# DIGITAL KICKSTART FOR STUDENTS

This handout was created by the DL-Office of the Faculty of Humanities and is intended to help students get started with the digital services of the University of Hamburg (UHH). It explains some central terms and briefly introduces important tools and services of the UHH.

The videos embedded below can alternatively be viewed here on the Lecture2Go platform with German subtitles.



This is the revised and expanded version 8 of the document.

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# 1   YOUR USER ACCOUNT



*Fig. 1 User administration*

As a member of UHH, you will receive a **user account**, also called "Benutzerkenung" or STiNE-ID. You can use this to log in to most of the services provided by the "Regionales Rechenzentrum" (RRZ) of UHH. In the user administration of the RRZ you can view your information – such as name, address or telephone number – and change the password if necessary. If you have not received a user account because you are not enrolled full-time, part-time or are a contact student at UHH, not all functions or services will be available to you. For example, you can only access the Microsoft Office license at UHH by means of a user account. You can find more information about the user account on this page of the RRZ.

> **Tip:** A compilation of the software that can be used free of charge for you as a UHH member can be found here on the pages of the RRZ.

## 2    FORWARDING OF UNIVERSITY EMAILS

The **St**udien-**I**nfo**ne**tz of the UHH (STiNE) is used to organize your daily university routine and lets you access your individual study data online. You can also access the most important functions and information from your STiNE account via the STiNE app from your smartphone. This is available for Android in the Play Store and for iOS in the App Store. There you will also find the daily updated cafeteria menus. How to register and select events in STiNE is shown in this video tutorial on the UHH DL- Portal. The **first communication between teachers and students** at UHH is mostly in the form of **messages in STiNE** or via the email address that is linked to the user account by default. We therefore strongly advise you to set up the forwarding option so that you have all university communication in one place and are thus always up to date. We explain how to forward messages from the different channels to your private mail account in the video tutorial and the following two subsections.

*Fig. 2 STiNE*

### 2.1    SET UP FORWARDING FOR STINE MESSAGES

First of all, it is recommended to forward the STiNE messages to the **university e-mail address**. To begin, log in to STiNE with your user account. Then click on "Account" and then "Change" under the "Information" tab:



*Fig. 3 STiNE user account*

In the window that now opens, place a check mark next to "Forward messages to university mail address?" and confirm with "Save":
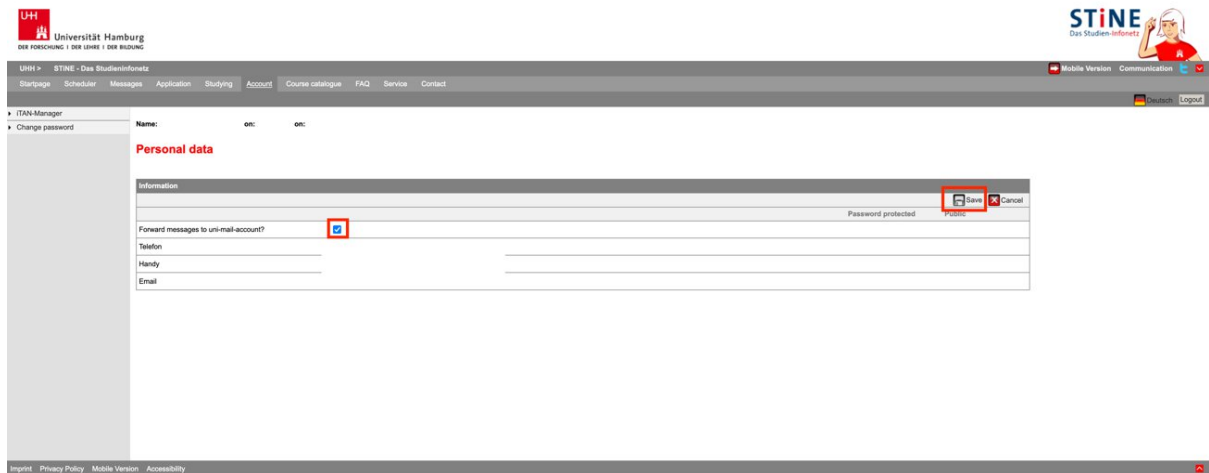
*Fig. 4 Settings in STiNE*

This completes the part in STiNE. The next part is in Surfmail.

## 2.2   SET UP FORWARDING FOR SURFMAIL

Next, you will configure the forwarding of university e-mails to your **private e-mail account**. To do this, first go to https://surfmail.rrz.uni-hamburg.de and log in with your **user account**:
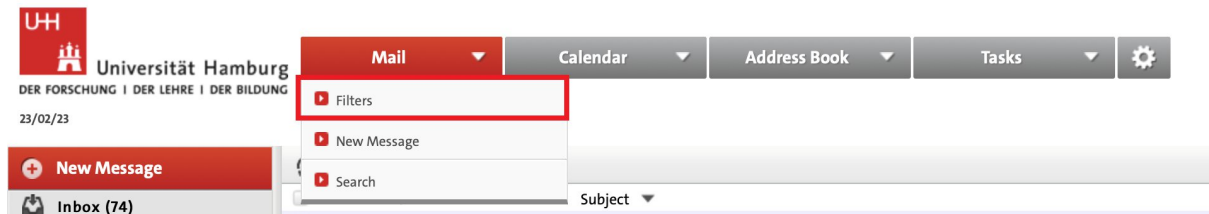

*Fig. 5 Surfmail*

Now click on "Filters" in the "Webmail" tab and then on "Forward". In the window that now appears, enter the desired e-mail address under "Address(es) to forward to" and click "Save and disable":
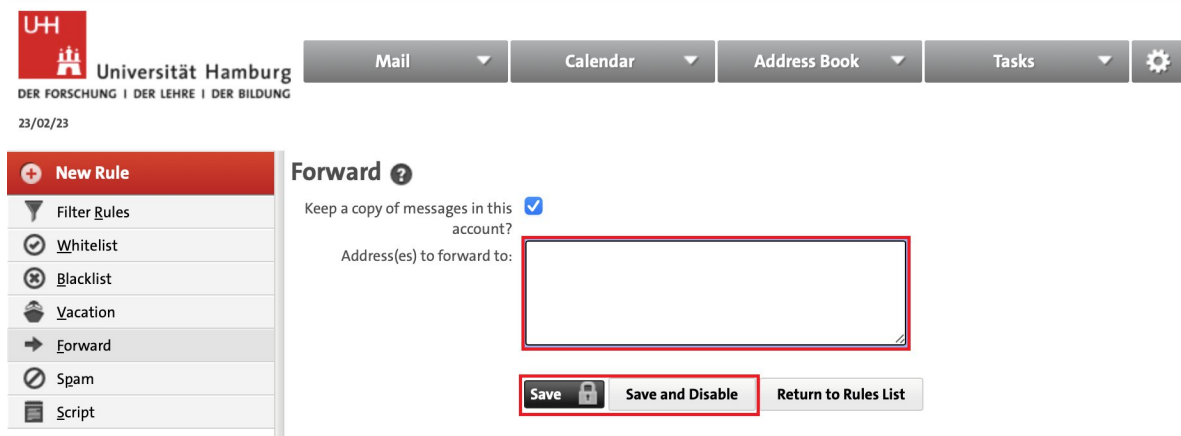

*Fig. 6 Forwarding mails*

## 3   MICROSOFT OFFICE 365

As a member of the UHH you receive, among other things, **free access to the Office 365 A1 Plus** software bundle, which includes all popular Office applications such as **Word, PowerPoint, Excel, Outlook and OneDrive** for macOS and Windows. The Teams collaboration platform is also provided in this bundle. You can access it via the Microsoft login page, on which you enter the data of your user account. All necessary **information about download, registration and installation** can be found on the following RRZ pages and in our video tutorial:

- Notes on MS Teams
- Notes on Microsoft-Office

**Tip:** For an overview of how to use teams, check out this video tutorial from UHH's central DL- Portal.

## 4   PLATFORMS

At UHH, in addition to STiNE and the Microsoft Teams program previously introduced, there are two learning management platforms, **CommSy** and **OpenOlat**, which serve the purpose of mutual exchange – teachers and students can provide materials as well as communicate with each other, e.g. via discussion functions. On both platforms you can simply log in with your user account.
An introductory video tutorial for both platforms can also be found here on the pages of the UHH DL-Portal.

### 4.1   AGORA/COMMSY



*Fig. 7 AGORA*

Each faculty has its own CommSy platform (CommSy stands for **Comm**unity **Sy**stem); general CommSy help can be found here on the DL-Portal pages. The Faculty of Humanities platform is called **AGORA** after the ancient Greek marketplace. Students of educational science may already be familiar with its sister system EduCommSy. Our extensive AGORA help portal offers, for example, the tutorial "First Steps" to get you

started, and then informs you with a FAQ, glossary, video tutorials, and much more on more advanced topics. With your
user account
from the UHH, you can immediately create an AGORA account on your own at uhh.de/agora. If you have not (yet) received a user account, you can be invited to the platform - usually by your teachers - and thus create an account by means of a "Local ID". Instructions on how to do this can also be found on the designated page of the AGORA help portal - forward this to your teachers if necessary to gain access to the AGORA platform.



*Fig. 8 AGORA Login*

## 4.2 OPENOLAT
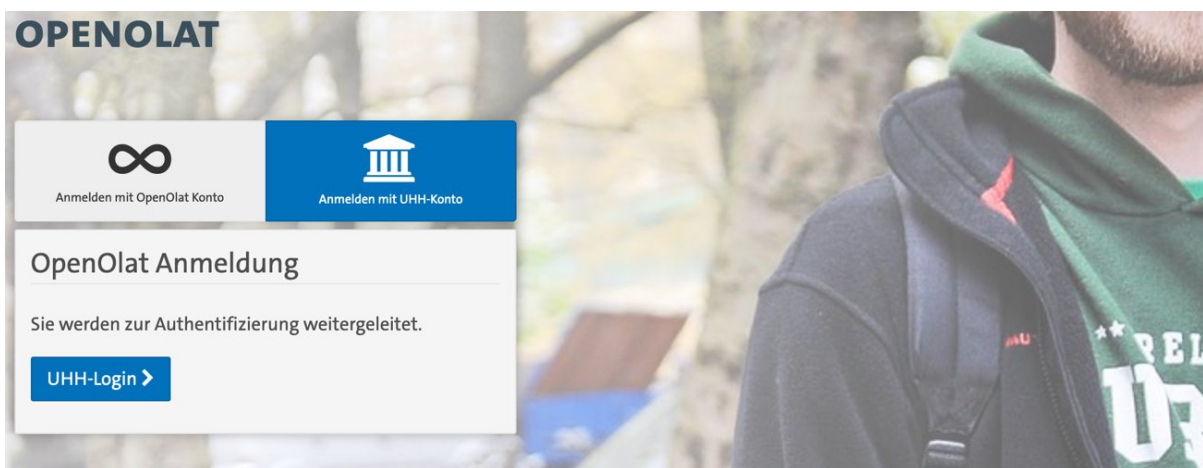


*Fig. 9 OpenOlat Login*

**OpenOlat** is a cross-faculty installation of the open-source software whose name stands for "**O**nline **L**earning **a**nd **T**raining". OpenOlat is a sophisticated learning management system (LMS) that can be used to implement advanced forms of teaching-learning scenarios - especially through elaborate (self-)testing functions.
On this platform, you can also log in with your user account. If you have not (yet) received one, please contact your course admin to get a temporary ID. Info for the quick start is available to you as a student after login in this exemplary OpenOlat course, provided on OpenOlat. Detailed instructions around usage can be found on the help portal in OpenOlat. To do so, click on your profile in the upper right corner to open the business card. There you can navigate to the respective help areas.

> **Tip: OnlyOffice in groups**
> With the "Projects" area, you can exchange and organize in group work, student associations or project-based. The tool focuses on documentation using files and documents, deadlines, task management, and a timeline to visualize decisions and events during the project. To exchange files and edit them together in real time, you can create Word, PowerPoint and Excel files, among others, and use them online thanks to the OnlyOffice integration. Information about the OnlyOffice integration can be found on this page of the DL-Portal. Further information and a detailed instruction on the topic of group work in OpenOlat can be found here on the pages of the central DL-Portal (available in German).
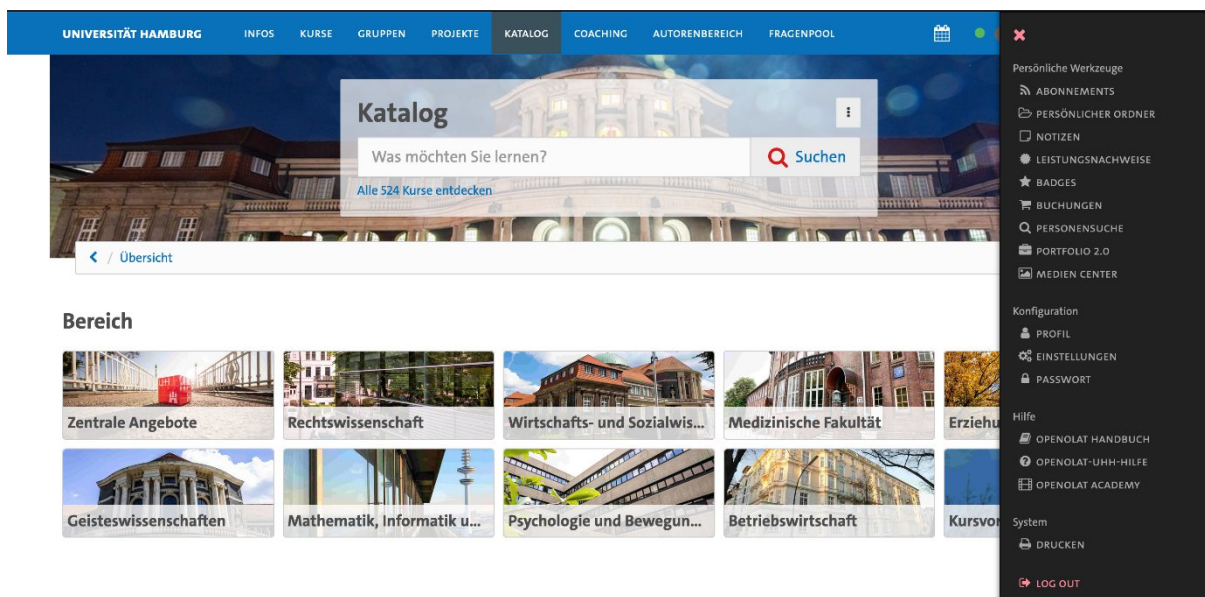


Fig. 10 OpenOlat catalogue

### 4.3 TAKE-HOME EXAMS

When digital forms of assessment are employed in courses, the learning management systems AGORA and OpenOlat are most commonly used. Since homework or essays are typically written in the humanities, so-called take-home exams or similar forms of examination that resemble face-to-face exams in digital form are less likely to be used than in other faculties.

In **AGORA**, digital exams are often implemented with the help of the **personal workspaces**. This is an area within the room of your course that can only be accessed by you and the room moderator. There you can, for example, store your exam documents in material entries and, if necessary, declarations of consent and independence for submission.

> **Tip:** You can view the members of the room moderation at any time in the persons section.

In this video tutorial of the UHH DL-Portal you will find an overview of how take-home exams or similar forms of assessments look like in **OpenOlat** and how you can prepare yourself optimally to master stumbling blocks with confidence.

## 5   VIDEO CONFERENCE SERVICES

### 5.1   ZOOM
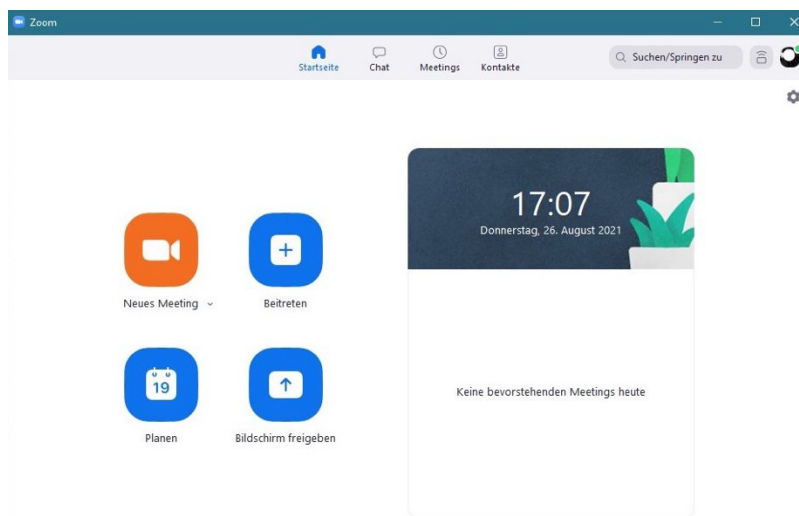


*Fig. 11 Zoom-Client*

This service is available to UHH members free of charge via the homepage https://uni-hamburg.zoom.us. The installation of the Zoom client is a prerequisite for use. This is available for Windows, MacOS and numerous Linux distributions and is automatically downloaded when you click on the link with the invitation. For detailed instructions on how to set up Zoom, see our DL-Office web presence and this videotutorial.

All traffic in a Zoom conference – audio, video, chat, presentations – are mediated through UHH servers at the RRZ and therefore remain confidential. You are not required to activate the camera and microphone in the meeting or to use your real name. However, the success of a course – especially in the discursive humanities – depends significantly on your willingness to discuss and your responsiveness. To participate in the discussion, all you need is a microphone, which does not have to be expensive at all. The use of a headset is recommended for better sound quality. To ensure that instructors and your fellow students can reach you on Zoom, **you should log in to Zoom once before the start of the semester, if possible**. Detailed instructions for logging in using your user account can be found here on our DL-Office web presence.

**Tip:** In Zoom, you can use a **virtual or blurred background** that protects your privacy and prevents meeting participants from being distracted by your setting. For proper background detection, you need good lighting and a good camera image. Due to insufficient technical requirements, Zoom may disable this feature so as not to exhaust the processing power of your device. UHH has created some backgrounds in the UHH design, which you can find here. In the Zoom client, please click on the gear icon that appears below your profile picture or avatar in the upper right corner and now select "Virtual Background" from the left menu to upload backgrounds.

## 5.2 MICROSOFT TEAMS

The free subscription to Microsoft Office 365 A1 Plus - and thus also MS Teams – for members of UHH using the user account has already been explained in the section above. In MS Teams, too, you make it easier for teachers to contact you if you log in once and can thus be found in the UHH structure. Use MS Teams either in your web browser or in the Teams app.

*Fig. 12 MS Teams*

## 6 MISCELLANEOUS

### 6.1 DIGITAL SERVICES

**Use digital services to your advantage as well**: digital teaching also represents a real educational opportunity, as outlined in some tips on the UHH DL-Portal, based on a concept by Prof. Dr. Gabi Reinmann (Hamburger Zentrum für Universitäres Lehren und Lernen, HUL).

### 6.2 VPN ACCESS

For some services, such as the digital service of the State and University Library (SUB, also "Stabi"), you need Internet access from the UHH network. You can get this via a VPN access, which you can set up with the help of these RRZ instructions. All you need is your user account and the corresponding password. It is recommended to activate the VPN connection only when you need it actively to avoid increased latencies.

**Tip:** How you can use the WLAN "eduroam" on your devices in the university buildings, you will learn in this video tutorial as well as on this Site.

## 6.3  LITERATURE MANAGEMENT WITH ENDNOTE AND CITAVI

It is worth knowing how to use literature and knowledge management tools at an early stage in order to save time when writing term papers, to eliminate a source of formal errors and to create a database of your study literature. For this purpose, the RRZ provides you with the program Endnote, which runs on both Windows and MacOS. As a UHH member you can also use the Citavi-for-Windows-Campus-License for free. Alternatively, you can use the free programme Zotero. You can find more information about Zotero on this page of the forTEXT project or on this page of the "Stabi".

> **Tip:** The presented programs offer the import of ready-made citation styles, which you can adapt to your subject-specific requirements if necessary. Once done, you will save time on any further work with the citation software.

## 6.4  HARDWARE RECOMMENDATIONS FROM IT SLM I + II

In order to actively participate in digital teaching, we recommend using a laptop or desktop computer. Not every computer offers enough performance to allow parallel streaming with e.g. Zoom with split screen and simultaneous use of an office program without any problems.We therefore recommend using a **laptop or desktop computer** (e.g. i3/i5 processor or comparable, 8 GB Ram, 256 GB storage capacity) with WLAN or Internet compatibility. The following devices as additional equipment facilitate your workflow: external storage media such as USB sticks or external hard disks for data backup and transfer, a headset and, if necessary, a microphone for participating in video conferences, as well as a printer and a scanner. An alternative is to take pictures using a **scanning app**, such as Adobe Scan, Evernote, Office Lens, CamScanner, the Notes app on iOS, or Simple Scan.

These are non-binding recommendations. For questions about software and hardware, the RRZ service line is available: rrz.sl@rrz.uni-hamburg.de.

> **Tip:** According to your needs, use the free software available for UHH students provided by the RRZ.

## 6.5  UPLOADING LARGER FILES BY STUDENTS

You can also upload larger files, such as podcasts or videos produced as part of a course, to **AGORA/CommSy** (maximum 500MB) and **OpenOlat** (maximum 150MB). For very large files (up to 5GB), the tool **UHHCloud** is available and **offers 100GB storage space**. There, files can be shared with individual users, so that an exchange is possible. For all information, please refer to this page of the RRZ.
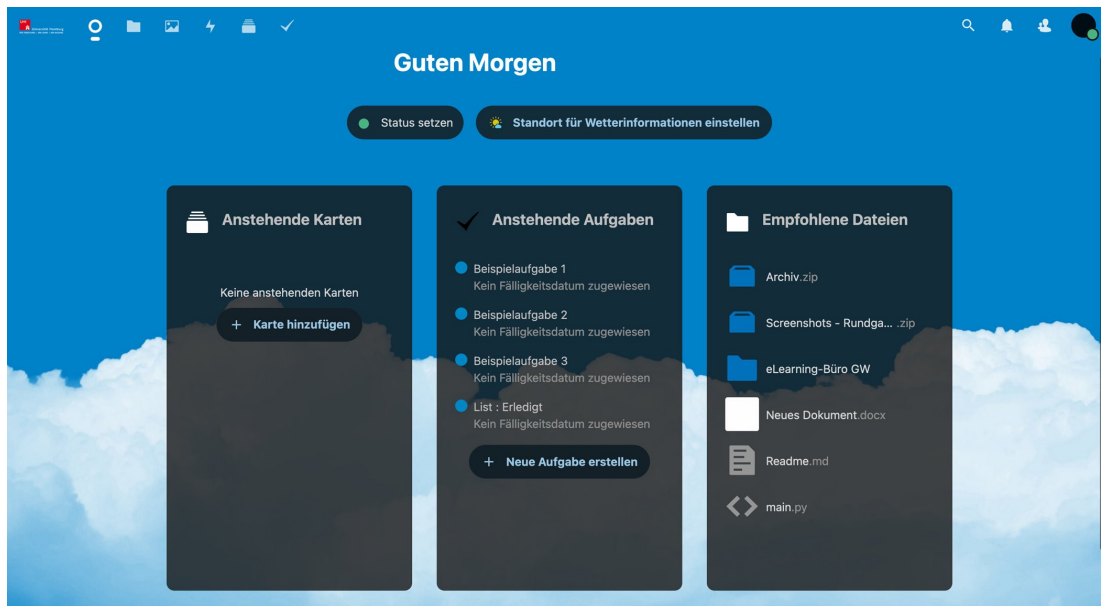
*Fig. 14 UHH-Cloud*

Alternatively, the Microsoft Office version licensed by the RRZ can be used to share files within the university using **OneDrive**. All instructions for free Office registration can be found on this page of the RRZ. Instructions for sharing files from a student perspective can be found on this page of the Faculty of Education Media Center.

## 6.6   EXTRACURRICULAR EVENTS

For extracurricular events, which are not only useful for the start of studies, there is the app "UHH Join", also accessible via "UHH mobile", the free app of the university. This is available for iOS in the App Store and for Android in the Play Store.

You can log in with your user account and book events from the Career Center and PIASTA (Program International for All Students and Alumni), among others. The workshops offered here are a good opportunity to network online as well as offline as a student during the digital semester and to get to know university life better.



*Fig. 15 UHH mobile App*

## 6.7   THE COLLABORATIVE REAL-TIME EDITOR HEDGEDOC/UHH-PAD

In this free-to-use, browser-based real-time editor, you can work on a document alone or with others. This is helpful, for example,
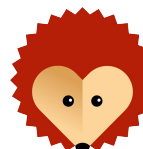


*Fig. 16 HedgeDoc/ UHH-Pad*

to take notes together during a lecture or to record the current status in a group work. You can log in via your user ID so that you also have full access to the tool as a student. The document is written in Markdown, a simplified HTML markup language, and you can control the release of the file and thus share it with everyone for editing or viewing in presentations.

All further information can be found here on our website.

## 6.8 STUDY AND WORKSTATIONS

Most of the subject- and sub-libraries offer workplaces where you can read, study and learn in quiet. For all information on opening hours and media lending, please refer to the websites and information offers of the respective library on site. The libraries also provide scanners (some with OCR) for digitising books.

## 6.9 HERDT|CAMPUS

The RRZ, in cooperation with the Hamburg State and University Library, is now providing access to the HERDT|Campus for all members of the


*Fig. 17 HERDT|Campus*

UHH. This is an **online archive covering all aspects concerning IT**. It has a variety of tutorials on current topics, such as Office365, Microsoft teams, programming, iPad, web design. To access the site, you must be on the **University's network**. If you want to access it from your home office, please use a VPN connection to the university network. The HERDT|Campus website advertises the latest releases on its homepage. It also has a search function and the different guides are arranged by topic. All files are available in PDF format and can be downloaded.

## 6.10 BOOK ROOMS FOR STUDENT ACTIVITIES AND STUDY GROUPS

You are planning a project, have founded an initiative or want to learn together in a group, but still lack a room to meet? The university has made ten rooms available to the AStA (General Student Committee), which can be used by students from 6 p.m. until the building closes. Of these, five are on the main campus and one each at the sites Bahrenfeld, Klein Flottbek, Sedanstrasse, Geomatikum and Informatikum. You can find more information on the AStA page (available in German).