Avoid personal contact

There are four requirements for students to enter an office:

1) **Read and use documentation**, URL: [doku.rz.hs-fulda.de](http://doku.rz.hs-fulda.de),
   QR-Code to scan

2) **Create a ticket yourself**, send email to: [fdnr-support@rz.hs-fulda.de](mailto:fdnr-support@rz.hs-fulda.de),
   Email must contain:
   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
   QR-Code to scan

3) **Arrange an on-site appointment by ticket** (only in emergencies)

4) **Face Mask requirement**

5) **Only if the above four requirements are met** - there is a request for access to an office
   a) End device will be handed over in the entrance area
   b) Wait in front of the door