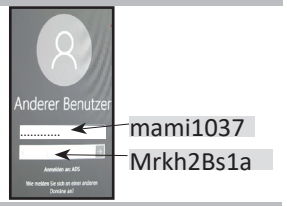
Public Computer Pools

Computerpool	Administrator	Room	Tel 925-
LI 136, LI 142	RZ User Helpdesk	LI 135	2305

Workstations are available to all students and are equipped with basic software.
Opening hours during lecture and examination periods:
Monday–Friday: 7:00 a.m. – 7:00 p.m.

How to log into a Pool PCs?

Windows 11 is installed on all pool PCs across the campus.
Log in using your RZ access data on the domain ads (Active Directory Services).



Where can I store my data?

1. *On the pool PCs, a password-protected network drive is available for data storage:*
   Drive N: Personal 5 GB (cloud) storage
   Path: \\ads\dfs\HS\homes$\.nt
   This storage includes ***regular data backup****s and* ***a snapshot function****.*
   You can also access the ***N drive from off campus****. For more details, please refer to the flyer "Internal University Network (via VPN)".*

2. *The service „bwSyncAndShare" is also available for you: The cloud storage ‚bwSyncAndShare' can be accessed from outside the university network! As a member of the university you were allotted 50 GB of storage space. With bwS&S you can easily save data and share it with other people.*
   https://bwsyncandshare.kit.edu

A detailed guide to bwSync&Share can be found in the Introduction Handout at the following URL:
https://rz.h-ka.de/intro

Where can I get help?

The RZ User Helpdesk is the first point of contact for students seeking support with the university's IT systems and services.
IT administrators are available to assist with all questions regarding the university's IT infrastructure.

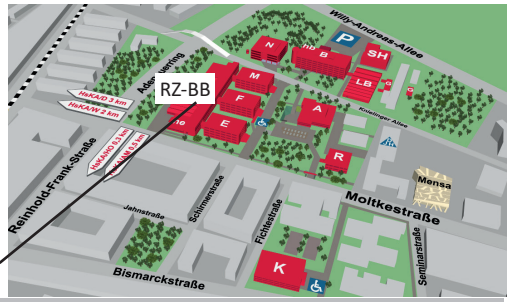
IT-Administrators in your Faculty

The secretary of your study course will inform you who your IT administrator is.

Faculty Computer Pools

Workstations are equipped with basic and course-specific software provided by the faculties.
For relevant contacts, please refer to the flyer "Basic IT Services" of your faculty.

Where can I find the RZ User Helpdesk (RZ)?



RZ
Building LI 1.

Last remarks

When you receive your RZ-account and RZ-password you accept the terms of use of the HKA
https://rz.h-ka.de/vbo
and
https://rz.h-ka.de/bo

Please adapt your behaviour accordingly.

RZ2012014

Hochschule Karlsruhe
University of
Applied Sciences

Rechenzentrum

Basic IT-Services

RZ User Helpdesk

Monday - Friday:
10:00 am - 01:00 pm

Building LI, 2. Floor, Room 135
Building plan: www.h-ka.de/standorte
Phone: (0721) 925 -2305
Fax: (0721) 925-2301

Email: bb.RZ@h-ka.de
Web: www.h-ka.de/rz

03/2026

RZ-Access data

The basis for using our services is your access data, which consists of:

- ***RZ username*** *(4 letters followed by 4 digits, e.g., mami1029)*
- ***RZ password***

Your RZ account is automatically generated based on the information in the databases of the Student Office and the HR Department.

Note:

If you are not (or are no longer) a member of the university, your RZ account – and thus your access to HKA's IT systems – will no longer be available.
The RZ User Helpdesk cannot manually modify this. If necessary, please contact the Student Office (Studierendenbüro) to have your membership information corrected and to (re) activate your account.

Access data for new students

Newly enrolled students receive their RZ access data via the PDF document "RZ-Zugangsdaten" in the campus management system HISinOne:

https://www.h-ka.de/ssv

*Many students are already familiar with the HISinOne system from the application phase. More information can be found in the flyer "**IT Services for Students**".*

Access data for new employees

*Employees receive their data center access credentials during opening hours at the RZ User Helpdesk. A valid **identification document** (e.g. ID card) must be presented.*

Problems with the RZ access data

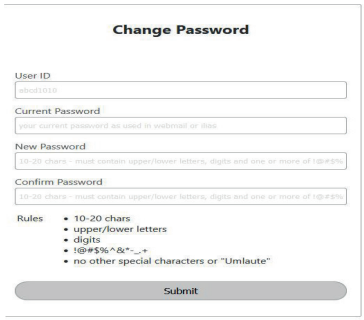
For troubleshooting, please contact the RZ User Helpdesk. It is also possible to obtain a new RZ password there.
A valid identification document must be presented:

- *Students: ID card or passport*
- *Employees/Lecturers: identity card or passport*

How to change my access data (ULM)

*You can change your initial **RZ password** in the **ULM portal:***
https://rz.h-ka.de/ulm

Please note: *The ULM system is only accessible from the internal university network. We recommend using a PC on campus to change your RZ password.*
In the ULM system, enter your RZ account in the User ID field, then enter your current password, and finally enter your new password twice.



Please make sure your new password **follows the required restrictions and conventions**. Then click Submit.

The **password change is successful only** when you see the message: "**Password changed**".

HKA Email adress

Your primary email address is based on your RZ account:
RZ-account@h-ka.de
Example: mami1037@h-ka.de

Students: *RZ-account@h-ka.de*

Employees *receive an email address in the following format:*
firstname.surname@h-ka.de

Note 1: All the contacts mentioned above can be reached by email.
Note 2: Forwarding to external email adressess is **not** possible!!

How can I read my HKA emails?

For accessing your university email account, the following options are available:

1. ***On-campus, at PC pools***
   At the pool PCs, you can open and read your emails using Microsoft Outlook.

2. ***Webmail (on-campus)***
   Within the university network, you can access your emails via a web browser at:
   https://webmail.h-ka.de
   Please log in using your RZ access data (4 letters followed by 4 digits), not your full email address.

3. ***External access with Multi-Factor Authentication (MFA)***
   You can also access your emails from outside the university network using multi-factor authentication (MFA). Instructions for setting up MFA can be found either in ILIAS by searching for "Mehrfaktorauthentifizierung" or in the Introduction Handout (Chapter 4: Multi-Factor Authentication (MFA)).External email access is available at:
   https://owa.h-ka.de
   When logging in with PIN + TOTP, enter only the 6-digit code from your authenticator app. This code changes every 30 seconds.
   On campus, you can check your error counter at:
   https://mfa.h-ka.de. *If the counter has reached 10 failed attempts, reset it to 0 using the "Reset Error Counter" function.*

4. **cert-based extended access**
   You can access your webmail account via the following URL:
   https://owa-cert.h-ka.de/
   Please note that access to this service is only possible if a valid certificate has been imported into your account. Without a corresponding certificate, access will be denied for security reasons.

A detailed guide on email and MFA is, as mentioned above, available in the Introduction Handout at:
https://rz.h-ka.de/intro