If there are problems with setting up our IT services, we support our students as follows.

1) Provision of comprehensive documentation, URL: doku.rz.hs-fulda.de

2) Help through our ticket system, available around the clock via email to: fdnr-support@rz.hs-fulda.de,
   In email is required:
   a) Contact details (last name, first name and telephone number)
   b) Matriculation number/ FD-number (fd...)
   c) Issue (when applicable error message or screenshots)
   d) Indication – why documentation wasn't helpful

3) Personal support in the SSC at the following service times
   Monday:       13:00 - 15:30 Uhr
   Tuesday:      13:30 - 15:00 Uhr
   Wednesday:    13:30 - 15:30 Uhr
   Thursday:     09:00 - 14:00 Uhr

4) On-site appointment outside of the service times, we ask you to arrange by ticket