

THE UNIVERSITY COMPUTING CENTRE

The University Computing Centre (URZ) is the central IT service provider for Heidelberg University.

Over 43,000 members of the university use our services for their work, research and studies. Our services will easily and effectively support you through your studies.

IT services for your everyday study needs
www.urz.uni-heidelberg.de/en/



CONTACT POINTS AND OPENING HOURS

IT Service Hotline

Monday - Friday: 8:00 - 16:00
+49 (0)6221 54 117

IT Service Portal

For questions – anytime, anywhere:
it-service.uni-heidelberg.de

IT Service Points

University Computing Centre (Im Neuenheimer Feld 330)
Monday - Friday: 8:00 - 16:00

University Administration Building (Seminarstraße 2)
Tuesday and Thursday, 10:00 - 15:00
(In April and October: Mo, Tu, Th: 10:00 - 15:00)

Poster and 3D Printing Service

University Computing Centre (INF 330)
Monday - Friday: 9:00 - 12:00
and by appointment

PC Pool in the University Computing Centre

Monday - Friday: 8:00 - 18:00

UNIVERSITY COMPUTING CENTRE

Im Neuenheimer Feld 330
69120 Heidelberg
www.urz.uni-heidelberg.de



UNIVERSITY
COMPUTING
CENTRE



UNIVERSITÄT
HEIDELBERG
ZUKUNFT
SEIT 1386

IT FOR STUDENTS

YOUR EMAIL, UNI ID, PRINTING,
CLOUD, MESSENGER, WI-FI...





The URZ is located on the Im Neuenheimer Feld (INF 330) campus. The building houses an IT Service Point, poster and 3D print services, a PC pool and the Ricoh Printcenter.

STUDY SUCCESSFULLY

The most important services at a glance. More info under: www.urz.uni-heidelberg.de/newhere



Uni ID – Your Uni ID is the central user ID for Heidelberg University. It can be found on the student ID and grants access to important digital services such as Wi-Fi, email and heiCO.



Wi-Fi via eduroam – On campus, you can access free Wi-Fi on the eduroam network. To set up eduroam, you can use the Configuration Assistant Tool (download: cat.eduroam.org).



VPN – To access services that are only accessible from within the university network while off-campus, you need a Virtual Private Network (VPN) connection. The URZ provides the VPN client Cisco AnyConnect for this purpose.



MFA – Multi-factor authentication provides a secure login procedure for university services, such as VPN, to protect your data and accounts as effectively as possible.



heiCONF – heiCONF is used at the university to host online courses as well as audio and video conferences.



Software – At the university you can benefit from good conditions for software/licenses for office products and specialized scientific applications.



Email – As a student, you automatically receive a university email account, through which you can keep up to date on important information about your studies. You can access your email via the SOGo web portal or a mail client like Thunderbird.



@URZINFO on X

Follow for news, announcements, IT tips, etc.



heiCO – Our campus management system provides a digital platform for you to plan and manage your studies: Register for courses & exams, view certificates & your student dossier as well as submit applications. "My Degree Programme" shows you open and completed coursework as well as relevant courses for the current semester.



Public printers / copiers – Public printers and copiers are available all over campus. You can easily issue a print job over the central print server and pay for it with your student ID. In the URZ there is also services for poster and 3D printing.



10 GB for you for free!

heiBOX is a free and secure data storage for your studies. Sign in with your Uni ID via the web portal, no registration necessary. heibox.uni-heidelberg.de



Moodle – Moodle is the university's central digital learning platform. This is where you can find virtual classrooms with various learning and exchange functionalities to supplement your in-person courses.



heiCHAT – heiCHAT is the intra-university messenger. With heiCHAT, you can send encrypted messages to teachers and students as well as make audio/video calls and group chats.



heiBOX – heiBOX is a secure, locally hosted cloud service, which provides you with 10 GB of storage free of charge. You can save, synchronize and share all data relevant to your studies in heiBOX. Shared office documents can be edited collaboratively.



Public PC pool – Don't have your own PC or your laptop is broken? No problem: The URZ has a public PC pool.

IT SERVICE: SUPPORT & CONSULTING

The IT Service Team can personally help you with IT questions or problems online. Just contact us through the IT Service Portal it-service.uni-heidelberg.de.

