy-Akku immer dabei.

 Informationen zum Semesterticket

 Hinweise zu den Anleitungen

 Wie erstellen Sie einen Screenshot oder einen Screencast?

Dienste für alle



Dienste für alle

Dienste für Studierende



Dienste für Studierende

Dienste für Beschäftigte



Dienste für Beschäftigte



IT-Servicecenter

Krefeld-Süd
D E15 (Seiteneingang)
Montag bis Freitag, 9:00 Uhr bis 15:00 Uhr

Mönchengladbach
N E25 (im Foyer rechts)
Montag bis Freitag, 9:00 Uhr bis 15:00 Uhr

Am Campus **Krefeld-West** bieten wir derzeit keine Servicezeiten an. Bitte nutzen Sie das IT-Servicecenter Krefeld-Süd.

Supportanfragen

E-Mail-Support
it-support@hs-niederrhein.de

Telefonsupport
+49 (0)2151 822-2222
+49 (0)2161 186-2222

Faxsupport
+49 (0)2151 822-85-2222
+49 (0)2161 186-85-2222

Introduction week WT 2025 | September 2025 | Central IT for students | Dez. I - Infrastrukturressourcen |

 **Hochschule Niederrhein**
University of Applied Sciences

Impress

Dez. I – Infrastrukturressourcen (IT Servicemanagement)

Room D E15

Room P 113

Room N E25

(Side entrance)

(CIP-Pool)

("Blauhaus", to the right in entrance hall)

Campus Krefeld-South Campus Krefeld-West

Campus Mönchengladbach

Web <http://www.hs-niederrhein.de/it-support>

E-Mail it-support@hs-niederrhein.de

Tel. +49-2151-822-2222

Tel. +49-2161-186-2222



Hochschule Niederrhein
University of Applied Sciences