

Helpdesk

You can receive help in the following ways:

Call Center

The call center of the university computing centre can be reached under the following telephone numbers during the general opening hours:

Location	Telephone Number
Elsfleth	4690
Oldenburg	3690
Wilhelmshaven	2690

Further information can be found among the item [Call Center](#).

In Person

You can reach the [staff of the computing centre](#) in person and on the spot during these opening hours:

Location	Opening Hours
Elsfleth	Mo.-Fr. 8am - 12am
Oldenburg	Mo.-Fr. 8am - 4pm
Wilhelmshaven	Mo.-Fr. 8am - 4pm

Remote

For the remote support, we use the remote maintenance software pcvisit by the company pcvisit Software AG. Please download the [customer module](#) for the remote support.

Ticket System

Via our ticket system, you can send us a message and receive help:
<https://www.jade-hs.de/hrz-helpdesk/>

Further information can be found among the item [Ticket System](#).

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<https://hrz-wiki.jade-hs.de/> - **HRZ-Wiki**

Permanent link:

<https://hrz-wiki.jade-hs.de/en/hrz/helpdesk/start>

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