Ticketsystem

University members and affiliates can use the Ticketsystem to send messages to the HRZ service desk. The advantage is that you no longer have to contact the relevant colleagues at the HRZ in advance and will usually receive a quicker response to your request.

In the HRZ customer portal of the ticket system, university members and affiliates can also create tickets (with attachments, screenshots, etc.) and, in addition, view, edit, and close all of their own open tickets, for example.

Alternatively, the HRZ service desk can be reached via the email address hrz-servicedesk@jade-hs.de.

Another option is a form.

If you work in the following service units at Jade University, you may also have access to the ticket system support portal

- University Computer Center
- Institute for Online Teaching
- Teaching and Learning Systems Service (Moodle)
- Student Affairs (eCampus)
- Web-Service
- Central Student Advisory Service

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