

HfWU neo

First steps for students

English version



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The HfWU neo Support Team welcomes you at the HfWU!

With this short instruction we want to make approaching the different functions of our campus management system "HfWU neo" as easy as possible for you. You will find a description of the most important functions and settings you should use and activate to make sure not to miss any information and to be well prepared.

This instruction is not going to deal with all functions of neo. A lot of them are self explaining and often equipped with a link to *Stud IP Online Help* (reachable through the help icon ⁽¹⁾), then *further help*)

The actual software behind HfWU is "Stud IP", you might notice this by getting messages from the system in the future.



1. The most important step first – the log in

To log in to HfWU neo you need your **HfWU user account.** It consists of your user name and your password that you received from the IT services. Your account is centrally managed and also used for logging in to other web services like the HfWU Webmailer, Flex Now or WiFi.

Change password

It is not possible to change your password through HfWU neo. To do so, please use the following link to the Webmailer <u>https://webmail.hfwu.de/</u>.

Forgot user name/ password

In case you can't remember the correct user name or password please turn to the IT Services for help. You need to send them a copy of your StudiCard for identification (<u>support-itd@hfwu.de</u>).

Now type https://neo.hfwu.de in the location bar of your browser.

Switch HfWU neo to English before you start. To log in without a HfWU account click

Veranstaltungsliste 1 in the upper left corner. Now chose your semester to see your appointments on a certain date.

If you are a registered user put your **user name** and **password** in the login field **2** and click **Login**



Login



2. The start page

After logging in successfully you will be taken to the standard start page of HfWU neo automatically.

start Courses Messages Community	und Umwelt Nuertingen-Geislingen Profile Planner Search Tools Schwarzes Brett Online Services Licenses	networking e-learning organizing
Current page: Start page 2		0 Search for courses Q Logou
	Quicklinks	©.×
3 My start page	My courses Add a course / Create study group	
Jump marks	Messages Mail inbox / Sent	
Quicklinks		
Actions	Community	
 + Add widgets ✓ Restore default 	Who is online?/ My contacts / Study groups / High score list My profile Settings My planner Appointment calendar / Timetable Search User search / Course search Tools Announcements / Surveys and tests / Evaluations / Learning modules	4
		Start pag

2.1 Header and main navigation

In the **header** you will find **the main navigation** consisting of different icons. The header will guide you through the entire system. What kind of functions are hiding behind the different icons of the header? A short overview:

	Start page HfWU neo
9	My courses/My study groups/My institutes
\sim	Neo internal messages
# *	HfWU neo Community with global Blubberstream, "Who is online?"-function, study groups and much more Your personal profile
42	Your timetable and planner
q	Extensive search function of courses, people, institutions and much more
4	Tools to create announcements, surveys, etc.
11	Schwarzes Brett to upload small ads
ଚ	Further Online-Services of the HfWU
Ŀ	License status for the details of the correct licenses of your uploads



Some icons in the main navigation are occasionally displayed with a little red circle containing a

number **1**. That is how you can see that the content of the marked page has changed since your last visit. The number stands for the number of changes that have appeared. Click on the relevant symbol to always stay tuned.

2.2 Area bar²

The area bar is located right under the header. It will lead you through the whole system just like the main navigation. In the bar you will find information like:

Current page

you will recognize your current position on the HfWU neo website depending on the term that is shown here.____

- Notifications
 When you received a personal message, have been mentioned in a Blubber chat or the blog function of HfWU neo you will get a notification in a window in real time. A red window S news. Put your cursor over it to open a little window and get to the news directly. The number in the window gives information about the number of news available.
- Search for courses (quick search) You can search courses through the search window on the left end of the bar. The search is restricted to the current semester. For searching more detailed please use the search icon in the main navigation.
- Logout Here you can log out of HfWU neo.

The biggest area beneath the bar is the content area. It consists of vertical start page navigations on the left side of the page 3 and a content or action area to its right 4.

2.3 The start page - navigation 3

Within the navigation on the start page you can head to single widgets (windows) directly through **jump marks.**

Single widgets can be moved, cut out (through the closing symbol X in the upper right corner of the widget) or added. That way you can personalize your HfWU start page and add different elements depending on your personal needs.





Navigation - Quicklinks

My start page
Jump marks
Quicklinks
Announcements
All current appointments
Registrierungs-Cockpit FLUS
Registrierungs-Cockpit FBF
Registrierungs-Cockpit FWR
Registrierungs-Cockpit FAVM
Persoenliche-News
Questionnaire
Actions
🕂 Add widgets
🖌 Restore default

Navigation - Announcements

Quicklinks

With this widget you can get at all different functions of HfWU neo directly. Most functions that are linked here are also to be reached through the icons in the header. You can personalize the widgets by adding the functions you often use, or by removing those that are not needed frequently in the processing mode \blacksquare .

Announcements

This widget gives you the latest information about your studies as well as upcoming maintenance work on HfWU IT systems like HfWU neo or QIS-SOS.





Registration cockpits of the faculties

There is a registration cockpit available for all first semester students. Please choose the registration cockpit of your faculty and follow the given instructions. This helps you to quickly subscribe to the most important institutions so you'll be supplied with complete information. You can access all information by clicking **courses** in the main navigation, then **My courses**.

Navigation - Registration-Cockpits



Navigation - All current appointments

All current appointments

All upcoming appointments, for example the dates of your next courses, are shown on this page.





Personal news (Persönliche News)

Here you can find a summary of all important dates of your institutions as well as all courses that you subscribed to.

Navigation - Personal news



Navigation - Add widgets

+ add widgets

Here you can add widgets to you start page that have been removed before.





Navigation - Restore default

Restore default

With the help of this action you can go back to the default start page.



3. Maintaining your profile

Each user has his or her own profile page that is equipped with various functions.

- You can add a **picture** to your profile, so your professors and fellow students can see who is hiding behind the profile.
- On your profile you can select settings of your user data that **authorize** you to **enroll in your courses.** You are determining subscriptions to institutions like your faculty, course of study and current semester to always be informed about the latest updates regarding these.
- You can change your personal main settings of HfWU neo like configurazing your calendar or terms of privacy. **Forwarding all system-internal messages** to your HfWU email account is also done here.
- There is an upload area available for your temporary personal data. This area is limited to 50 MB.
- To ensure smooth communication it is essential for you to always take care of and
- update your profile. Please check the immediacy of your data in the beginning of every semester and add or correct them if needed.

Click **Profile** in the main navigation.



Main navigation - Profile

3.1 Upload picture

Click **Picture** to add a profile photo.

Profile	Picture	User details	Settings	Categories	My documents	Blubber	More
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			Mail: grotel	@stud.hfwu.de			
	_						
			ł.				
Visits: 4							
Stud.IP so	164						
Score: Be							
	load vCard						

Profile - Picture



3.2 Edit user details

Under the tab user details you can add and edit your user details.

Profile Picture	User details				Current page: My profile									
	Osel details	Settings	Categories	My documents	Blubber	Mare								
		_												
		Tutorin L	eonie Grote.											
		Mail: grotei	@stud.hfwu.de											
Visits: 4 Stud.IP score 164 Score: Beginner														
B Download vCard				5 (1)	e – User det									

Click study details in the navigation.

Current page: Edit user detai	Hs		Search for courses Q Logou				
Profile Picture User	details Settings Categoric	s My documents Blubber More	0				
	Edit user details	Edit user details					
	User name: *	leonie.grote					
User details	Name: * Mail: * Title:	First name: Tutorin Leonie	Last name: Girole				
Navigation Basic details Change passwort		Mail: grotei@stud.hfwu.de	Re-type e-mail address: grotel@stud.hfwu.de				
Further details Study details		*					
	Second title:	*					
	Gender	🔍 unknown 🛇 male 🖲 female					
	Accept						
			User details – Study detail				

Now you are on the page edit course of study (see current page). It is divided into two parts.



3.2.1. Authority to subscribe to restricted courses

Current page: Edit (course of study								0 Search for courses	Q Los
Profile Picture	User details	Sottings		My documents	Blubber	More				
										0
	-				study the fo	llowing sub	jects and in degree pro	ogrammes.		
User details		Subject			study the to	Degree	Jeets and in degree pre	ogrammes.	Semester of study	sign out
Navigation	_	You have n	ot selected any c	ourse of study.						
Basic details		Please ente	er the details as sl	nown on your student	ID!					
Change passwort Further details		Select out	of the following I	ist your subjects, deg	ree programme	es and semest	er of study:			
Study details		select s	ubject, please		•	pselect de	gree, please 🔻 0 🔻			
		If you wan	t to sign out of a	ourse of study, then i	mark the respe	ctive entries i	in the table above. Click or	n Apply to save the chang	es.	
		Accer	ot							
						b.b.c	institutions:			
		Institute								sign out
		You have n	ot allocated you	self to any institute.						
		Select insti	tutions and add t	hem to your profile.						
		To associa	te yourself to an	nstitution, choose it f	rom the list:					
				Ct	مقمام بالمد	la Lat	udu tha fallouin	a subtrate and	the statements of	

Study details – I study the following subjects and in degree programmes

Chose your subject (**select subject**, **please**), your degree (**select degree**, **please**) and your current semester (choose a number) in the field "*I study the following subjects and in degree programmes"*. Save your settings by clicking **Accept**. You can ignore the field **select degree**, **please**, it is not relevant for you.

It is essential for you to make these adjustments in order to be able to sign in restricted courses. (Courses that are only accessible for certain studies and semester). Please don't forget to update your current semester at the beginning of every semester.

If you are not assigned to your studies it is generally not possible for you to sign in any restricted courses!



3.2.2. Associate institutions

Current page: Edit course of study		search for courses	Q Logoul
	You have not selected any course of study.		
	Please enter the details as shown on your student ID!		
User details	Select out of the following list your subjects, degree programmes and semester of study:		
	select subject, please * 0 *		
Navigation	If you want to sign out of a course of study, then mark the respective entries in the table above. Click on Apply to save the change	es.	
Basic details Change passwort Further details Study details	Accept		
	My institutions:		
	Institute	si	gn out
	You have not allocated yourself to any institute.		
	Select institutions and add them to your profile.		
	To associate yourself to an institution, choose it from the list:		
	select institute, please T		
	To remove your allocation to an institute, mark the respective entry in the table at the left. Click on Apply to save the changes.		
	Accept		

Study details – My institutions

Choose all institutions that you are interested in in the area "*My institutions*" to always get their latest updates.

There's a large number of institutions at the HfWU. Each faculty, subject of study and each semester represents an institution, in addition to the institutions of the ZOs (zentrale Organisation – central organization). Each institution contains areas that show latest announcements, surveys, documents and much more. To access information of a certain institution you can either search for the institution (main navigation **Search, search institutions**), or you can subscribe to the institution. We highly recommend to do the latter, you will save a lot of time and make sure all information of the institutions that it communicated through HfWU neo is always available for you.

The institutions are arranged in alphabetical order in the list -select institution, please-. Choose your faculty (e.g. *Fakultät FAVM (Fakultät Agrarwirtschaft, Volkswirtschaft und Management*), your subject (e.g. *PW (Bachelor Pferdewirtschaft)*), your current semester (e.g. *PW 1. Semester*) as well as the examination board of your faculty (e.g. *Fakultät FAVM: Prüfungsausschuss*). Save your settings by clicking Accept.

These settings should be updated in the beginning of every semester as well. It might be useful to keep institutions of the past semester in your list in case you need to resit an exam. You can add an infinite number of institutions.

To remove an institution from your list tick the appropriate box below sign out and click Accept.



3.3 Settings - forward neo internal messages to HfWU Webmailer

HfWU neo uses an internal system for messages, that is used by professors as well as students to communicate within their courses. Don't mix up the neo messages and your HfWU email account, which is also an important source of information for you. You have the possibility to forward a copy of all messages you received through HfWU neo to your HfWU email account. Unfortunately, it is not possible the other way around.

You can change basic settings like forwarding your HfWU neo messages by clicking Settings.



Switch to Messages in the navigation on the left.

Current page: Customize message sy	tem settings.						
Profile Picture User details	Settings Categories My documents Blubber More						
Settings	Messaging settings Save sent messages in outbox Send messages as e-mail, too						
Navigation	Save all messages as read upon logout Send a copy of all received messages to your e-mail address						
General Privacy Messages	always	*					
Appointment calendar Notification	Send e-mail in the following format Text:						
API permissions Apps	Forwarding of received messages User search						
	Signature						
	HTML: Insert text after this line only						
	Buddles / who is online?						
	Last name, first name, title1, title2	*					

Settings – Navigation Messages HfWU neo-Team, Petra Wolf



In the area **messaging settings** you have to option to **send a copy of all received messages to your e-mail address**. Change the option to Always and save it by clicking **Accept**.

Messaging settings	
Save sent messages in outbox	
Send messages as e-mail, too	
Save all messages as read upon logout	
Send a copy of all received messages to your e-mail address	
always 🧲	Ŧ
Send e-mail in the following format	
HTML	*
Forwarding of received messages	
User search	
Signature	
HTML: Insert text after this line only,	
	//
Buddies / who is online?	
Last name, first name, title1, title2	Ŧ
✓ Accept Revert	
V Accept Revent	
Messaging	settings

Forwarding the internal messages to your email account doesn't mean you don't have to log in to HfWU neo on a regular basis anymore. It still is indispensable for getting important information or documents. A lot of information is published in the form of announcements that cannot be forwarded.

Forwarding your HfWU neo internal messages directly to your private email account is not possible for safety reasons. You can set up a diversion of your emails from your HfWU email account to your private email account. To get further details visit the IT services **IT Dienste**. (It is necessary to login HfWU neo beforehand!)



3.4 My documents

In the tab **My documents** there's an upload space available for your temporary personal data. This space is limited to 50 MB.

Please note that the correct license status has to be stated when uploading your documents.

Current page: File management 0 Search te											earch for courses	Q Logout
Profile	Picture	User details	Settings	Categories	My documents	Blubber	More					\bigcirc
┍╴╻┍┛			Bitte der L	öschung Ihr.	e, dass alle von es HfWU Acco			-			 ● 0.0% allo (0 B /50 ME 	ocated 3)
My docum	ents		🗆 Ту	vpe Name				Size	Author	Date	Action	ns
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➡ Upload fi ➡ Create a ■ Empty th	new folder		For all sele	ected Downloa	ad Move	Сору	/ De	lete				
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20 entrie	s per page											
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O 100 entri	ies per page											
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Profile – My documents



4. Your courses

4.1 Search courses

At the start of every semester you have to sign into the courses that are relevant for you. After the subscription all dates and appointments of the course are added to your personal appointment calendar and will be visible there. To find your courses follow the following steps:

Click the **Search** button located in the main navigation to get to the search function of HfWU neo.



You are now in the **course search**. (see *current* page)



Pick the right semester in the field **semester** confirm by clicking **select**. The current semester is always preset. You can always go back to the initial state of the settings and search process by clicking **Revert**.

Now choose Search course directory.

Choose your faculty, your subject and your semester. In the example it is *Fakultät FAVM (Fakultät Agrarwirtschaft, Volkswirtschaft und Management), PW (Bachelor Pferdewirtschaft)* and *PW 1. Semester.*





The fields of study 1 show your location and you can jump to a certain level within the structure.

You can find the individual **modules** on the level of your semester. In the modules you can see the course that go with them, the number of those is in the brackets behind the modules. There are other directories available on this level besides the modules. You should pay particular

attention on the directory **Sondertermine** (3) (special dates). You should sign in for these events in any case if you don't want to miss any unscheduled appointment. You will find a list of events that are not listed in your regular timetable, such as study trips. Dates may be added or changed during the semester. By signing into the directory you make sure the appointment will appear automatically on your calendar as soon as the person responsible adds any new dates.

All further directories and their events on the level of the modules are optional appointments that are offered in your semester. Feel free to sign in as required.

In the 6th/7th semester the terminology (not the structure in HfWU neo!) differs from that of other semesters. (Only in some subjects of studies) You will find the directory of **Wahlpflichtfächer** instead of the level of modules. In this directory you will find the individual programs and within the programmes you can see the courses that you can choose with their number behind it.

Current page: Course search		Search for courses Q Logout							
Courses Archive Persons	Institutes Resources Wo ist mein Dozent?								
		\odot							
Courses Navigation	Bearch for courses	ster: WISe 2018/2019 Select Search Revert							
All	Fields of study: > Hochschule fuer Wirtschaft und Umwelt Nuertingen-Geislingen > Fakultät FAVM (Fakultät Agrarwirtschaft, Volkswirtsch Semester > 201-001 Biologische Grundlagen ①	aft und Management) > PW (Bachelor Pferdewirtschaft) > PW 1.							
Research Organization	No further sub-levels exist below this level.								
Community Working group imported courses	✓ 2 entries at this level 2 courses found, grouping: Semester								
Study groups	WiSe 2018/2019								
Search options Display extended search	Lecture: Biologie der Pflanzen (AW+PW) (2) 201-001 Mm. 0200-09:30 (weekky)	(Prof. Dr. Maria Mueller-Lindenlauf)							
Actions Download result	Lecture: Genetik (AW+PW) (2) 201-001 Tue. 0945-1115 (weekly), Location: Cl 2111, CB1 207/8. Appointments on Tuesday 2011, 1130-13:00,(more)	(Prof. Dr. Maria Mueller-Lindenlauf)							
Arrange search results:									
© Semester O Area O Lecturers O Type O Institute									
		Search - courses							

Choose a module (or a program in semester 6/7).



You receive a list of all courses in the chosen module/ programme containing the refereeing lecturers In our example it is all 3 courses of the module *Grundlagen Tierwissenschaften (3)* in *Fakultät FAVM (Fakultät Agrarwirtschaft, Volkswirtschaft und Management) – PW 1. Semester.* In the **Navigation** you can group the search results 2.

4.2 Go to course

Now you can start to sign in for your courses and generate your individual appointment calendar by clicking the name of the lecture you want to add to your timetable and you will get to its details.

Current page: Lecture: Genetik (AW+	PW) (2) - Details		Search for courses	Q Logout
				0
	Genetik (AW+PW) (2)			
	General information			
Details	Course number	201-001		
	Semester	WiSe 2018/2019		
Actions	Home institute	AW 1. Semester		
M Go to course	participating institutes	AW (Bachelor Agrarwirtschaft), PW 1. Semester		
i Just pencil in the sumetable	Courses type	Lecture in category Teaching		
	Next appointment	Tue . 30.10.2018 09:45 - 11:15, Room: Cl2 111		
	Modulverantwortlich	siehe Modulkatalog		
	Evaluationsbogen	Vorlesung deutsch		
	Dozentin			
	Prof. Dr. Maria Mueller-Lindenlauf			
	Times			
			Go	o to course

00 10 000100

On the detail page of the lecture you get an overview of all given information of the relevant course, for example lecturer, place, next date and many more.

You will find the function **Go to course** under **Actions** on the left side of the page. Click to sign in for the course and you will get a report of your enrollment status. You can either go to the course by clicking **to course** or you close the window to get back to the detail list of the course.

When enrolling in courses, they will automatically appear in your timetable and your personal appointment calendar.

Now click **Seach** I in the header to go back to the point of your search that you left before signing in for the lecture. You can enroll into further courses of the module directly. Over the fields of the study path you can go back to an upper level to enroll into all courses of the remaining modules like described above.

Some courses of your faculty will be divided into groups due to the large number of attendants. To find out the right group in this case, go to the institution page of your semester. The group formation will either be announced under **Announcements** or you will get information about the organization of the groups another way.

Consult your Studien- und Prüfungsordnung (regulation of studies and exams) for the right choice ofmodules in semester 6/7. It contains the exact description of which combinations of courses are possible or necessary for you.



5. Retrieve information

After having enrolled at all relevant institutes and courses successfully switch to the button **Courses** that will take you to the page **My courses**.

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On this page as well as on the pages **My study groups** and **My institutes** you can see new information or content of relevant elements (courses, study groups or institutions) at a glance. The little symbol on the right side of it will show you the type of content. Put your cursor on the symbol to see the type and amount of new content. If the symbol is red there is new content that you have not seen yet.

Meanings of the different symbols:

D

- There is a **contribution** on the information page of the course, study group or institution under the tab **Forum.** If the symbol is red there is a new contribution. Click the symbol to get to the desired location in the course directly.
 - There are **documents** available for you to download on the information page of the course, study group or institution in the tab **Documents**. If the symbol is red there are new documents. Click the symbol to get to the desired location in the course directly.
- There is a new **announcement** on the information page of the course, study group or institution. If the symbol is red there are new documents. Click the symbol to get to the desired location in the course directly.
- This symbol only exists in **My course** and **My study groups.** It shows you the number of attendants of a course or study group. Put your cursor on the symbol to see the number. If the symbol is red there are changes in the list of participants. Participants might have been added to the list or left the course. Click the symbol to get to the desired place in the course directly, in this case to the list of participants of a course or study group.
- This symbol only exists in **My courses** and **My study groups**. It shows the number of appointments for a course or study group. Put your cursor on the symbol to see the number. If the symbol is red there are changes in the number of appointments. You can see all cancellations and postponements by clicking on the symbol, it will get you directly to the schedule of the course/ study group. All dates and changes will be listed here.

[]>



If there are any changes appearing in the schedule they will also be visible in your personal appointment calendar.

- There is a **survey** available on the information page of the course, study group or institution. If the symbol is red it is a new survey. Click the red symbol to get to the desired location.
- There is a **Blubber article** available under the tab **Blubber** on the information page of the course or institution. If the symbol is red it is a new contribution. Click the red symbol to get to the desired location.
- Under the tab **Information** on the information page of the course or institution there is information left. If the symbol is red there is new information available. Click the red symbol to get to the desired location.
 - By clicking this symbol you can take out from the relevant course/ study group quick and easy or delete your subscription to an institution.

Please be aware that signing out of a course will have consequences on your appointment calendar and timetable! The respective course and all dates will be deleted completely.

There is a course evaluation connected to this course. You can fill in the questionnaire online.

My courses My studygroups	My institutes			
				0
	My institutes			
	Name		Content	
My institutes	faculty: Fakultät FAVM (Fakultät Agrarwirtschaft, Volkswirtschaft und Management)	ļ	₽₽i	[]>
Actions		ģ	🖓 i 🛥	[]>
Mark all as read	Course of study: PW (Bachelor Pferdewirtschaft)	P	₽ 🆻]>
1 Search institutes Edit study details	fit Semester: PW 1. Semester	ļ	P 🆻]>

Main navigation Courses - My institutions

urrent page: My studygroups		O Search for courses Q Log
My courses My studygroups	My institutes	
		\odot
	Study groups in	
9	🗢 Name	Content
My studygroups	Abschlussarbeiten	
Navigation	Praxissemester AW/PW	() Sec
My studygroups		
Search studygroups		
Create new study group		
Actions		
Change color grouping		

Main navigation Courses - My studygroups



6. Your personal appointment calendar

By signing in all courses that are relevant for you all appointments of the courses were automatically transferred to your personal appointment calendar. You have the possibility to be informed daily of your regular courses, all individual appointments as well as cancellations and postponements. Click Planner in the main navigation to get to My timetable (see current page).



The view timetable only gives information on the regular appointments of the courses that you have signed into. Cancellations, postponements, extra dates and individual appointments are not displayed in this view.

Switch to the tab Appointment calendar to get to the page My personal appointment calendar (see current page).



Planner - Appointment calendar

All appointments that are taking place as planned are depicted in blue, cancellations are grey, alternate dates are green and voluntary appointments are light turquoise.

Put your mouse on the appointments to see its details. To jump to a certain day put the desired date in the field **Go to 1**. By clicking the horizontal arrows **2** you can jump back and forth from day to day or week to week in your appointment calendar (depending on the chosen settings in the window Views). To jump to a different time within a day use the vertical arrows 3



urrent page: 💦 My personal appoint	tment calendar ·	Weekview						[0 Search for courses	Q L
										Q
	2	< 46. week		Week 47 f	rom 19/11/1	8 until 25	5/11/18		48. week >	
	3.	Mon 19	Tue 20	Wed 21	Thu 2		Fri 23	Sat 24	Sun 25	~
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My personal appointment calendar

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My personal appointment calendar- Taking place as planned

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My personal appointment calendar- Cancellation

HfWU neo - First steps for students, English version



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Mein persönlicher Terminkalender - Alternate date

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My personal appointment calendar- Voluntary appointment



7. Support

If you have any questions about HfWU neo you can contact the Support team directly in HfWU neo via phone, e-mail or neo internal message.

To do so click **courses** in the main navigation and choose the tab **My courses**. Here you will find the institution **HfWU neo Support** that you should have subscribed to as standard. If that is not the case catch up on it by following the steps described under *3.2.2 Associate institutions* and choose the institution.

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Main navigation Courses - My institutions

Now you are on the page of the institution *HfWU neo Support - Brief information* (see *current* page)

Current page:		WU neo Supp					O Search for courses Q Logout
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						Faculty HfWI	U neo support – Brief information

- The general support e-mail address 2 is given in the tab Overview.
- There are people behind the institution that are willing to help you to find a solution for your problems with HfWU neo. You can find these people in the tab **Staff** (3), you can also get in touch by sending them an internal message directly.
- There is a forum in the tab **Forum (2)**. You might already find an answer to your questions here because somebody else posted a similar problem and got help from the community, other neo users or the support team.
- If there are any documents that could be interesting for you the support team will upload them here. Also, the document you are reading right now is available for download in the tab
 Documents Anamed Schulungsunterlagen.



8. Further training offer

With the approach described in this manual you are now prepared to discover HfWU neo on your own. We are offering a lecture to introduce neo for the students of the first semester that we are highly recommending to visit.

We wish you a good start for the new semester and hope that we are able to support the organization of your studies in a helpful way with HfWU neo.

Your Hfwu neo Team