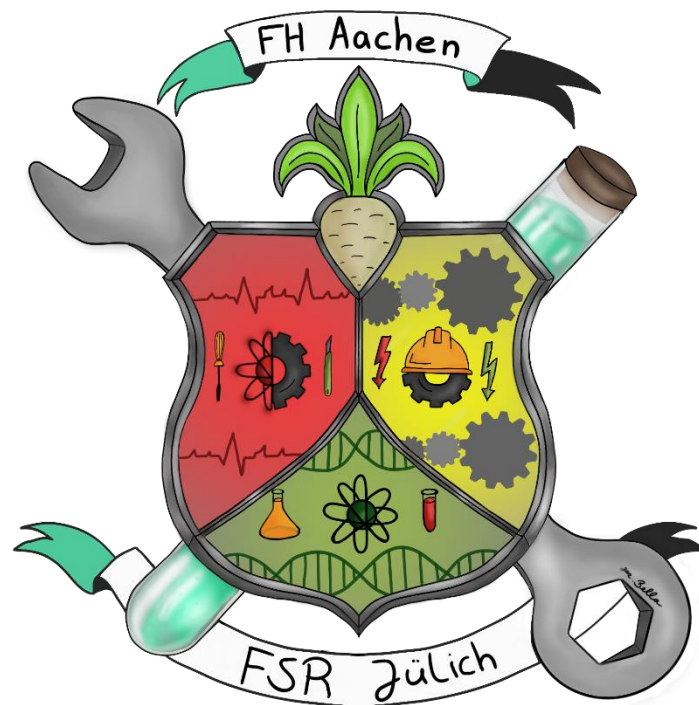


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Cards/Onlineservices

Some of the linked websites are only available in German language. If your German is not yet advanced enough, we recommend using a translation plugin for your browser.

Important Maps

FH Card

You can apply for the FH card via the <https://services.fh-aachen.de> [page](#)

You'll need them for:

- Paying in the canteen/cafeteria
- Borrowing books from the library
- Pay if you haven't returned books on time
- Paying for the washers and dryers if you live at Solar Campus 1 or 2
- As a student ID card (student discounts)

Semester ticket/Deutschlandticket

You can find more details on the page

<https://avv.de/de/aktuelles/deutschlandticket/studierende>

- Scope of validity corresponds to a Deutschlandticket
- Applies to all means of public transport, as well as all local trains and regional trains in 2. Class
- Also applies to special boundary lines of the AVV/ASEAG
- Do not take other people with you

Important online services

The online services of FH Aachen can only be accessed via two-factor authentication. You can find a detailed explanation as a (German) tutorial here:

<https://www.fh-aachen.de/fsr-juelich/fuer-erstsemester/webdienste>

Campus Office (Timetable)

You can reach Campus Office via <https://www.campusoffice.fh-aachen.de>

- Login via your FH abbreviation and password
- For compiling the timetable
- To export your timetable to your calendar

For compiling the timetable:

- Choose your semester
- Bachelor's Degree Programs
- Choose your semester
- Click on the event

- Green tick/ Add all dates and events to the calendar

To view your timetable and dates:

- Timetable in the left tab

QIS (Examination Registration and Deregistration, Transcript of Records):

You can access the site at <https://qis.fh-aachen.de>

- **Important!** Registration only via FH Aachen VPN / in the Eduroam of FH Aachen
- Login via your FH abbreviation and password
- For the registration and deregistration of exams and some internships
- For viewing your transcript of records and your credit points
- For the review of exam results

H1 (certificates of enrolment, changes of address, etc.)

You can access the site at <https://h1.fh-aachen.de>

- Login via your FH abbreviation and password
- All online services accessible via H1
- For your certificate of enrollment
- Viewing/changing your address data
- Documents for the BAföG Office
- Forms for e.g. Exmatriculation and leave of absence

Ilias (Courses, learning material, etc.)

You can access the site at <https://www.ili.fh-aachen.de>

- Login via your FH abbreviation and password
- Viewing and entering the courses in your semester
- Courses are led by the professors
- Part of the communication between professors and students

Eduroam (WLAN)

Free Wi-Fi is available for the entire FH Aachen. You can also use this at many other universities and other institutions (also abroad!).

Official instructions for all compatible devices can be found here:

<https://doku.tid.dfn.de/de:eduroam:easyroam-anleitungen>

VPN

To use QIS or, rarely, other online services, you must first connect to the internal data network of FH Aachen. This is possible with the VPN of FH Aachen.

You can find the download and an explanation for your devices here:

<https://www.fh-aachen.de/fh-aachen/hochschulstruktur/zentrale-betriebseinheiten/dvz/it-dienste-fuer-studierende>

DuoMobile (2FA)

To use the online services of FH Aachen, you need the DuoMobile app.

Important! Take your time with the setup process and prepare everything. If you cancel the process, for example by leaving the app, you may lock yourself out of your account and the use of all online services.

You can find the app here:

- Android:
<https://play.google.com/store/apps/details?id=com.duosecurity.duomobile>
- IOS: <https://apps.apple.com/de/app/duo-mobile/id422663827?mt=8>

You can find an explanation of how to register here:

<https://www.fh-aachen.de/fh-aachen/hochschulstruktur/zentrale-betriebseinheiten/dvz/anleitungen/2fa-einrichten>

Outlook (E-Mail):

You can access the site via <https://mail.fh-aachen.de>

- Login data for the online service is your FH abbreviation and your password
- Login data for your mail client are your Microsoft email address (FH-Kennung@ad.fh-aachen.de) and your password
- Part of communication between professors and other students

Important! The FH Aachen mail service is not immune to phishing emails and other known dangers of the Internet. So be careful about which files you download or which links you use.

Sciebo (cloud storage service):

You can access the site at <https://hochschulcloud.nrw/>

- Login data for registration are your FH abbreviation and your password
- Storage service for university-related data
- Allows you to work on files with other students
- Annual confirmation required for use

Further offers of FH Aachen:

- Microsoft 365 (Word, Powerpoint, Notes, etc.)
- MatLab
- GitLab

You can find information on registration on the FH Aachen website.

Events and information

Events are regularly held at the Jülich campus. You can find the latest information in our **event calendar** under <https://www.fh-aachen.de/fsr-juelich/news> .

In addition, there is the **Campus Jülich WhatsApp community**, in which not only events are announced, but also groups are available for leisure activities and all degree programmes. You can join with the following link:

<https://chat.whatsapp.com/F3cNBmM0UpOEmdjwRvQMV9>

FAQ - Examination Matters

When can I register for exams?

You will receive an email in good time before the registration period. You can usually get this in November/December for January/March, in May for June/July and in July/August for September.

Until when can I register for the exams?

Registrations are only possible during the exam registration phase
. The deadline is in the e-mail for the respective registration phase.

Can I improve my exam performance?

Yes, you have 3 attempts at improvement for the entire course of study.
These attempts at improvement are possible in the 3 examination phases following the first attempt.

How do I register an improvement attempt?

Registration for an improvement attempt is only possible in writing, by e-mail to pruefungsamt.juelich@fh-aachen.de, stating name, matriculation number, course of study and examination title. You will not receive a confirmation email for registering an improvement attempt! However, you can view your registration in the QIS under "Info about registered exams".

Until when can I cancel my registration for an exam?

You can deregister up to 7 days before the exam via QIS. After this period, it is no longer possible to unsubscribe.

Can I lose an improvement attempt?

Yes, if you don't log out and just don't show up. If you deregister within the deadline, you will retain the attempt.

I forgot to deregister for an exam. What now?

Bad luck. It is now no longer possible to deregister from the exam.

I am sick and do not feel able to write my exam. What now?

Get a doctor's certificate immediately certifying your inability to take the exam. You can download the form on the FH Aachen website:

<https://www.fh-aachen.de/en/downloads/studierende/antraege-und-vordrucke/allgemein>

This certificate must be submitted to the Examination Office no later than 3 working days after the exam, stating your name and matriculation number as well as the exam that you did not attend. From the 4th day after the examination, the certificate will no longer be accepted. A diagnosis does not have to be on it, even a professor cannot demand this! The certificate is then valid for all examinations in the certified period. These exams do not count, even if they were written.

My certificate says "unfit for school". Is that valid?

No. The certificate must confirm your inability to take the exam. A certificate of inability to attend school is not valid.

I am writing 2 exams on the same day and am acutely ill in between.

In this case, the doctor must certify that you have spontaneously fallen ill from a certain time.

During the exam I feel sick and I can't continue writing the exam. What now?

Inform your professor or the responsible supervisor immediately that you want to cancel the exam so that it can be included in the examination protocol. Then you go to the doctor immediately. In addition to the medical certificate, he must fill out the "termination form" for you. You can find this online on the FH Aachen website.

My professor still hasn't entered a grade, but next week is the exam registration for the next exam phase!

Don't panic! Your professor still has time and so do you, until the last day of registration. If your professor has not announced the grades by the end of the new registration phase, he is responsible for organizing the new exam phase himself. Nevertheless, to be on the safe side, please contact the Examination Office.

I can't register for my exams!

If you have problems with the exam registration, you should contact the Examination Office immediately by email or in person (not by phone!).

FAQ – Student Affairs:

I have to take a semester off. Is that possible?

Yes, you can! If you have an important reason that prevents you from continuing your studies for a semester, you can apply for a so-called leave of absence. You can download the form on H1. It is important that you submit the form on time, otherwise your application will have to be rejected.

I'm pregnant. What happens now?

You now have the same rights as any other pregnant employee, i.e. you are entitled to maternity leave and parental leave. You can apply for parental leave as part of a leave of absence. The same applies if your partner has had a baby. As a father, you can apply for a leave of absence as part of parental leave. Simply submit your child's application and registration certificate. In addition, it is important for certain degree programs to inform your internship supervisor of this, as in certain laboratories (for example, for the internships of Faculty 3) access for pregnant women is prohibited for maternity and child protection reasons.

Counselling centres at FH Aachen

The FH offers you as a student various counselling centres for all kinds of matters. For more detailed information, you can contact the official website of the FH.

Psychosocial Counselling (PSB)

The PSB supports you in coping with study-related or personal problems. It doesn't matter if you can't cope with the stress in the exam phase, you feel overwhelmed with your studies, you just don't feel good mentally right now. You can make an appointment with the PSB by email. The consultation is free of charge and can also be held in English on request.

Request an appointment for the consultation: psb-beratungstermin@fh-aachen.de

Student Service Center (SSC)

The SSC is the point of contact for many questions about your studies. If you ever need help with processing forms, for example for a change of degree program or help with your re-registration, the SSC is your first point of contact in addition to the online services.

Mail: ssc@fh-aachen.de

Phone: +49 241 6009 51616 (Mo-Fr, 08.30 bis 13.30 Uhr)

In person (Jülich): Room 00 A63 (Mon & Wed 8:30 a.m. to 1:30 p.m., Thu: 10:00 a.m. to 1:30 p.m.)

Akademische Auslandsamt (AAA)

The International Office is the point of contact for international affairs at the FH. If you would like to do a semester abroad or need help with various topics related to your stay as an international student, the AAA will help you.

Mail: aaa@fh-aachen.de

In person (by appointment only!): Room 00 A43/44 (Mon & Tue: 9:00 - 11:30 am)

Student committees and commitment

Student Representative Council (FSR)

Would you like to help plan events for your fellow students? Do you have an idea for an event that you would like to implement? Come to an FSR meeting! We can support you in the implementation both in planning and financially.

The student council will help you with many problems and matters during your studies. Detailed information is also available on the website

<https://www.fh-aachen.de/fsr-juelich>

- The FSR consists of members elected by the students and free members
- The FSR supports FH parties, the OTs, the EES, the ESA, university sports, etc.
- The FSR rents out light and sound systems
- The FSR offers a printing station, binding of scripts, the possibility of laminating, a smock sale and much more

Mail : fachschaften-juelich@fh-aachen.de

In person: Room 00A05 (office hours can be found on the notice board in the showcase)

Freshman work (ESA)

During the orientation days, you must have met some fellow students from higher semesters, for example as a group leader. Tutor work is an important part of giving first-year students a good start to their studies.

Tutors (and how to become one)

Tutors are usually students in the 3rd semester who have decided to participate in the orientation days and other events around the freshers' days. Both the orientation days and the EES are planned and realized only by volunteer students.

To become a tutor, everyone attends a so-called ESP seminar during the 1st and 2nd semester. Here you will learn the most important things, such as dispute management or how to deal with drunk people. With the certificate, you can then accompany the new first-year students on the orientation days and at the EES.

Would you like to participate in the orientation days as a tutor yourself?

- At the end of the year or at the beginning of the next year, you have the opportunity to register as a tutor. You can find more details in an email that will be sent by ESA to all students at this time.
- The ESP seminar takes place on various dates throughout the year. You can view the dates either on the ESP Instagram channel ([@esp.fhaachen](https://www.instagram.com/esp.fhaachen)) or on the website (<https://esp.fh-aachen.de/>)

- If you have applied as a tutor, a small briefing with ESA will take place for the new tutors in spring. Here we will explain again what the requirements and tasks of a tutor are

The first-semester trip (EES)

Would you like to get to know your fellow students better? At the EES, first-year students travel to a youth hostel together with tutors from higher semesters and thus have the opportunity to get to know each other during various activities.

General Students' Committee (AStA)

The Asta is the general exclusion of students and represents the interests of students before the FH, the public and politics. If you have many questions and problems about your studies, the AStA will help you. For instance

- free legal advice
- Rental devices such as laptops
- Counselling services on topics such as Bafög and studying with a child
- Reimbursement of the semester ticket for stays abroad

Webseite: <https://asta.fh-aachen.org/>

Mail : asta@fh-aachen.org

Phone : +49 241 6009 52807

In person: Stephanstraße 58 – 62 52064 Aachen (Mon/Tue/Thu/Fri:
10:00 am - 12:00 pm)

Student Parliament (SP)

The SP is the highest student body of the FH, and acts as the control body of the AStA. The members represent the rights of all students before the university.

You can find the meeting dates under www.asta.fh-aachen.org

Other things at FH Aachen

Library

Do you want to study in peace, need to print something out or need a book? In Jülich, you will find the library in the round building in the middle of the campus on the upper floor.

Opening hours: Mon – Fri: 09:00 - 17:30 (Service -14:00)

For e-books and databases, as well as deadline extensions and other online services:

<https://www.fh-aachen.de/studium/studieren/bibliothek>

Mensa (Jülich)

Hunger and on campus? The cafeteria is open not only during the semester, but also during the lecture-free period.

Mo.–Do.: 11:30–15.00 Uhr (Cafeteria –13:30 Uhr)

Fri: 11.30 a.m. - 1.30 p.m.

Student Café Delta t

Here you can enjoy your time with fellow students comfortably outside or inside in the seating areas. Either just chatting, laughing and having fun or maybe with board games? Small events take place regularly, such as a karaoke or movie night. You can find more information on the Instagram page: *@deltat_juelich*

Mon. – Fri. 10.00 a.m. – 2.00 p.m. (often longer)