

9. Cloud Storage

With Nextcloud and FAUBox, you can securely store, synchronize, and share data – even outside the campus.

- Access Nextcloud:
<https://cloud.th-ab.de>



- Access FAUBox:
<https://faubox.rrze.uni-erlangen.de/login>



- Instructions:
<https://helpdesk.th-ab.de/help/en-us/22>



10. Software and Tools

As a student, you get free access to many helpful programs such as Microsoft 365, Zoom for online teaching, and university chat with Element.

- Instructions:
<https://helpdesk.th-ab.de/help/en-us/8>



Important Links at a Glance



Support and Help

- Helpdesk Ticket Portal:
<https://helpdesk.th-ab.de>



- Knowledge Base:
<https://helpdesk.th-ab.de/help/en-us>



Access and Security

- MFA:
<https://mfa.th-ab.de>



- WLAN:
<https://easyroam.de>



Studies and Administration

- CampusPortal:
<https://hisinone.th-ab.de>



- Moodle:
<https://moodle.th-ab.de>



- Video collection:
<https://video.th-ab.de/>



Network Services

- VPN:
<https://eduvpn.th-ab.de>



- VDI:
<https://vdi.ad.th-ab.de>



- Printing:
<https://drucken.th-ab.de/>



Cloud and Storage

- Nextcloud:
<https://cloud.th-ab.de>



- FAUBox:
<https://faubox.rrze.uni-erlangen.de/login>



Communication

- Webmail:
<https://webmail.th-ab.de>



- Software and Tools:
<https://helpdesk.th-ab.de/help/en-us/8-software>



Aschaffenburg
University of Applied Sciences
IT Helpdesk – IT Center
Building 48, 1st Floor
Opening hours: Monday–Friday 1:00–2:00 pm
Phone: + 49 6021 4206 - 777
E-Mail: helpdesk@th-ab.de

<https://helpdesk.th-ab.de>



IT Service Quick Guide for Students

Welcome to the IT Helpdesk

We are happy to welcome you at the University of Applied Sciences Aschaffenburg!

The IT Center, commonly referred to as "Rechenzentrum", supports you with all questions related to the university's IT systems – from your first WLAN connection to software installation or VPN usage.

You can reach us in person at the **Helpdesk in Building 48, 1st floor,** by e-mail, by phone, or via our ticket system. Whether you are just starting your studies or already in a higher semester – we will help you set up and use all essential services.



Your First Steps

Your s-number (e. g. s123456) and the corresponding password are your central login credentials – you use them to log in to almost all university systems and services, such as CampusPortal, Moodle, e-mail or WLAN.

1. Activate university account and change password

— Login credentials after enrollment (s-number and temporary password)

— Change password:
<https://webmail.th-ab.de>



— Instructions:
<https://helpdesk.th-ab.de/help/en-us/10>



2. Multi-Factor-Authentication (MFA)

MFA provides additional protection for your account – in addition to your password, a second confirmation step (e. g. app code) is required when logging in.

— Instructions:
<https://helpdesk.th-ab.de/help/en-us/10>



3. WLAN (eduroam)

With eduroam, you have secure and fast WLAN access across the entire campus – and worldwide at all participating universities.

— Access and configuration:
<https://easyroom.de>



— Instructions:
<https://helpdesk.th-ab.de/help/en-us/4>



4. E-Mail Portal

Your university e-mail is the official communication channel. Here you will receive important information about courses, exams, and administration.

— Access:
<https://webmail.th-ab.de>



— Instructions:
<https://helpdesk.th-ab.de/help/en-us/11>



5. CampusPortal: Certificates of study, grades, etc.

In CampusPortal you manage your studies – from application to exam registration and study certificates.

— Access:
<https://hisinone.th-ab.de>



6. Moodle: Learning Platform Access

Moodle is the central learning platform – there you will find lecture materials, assignments, submissions, and sometimes even online exams.

— Access:
<https://moodle.th-ab.de>



7. Printing with FollowMe

You can send print jobs from any device and retrieve them with your CampusCard at any printer on campus, e. g. in the library, in building 20, building 48 and at Campus II. At a printer account terminal, you must first load credit for printing.

— Access:
<https://drucken.th-ab.de>



— Instructions:
<https://helpdesk.th-ab.de/help/en-us/13>



8. Virtual Private Network (VPN)

VPN access allows you to use internal university services (e. g. network drives or databases) from home or on the go.

— Access:
<https://eduvpn.th-ab.de>



— Instructions:
<https://helpdesk.th-ab.de/help/en-us/9>

