IT training material

Inexpensive manuals on topics in the IT sector (e.g. documentation on numerous software programs, programming, administration etc.) as well as the worksheets of the AMB/KFT faculty can be ordered and purchased online via our ZKI bookshop. You can access the store via the homepage - Service - IT manuals. The IT manuals are now also available in digital form (PDF).

The service portal

If you have problems with hardware or software or if you want to order printing and plotting service, please use our service portal on the Internet at
https://zki-service.fh-zwickau.de
You will need your account here too. Printing and plotting service orders are processed within 24 hours. You will receive an e-mail confirmation as soon as the order has been completed.
Attention:
Students of the applied arts Schneeberg degree program are requested to be on site for plotting orders in order to avoid complaints later on!

electronic student account eSKo

The electronic student account is the central cashless payment system at the WHZ. You can use it to pay for various services. Every student has an account, which can be topped up via the student card. You can find the account overview here:
https://esko.fh-zwickau.de

Central printing and copying service – Papercut

Central photocopiers for printing, copying and scanning are available at all university locations. Printing can be done from the PCs in the computing labs. At all locations (Zwickau, Schneeberg and Reichenbach) the so-called Papercut system is used for printing and copying. Charging takes place via the recharging/rebooking terminals. (The locations of the card terminals can be found on the orientation map).You can find more information at
https://www.fh-zwickau.de/papercut

Please note the following important information!

To use the payment function, you can top up your student card up to an amount of € 50.00 each time. For the transfer to the eSKo there is no restriction. Updating the semester ticket (thermal strip print on the back of the card) takes place after payment of the semester fee. Store your student ID card (library use, door opening, payment functions, semester ticket) carefully and securely. If you lose or damage your card please notify the Student Affairs Office or visit the web portal immediately to avoid misuse of YOUR card functions.
https://ver.fh-zwickau.de/verlust/

Contact and opening hours

Westsächsische Hochschule Zwickau
ZKI - Zentrum für Kommunikationstechnik
und Informationsverarbeitung
Kornmarkt 1
08056 Zwickau
Tel. 0375 536 1200
Fax: 0375 536 1202
E-Mail: nutzerservice@fh-zwickau.de
Internet: www.fh-zwickau.de/zki

help desk opening hours:
Office GAB 219 - Campus Innenstadt (Tel. 0375 536 1215):
Mo   9am – 11:30 am and 1pm – 4 pm
Di   9am – 11:30 am and 1pm – 4 pm
Mi   9am – 11:30 am and 1pm – 4 pm
Do   9am – 11:30 am and 1pm – 4 pm
Fr   9am – 11:30 am and 1pm – 3 pm

Büro LG 104 - Campus Scheffelstraße (Tel. 0375 536 3344):
Mo   9am – 11:30 am and 1pm – 2:30 pm
Di   9am – 11:30 am and 1pm – 2:30 pm
Mi   9am – 11:30 am and 1pm – 2:30 pm
Do   9am – 11:30 am and 1pm – 2:30 pm
Fr   9am – 11:30 am
(Please make an appointment by telephone. Opening hours subject to change!)
The office is closed during the semester break!

Advice regarding use in Schneeberg:
Every Tuesday and Thursday, a member of the ZKI staff is scheduled to be on site at the campus in Schneeberg. For questions and problems please make an appointment accordingly. Of course, we are also available for you apart from these times by phone: (0375) 536-1215.

University location Reichenbach and Markneukirchen:
Please contact the ZKI to make an appointment.

For a quick overview of everyday study life, the ZKI provides a WebApp with important information about the WHZ (timetable, grades, opening hours, timetable etc.) on your smartphone. The app can be accessed via: https://mobile.fh-zwickau.de or QR code.

Please inform yourself about current information at
www.fh-zwickau.de/zki

WHZ Westsächsische
Hochschule Zwickau
Hochschule für Mobilität

Dear students,

congratulations on your choice of the place of study. We welcome you as a user of the services of the Center for Communication Technology and Information Processing (Zentrum für Kommunikationstechnik und Informationsverarbeitung ZKI).

At all university locations, the ZKI operates computer labs (RTK).
We, the employees of the ZKI, try to provide you with the computing technology as uncomplicated as possible.
In the following we would like to give you the most important information about the use of our computing technology.

We wish you a good start into your first semester and as much joy and success with your studies.
Your ZKI.

Zentrum für
Kommunikationstechnik und
Informationsverarbeitung **ZKI**

Computer labs

Stadtzentrum:	**Scheffelstraße:**	**Reichenbach:**
GAB 236	LG 106	R 209
GAB 239	LG 109	
GAB 240	LG 110	**Schneeberg:**
GAB 241	LG 201	SB 128
GAB 242	LG 206	SB 211
GAB 325	LG 209	
GAB 327	LG 210	**Markneukirchen:**
	LG 303	R 312

Software equipment in the cabinets:
www.fh-zwickau.de/software

How do I use the computing technology at the WHZ?

You will receive the dates and the invitation to the online introductory event of the ZKI by e-mail from the following address:
nutzerservice@fh-zwickau.de Further information can be found at:
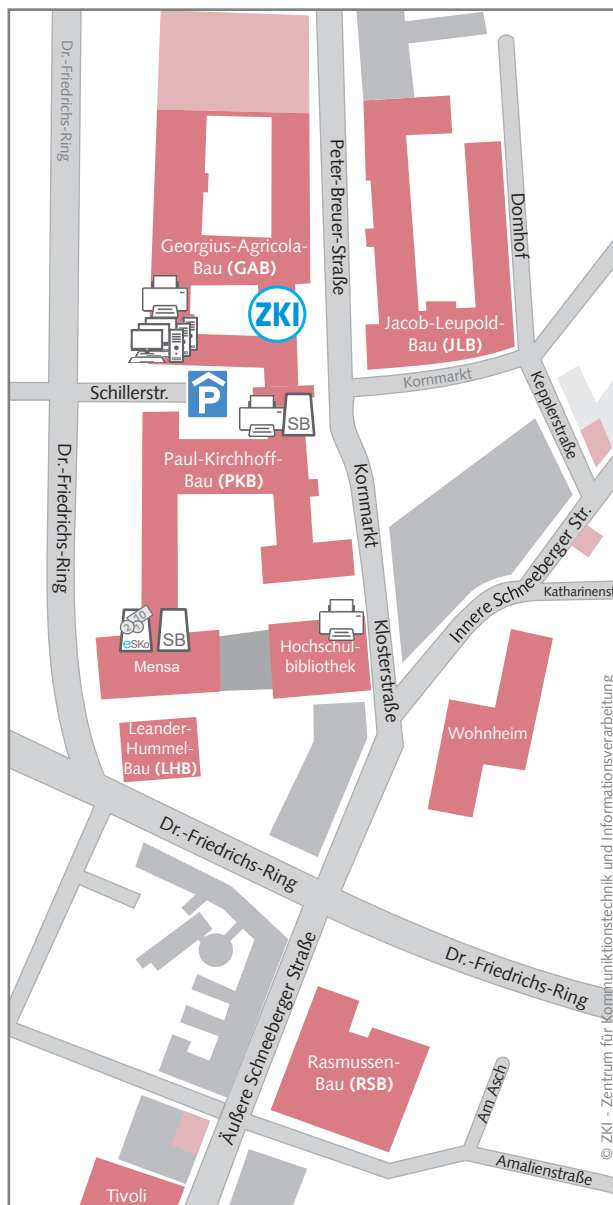www.fh-zwickau.de/zki/aktuelles/
The assigned account is valid on all publicly accessible PCs of the ZKI. It is not possible to work on the PC without an account.
In addition you will receive a data directory (home directory) and an email address. You will receive an automatically generated password for your account, which must be changed immediately and after a electronic notification annually. You can find more information at
www.fh-zwickau.de/zki/anleitungen-infos/passwortaenderung

Handle your data and data carriers with care and check them regularly for viruses to prevent them from spreading in the WHZ data network! If a virus is detected in the computer labs please inform the ZKI immediately!

In addition to Wi-Fi access, in room LG 201 (Lehrgebäude Scheffelstraße location) and in room GAB 241 (city center /ring) network connections are available for the use of your notebooks.
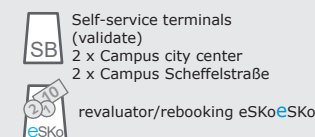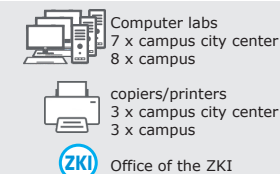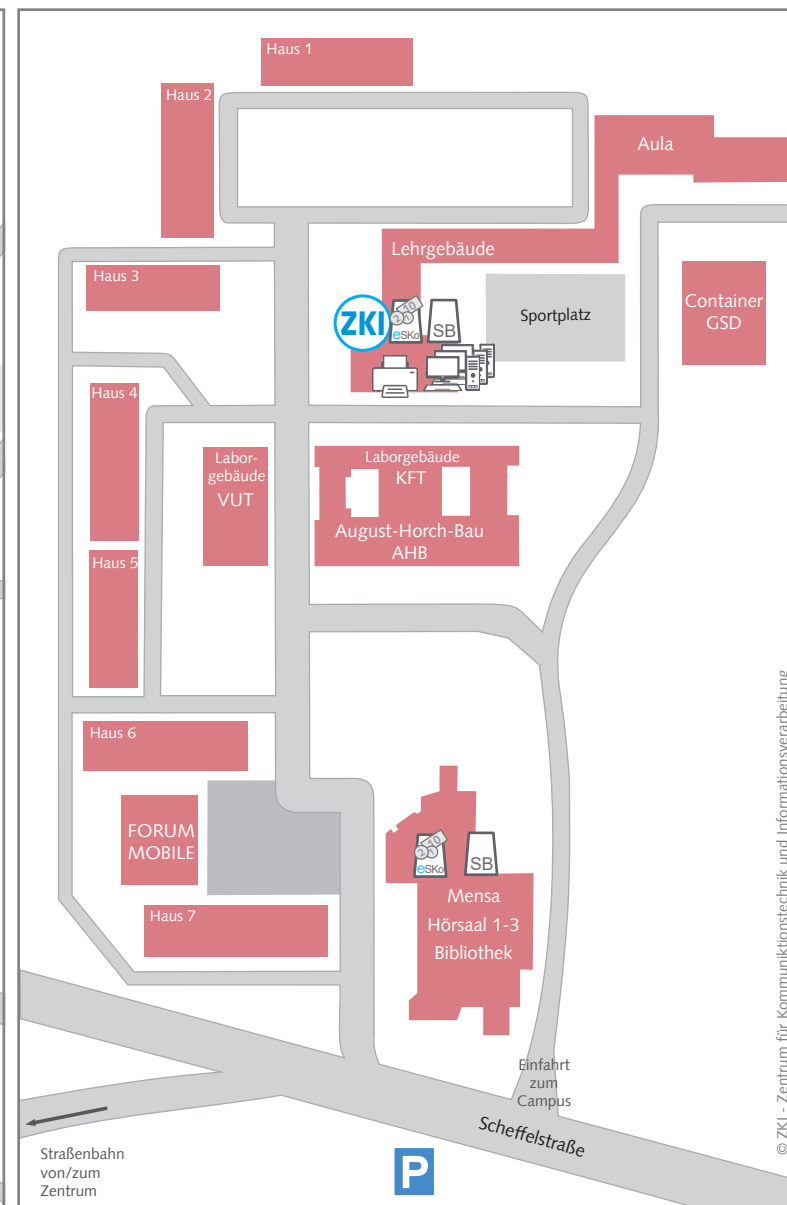
Tasks and services of the ZKI

- Operation of the university data network
- Coordination of data processing technology
- IT network and system administration
- Hardware and software consulting, acquisition and service
- Project support
- User administration
- Internet connection
- Internet services
- Operation of information systems
- Plotting, scanning and printing services
- Computer lab support (see opening hours)
- Video conferencing service via the Internet

Network access via Wi-Fi

The WHZ campus offers Wi-Fi.
You can find more information below:
https://www.fh-zwickau.de/zki/anleitungen-infos/wlan/

Map: Stadtzentrum campus — Dr.-Friedrichs-Ring, Peter-Breuer-Straße, Domhof, Georgius-Agricola-Bau (GAB), ZKI, Jacob-Leupold-Bau (JLB), Kornmarkt, Kepplerstraße, Schillerstr., Paul-Kirchhoff-Bau (PKB), Innere Schneeberger Str., Katharinenstr., Klosterstraße, Mensa, Hochschulbibliothek, Wohnheim, Leander-Hummel-Bau (LHB), Dr.-Friedrichs-Ring, Äußere Schneeberger Straße, Rasmussen-Bau (RSB), Am Asch, Amalienstraße, Tivoli

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Map: Scheffelstraße campus — Haus 1, Haus 2, Aula, Haus 3, Lehrgebäude, ZKI, SB, Sportplatz, Container GSD, Haus 4, Laborgebäude VUT, Laborgebäude KFT, Haus 5, August-Horch-Bau AHB, Haus 6, FORUM MOBILE, Mensa Hörsaal 1-3 Bibliothek, Haus 7, Einfahrt zum Campus, Straßenbahn von/zum Zentrum, Scheffelstraße

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Legend

- Computer labs
7 x campus city center
8 x campus
- copiers/printers
3 x campus city center
3 x campus
- **ZKI** Office of the ZKI
- **SB** Self-service terminals (validate)
2 x Campus city center
2 x Campus Scheffelstraße
- eSKo revaluator/rebooking eSKo

One card validator is located also at the university campuses in Schneeberg and Reichenbach.

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