



2022 - 2023

# IT Guide

Fontys IT facilities for students

# Inhoud

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# 1. Preface

IT Service warmly welcomes you to Fontys University of Applied Sciences.

This IT Guide for Students offers you information about the use of the Fontys IT facilities: WIFI, e-mail, Studentcard and special offers like a free Microsoft Office365-package and a discount on software and laptops.

We facilitate and support you as a student during your study. We supply the means and services that are necessary to ensure that you can work and study safely, effectively and reliably.

Questions after reading this guide? Contact IT Servicedesk. You can reach us via +31 8850 77777 and via e-mail [IT-Servicedesk@fontys.nl](mailto:IT-Servicedesk@fontys.nl)

Note: if you click on the links in this guide you will be asked to log in to the Fontys portal first.



**TIP!**  
For Dutch: See  
**IT Gids voor  
Studenten**

## IT Servicedesk

📞 +31 8850 77777

✉ [IT-Servicedesk@fontys.nl](mailto:IT-Servicedesk@fontys.nl)

🗨 WhatsApp  
+31 6 5372 1805

**Opening Hours**  
monday to Friday  
8 am - 5 pm

## 2. Your personal Fontys Account

For nearly all Fontys online services, you must log on with your personal account. Your credentials will be sent to your personal email address which you uploaded in Studielink, after enrolling at Fontys University.

Be sure your e-mail address, home address and mobile phone number are up-to-date and correct in Studielink.

Your username consists of a Personal Communication Number (PCN) and the domain @student.fontys.nl.

Your username is your unique identity on the network, and cannot be changed. However, you can change your password. The password you receive together with your username is a temporary password. You can set a password yourself on the website: [www.fontys.nl/wwwselfservice/ChangePassword.aspx](http://www.fontys.nl/wwwselfservice/ChangePassword.aspx) You can amend your password once every 24 hours. Choose your password wisely. [More information about a strong password.](#)

Beside the PCN you receive a Student number. This number can be found on your StudentCard and is required to enroll for exams.

## Log in with MFA

Being able to work and study securely is of the utmost importance at Fontys. That is why we are continuously working on improving information security. One aspect is extra securing data and services with multifactor authentication. Starting Q4 of 2022.

As a student you will receive all information about the extra verification by e-mail, social media and your institute.

After that you will log in with your username and password and an additional verification,.. You need to approve the login in the (free) Authenticator app on your mobile phone.

## Setting a password

When choosing a password, take the following requirements into account:

- 8 characters or more
- characters from 3 of these categories:
  - Capital A-Z-
  - lower case a-z
  - figure 0-9
- no other characters! @ # \$ %
- not 3 continuous letters from your name
- previously used passwords cannot be reused

### 3. WiFi

For a safe and stable WIFI connection at Fontys, you can log on to the WIFI network eduroam.

eduroam is an international network. With your Fontys login, you can make use of a free, safe WIFI connection worldwide. eduroam is often available at and near universities, polytechnics, colleges and other educational institutions.



Veilig en betrouwbaar Wi-Fi



750 locaties in Nederland



12.000 locaties in 76 landen



**TIP!**  
**Set up your  
phone and  
laptop at home  
for WiFi!**

### Setting up Wifi on your phone or laptop

1. Do you have an internet connection? Got to step 2  
No internet connection? Connect with **Fontys\_WiFi\_Start**
2. Scan the QR code with your smartphone or use your browser (Safari, Chrome, Firefox, Internet Explorer) to go to the site: <https://wifi.fontys.nl>
3. Carefully read the page, and follow the instructions step-by-step. Enter (when asked) your Fontys PCN <pcn>@student.fontys.nl  
The correct settings will be downloaded. At this stage, you will be asked for your Fontys password (associated to your PCN)  
You can now connect with Wifi.

## 4. Basic IT facilities

In this overview you will see which IT facilities are available for all students when starting a study at Fontys. A number of the facilities explained more elaborately elsewhere in this guide.

### Personal Fontys account

Upon starting, students are automatically given a Fontys account. This Fontys account allows you:

- Access to Fontys WiFi via eduroam
- Personal e-mail
- Access to a personal Fontys page
- Access to personal data storage
- A digital learning environment
- Facilities to exchange files
- Access to print- and scan facilities
- Skype for Business

See Chapter 2

(From the end of 2022 onwards you will log in with the additional verification step )

### Fontys Student Card

The Student Card is supplied once, for free at the start of your study, when you register as a Fontys student. You will be issued with a Student Card when your registration is completed and you have uploaded a passport photo to [www.fontyskaart.nl](http://www.fontyskaart.nl)

See chapter 10

### Service desk support and manuals

IT Service Desk is available by telephone (+31 08850 77777) and WhatsApp (+31 6 5372 1805) from Monday through Friday, from 8 am to 5 pm, with the exception of collective holidays and educational holidays according to Fontys' annual schedule. The IT Service Desk is also available via e-mail (IT-ServiceDesk@fontys.nl). Or visit the IT Servicepoint at your location.

To support the use of Fontys IT supplies and applications, manuals are available on the website [connect.fontys.nl/diensten/IT/handleidingen/Paginas/Handleidingen.aspx](http://connect.fontys.nl/diensten/IT/handleidingen/Paginas/Handleidingen.aspx) See chapter 16



## Office365

Each Fontys student has via Office Online the possibility to install all Office 2016 applications for free. The account includes 1 TB OneDrive data storage, which can be synced on multiple devices. Your files will be stored online (in the cloud); which will give you access at all time.

See chapter 8

## E-mail

Your Fontys e-mail gives access to a mailbox, an agenda and an address book.

E-mail can be used within your own e-mail program or via internet on **<https://o365.fontys.nl/mail>**. It is possible to sync your mail on mobile devices. (tablets and smartphones), See chapter 7

## My Online Workstation

My Online Workstation is a virtual workstation that essentially works in the same way as a standard physical workstation at Fontys. My Online Workstation' is available from your own device. This way, you always have access to all your applications and storage at Fontys Manual My Online workstation See chapter 15

## StudentApp

Fontys StudentApp shows you your study results, important messages and news.

As a student you receive push notifications about schedule changes, grades and a calendar with important dates, for example exams, internships, submit assignments etc. (*depending on whether your department made it available in the app*). See chapter 14

## Benefit from software deals with Fontys

Do you, as a Fontys student, want to purchase or use software or hardware at an attractive price? There are various possibilities for this: IT Smart deals See chapter 17

## Filesender

Filesender is available to all staff and students for the exchange of large files. [www.surffilesender.nl](http://www.surffilesender.nl)

## 5. Canvas

Canvas is the place\* where you can find your relevant learning materials. Canvas' personal dashboard gives you an instant overview of all your courses and activities. As well as learning resources, Canvas also allows you to request feedback from peers and experts, collaborate in groups on assignments and take quizzes. From Canvas you can easily switch to other applications such as your portfolio, GradeWork and TestVision (test applications).

Go to [canvas.fontys.nl](https://canvas.fontys.nl) and see what learning resources are available to you.

Always have your learning materials with you? Canvas also has a Canvas Student-app where you can quickly access your learning materials. This app is available via the app-store.

*\*depending on when your institution starts using Canvas*



## 6. Blended Learning

**Blended Learning** is a combination of online and contact education. In the past year, current Fontys students have already experienced that certain learning activities can take place perfectly well online. Sometimes simultaneously with fellow students, sometimes at a self-selected time. It offers, for example, the possibility of following certain, recorded lectures or lessons at a time that is most convenient for our students. How education is arranged for you hear from your own study.

Here you can see where to find more information about blended education at Fontys:

- MS Teams is part of the free Office365 package which you can use as a Fontys student. Go to <https://portal.office.com> and log in with your Fontys credentials: [pcn@student.fontys.nl](mailto:pcn@student.fontys.nl) and your Fontys password. (see page 11).  
Teams Tips: on these IT pages (after logon) you can find several tips and tricks on working with MS teams. Do you have a question or is there something that is not working correctly, please check this page.
- [Fontys..edu/helps](https://fontys..edu/helps): on this website you will find a lot of information about online education.



## Better network connection at home

Online learning requires more of your network at home. Other people in your household - and your neighbours are also using the Wi-Fi. This may cause slowness and sometimes malfunctions. Here are some options for you that can help to have a stable network connection:

1. The best way to stabilize your connection at home is to use a network cable to connect to your internet. Plug in the network cable directly in your laptop.
2. Check with your provider if they are experiencing malfunctions. You can also check [www.allestoringen.nl](http://www.allestoringen.nl) for this.
3. Do you have a large number of devices that connect to your Wi-Fi? Maybe you can disconnect those that are not needed at the moment. (e.g. mobile phones or tablets)
4. Are you using a separate router? Check if it is on the best location possible.
5. Are you not receiving sufficient Wi-Fi throughout your home? Maybe you can relocate your working space? A Wi-Fi booster can also help. Check your provider for more info.
6. And if you tried everything: when you're in a videochat or online class, you could turn off your camera.

On your providers homepage you can find more information on improving your Wi-Fi Signal.



**TIP!**  
Do not send large files  
via mail: use  
Filesender!  
See  
[www.surfonsender.nl](http://www.surfonsender.nl)

## Mail on a laptop or desktop

To use your e-mail on your private laptop, home workplace, mobile or tablet, you can use Outlook or via Office 365 in the cloud. Your Fontys mail can also be found via <https://o365.fontys.nl/mail> or in the top grey area on Fontys Connect.

## Mail on your smartphone or tablet

On a mobile phone use the Outlook App from the PlayStore or Appstore. See: **Manual Fontys email on your phone**

Logging in to your mail via telephone or tablet will always be done with your Fontys user name, password and (from the end of 2022) the extra verification step (MFA).

## 7. E-mail

An e-mail address is assigned after your registration is fully completed. It will be in use as long as your study continues.

The name data comes from Studielink, so be sure your data are correct and up to date.

An e-mail address consists of at least:

1. first name or initial
2. at most one full stop
3. the preferred last name (including the full and fully written out prefixes)

The e-mail address can only partially be changed through [www.fontys.nl/emailalias](http://www.fontys.nl/emailalias)

The maximum size of an e-mail (including supplements) is 100MB. This limit applies to both sending and receiving e-mail and both from and to Fontys.nl

## 8. Office365

As a Fontys student you have access to the Fontys Cloud in Office365.

Via <https://portal.office.com> you have access to:

- Office Online: such as Word, Powerpoint, Excel, OneNote, Forms, Delve, Sway and OneDrive
- OneDrive365: 1 TeraByte data storage
- Software to install Office2016 on your own devices ( max. 5 laptops/smartphones)

You can use the Fontys cloud in Office365 as long as you're registered as a student.



## 9. Data storage

Where do you keep your digital files and how do you ensure their security?

Which possibilities are there at Fontys regarding personal and group data storage?

Which guidelines can you use when choosing the optimal place to store your digital data?

Within Fontys, there are various storage possibilities (see box). Some are for your personal files (files for you as individual Fontys student), others meant for group use within your education or for submission of test material.

**Ask at the student desk of your education how things are arranged for you.**

For an extensive overview of data storage at Fontys see: [fontys.nl/allesoverict](https://fontys.nl/allesoverict) -> [Datastorage](#).

### Storage possibilities

**OneDrive365:**  
for personal files

**MyMediasite:**  
for video files

**FontysConnect en Edugroups:** for  
team- and group sharing

Ask your study what to use!



# 10. Fontys Student Card

The Fontys Student Card is your personal card with your name, photo, barcode (studentnumber, date issued and a unique card number).

The card contains a chip with an antenna, that is why the card can't be perforated or bended. We would like to advise you to handle the card with care. On the one hand because a replacement card will cost you 10 euros and on the other hand because you need a properly functioning card for various facilities.

## Card faulty or lost?

Has your card been broken, lost or stolen?

Please block the card as soon as possible via:

<https://www.fontyskaart.nl>

You can also request a new card there.

## The student card is used for:

- Logging on to the Canon-printers
- Access, including access to the area through the barriers.
- In some Fontys buildings for the use of lockers.
- Loan of material: with the studentcard, it is possible to loan materials from the media library.

## Identification

For identification within Fontys you use a valid legal proof of identity, i.e. a passport, driving license or identity card. Identification by means of the Fontys card alone is not permitted.



# 11. Printing

Within Fontys you can print at a random location from various devices. For all information about this, visit

[fontys.nl/print](https://fontys.nl/print)

At a standard Fontys workstation you can print directly from an application (e.g. MS Word » File » Print

At a private workstation (e.g. Windows, Mac or tablet, you print through web-upload or or install the printer on your device. see

[www.fontys.nl/print](https://www.fontys.nl/print)

In order to print you need your Fontys Student Card to log in on the printer. You have to put money on the card via the print portal before you can print. For questions about printing or reporting a faulty printer: call IT Servicedesk +31 8850 77777

(choose 1 – Canon/Printing)





## 12. Fontys Connect

FontysConnect is the intranet site of Fontys, and is used to make (digital) information available, to share documents, to work together and a search centre. Everyone with a Fontys account has access.

If you log in to the Fontys website with your Fontys account you will land on your personal Connect page. From there you can access the various pages.

You can navigate with the icons in the topcenter of the page:



your own study programme



the institute where you study



General Fontys Portal. From here you can navigate to Fontys News and available Services and Institute portals.

You can, if you wish, amend this top navigation yourself. See the manual on [Fontys.nl/allesoverict](https://fontys.nl/allesoverict) -> IT for Students -> Adjust Fontys Icons

You can navigate further with the buttons Service, WhoWhatWhere, Location, Help and the Search function within the FontysPortal, and search for all information in Fontys' internal portal.

Furthermore, in the top toolbar (grey) you will find a number of useful links to, for example, your webmail.

## 13. Presenting with projector or digiboard

A projector, presentation screen or digital whiteboard is available in many classrooms and meeting rooms. You can use these by connecting your laptop to the presentation equipment, or you can make use of the computer present, which may be connected to it.

Your laptop can be connected to the equipment with a VGA or HDMI cable, depending on the connector of your laptop. The presentation equipment is activated by means of the operating panel hanging near the screen. Click below for an animation of how to connect.

For manuals about connecting and troubleshooting: [Fontys.nl/allesoverict](https://fontys.nl/allesoverict) -> Manuals -> Audiovisual Media

Hybrid classrooms have been set up at various locations, as well as Explore labs, studios, meeting and collaboration rooms. Your institute will inform you about the use of these spaces.

### How do I connect a projector?



### How do I connect a touchscreen?



## 14. StudentApp

**Handig voor  
je rooster,  
cijfers en  
nieuws!**



**Download the app  
App Store of Google Play Store.**

Fontys offers the option for viewing e.g. your actual schedule, results en news on your smartphone.

There is also the possibility for receiving notifications for f.g. new results or important messages.

The app is available in the store via "myfontys" or download the app directly with the link below.

Log in with your Fontys PCN  
(123456@student.fontys.nl) and password.

## 15. My online workstation

'My Online Workstation' is a virtual Fontys workstation, which you can use on your personal device (laptop, desktop, tablet or smartphone). This way, you always have access to all your applications and storage (home directory M:) which are available for you as a Fontys student.



To use My Online Workstation, you need one of the devices mentioned above and your Fontys account. Apart from that, you need software: Citrix Receiver (available on <https://www.citrix.com/downloads/workspace-app/>).

You first download and install this program and then log in with your Fontys credentials.

For downloading, installation and use, you can use the manuals on [fontys.nl/allesoverict](https://fontys.nl/allesoverict) -> IT for Students -> Manuals -> Heading Workstation

# 16. IT Support

## Servicedesk support

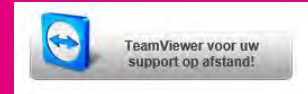
Do you have a question about IT? Contact IT Servicedesk:

Telephone (08850 77777)

Email: [IT-servicedesk@Fontys.nl](mailto:IT-servicedesk@Fontys.nl)

Whatsapp: (06 53721805\_ - txt only

Available: Monday to Friday, 8 a.m. to 5 p.m



Did you know the staff of the IT ServiceDesk can remotely access your computer and settings or resolve problems. That is only possible with your permission. With the link below you need to install the program yourself before use (click button above).

In addition to the IT Servicedesk you can also visit an IT Servicepoint on various Fontys locations.

Search for a Servicepoint nearby: [IT Servicepoints](#)

## Malfunctions and Maintenance

To ensure you can work with IT resources without interruption, the Fontys network or application will occasionally require maintenance. And sometimes you will have to deal with a malfunction. You can check via the website <http://fontys.nl/allesoverict> -> **Malfunctions and Maintenance** whether the malfunction has already been reported. If not, please contact IT Servicedesk. On this website you will also find the current maintenance activities. Add the link to your bookmarks, and you will be up to date quickly.

## IT Users' portal

A portal has been set up for all information about Fontys IT. It contains manuals, all about faults and maintenance, reporting, IT Security, IT Knowledge database, and links to relevant websites.

You will find this users' portal via: [Fontys.nl/allesoverict](http://Fontys.nl/allesoverict) -> choose **IT for Students**

# 17. Profitable IT offers

Grab your studentdiscount at SURFspot.nl

SURFspot is a non-profit ICT online store for education. SURFspot offers an educational discount on software, hardware and online educational resources. As Fontys is affiliated with SURF, you will receive generous discounts on products such as Adobe Creative Cloud.

You will also receive discounts on Apple products (max 10%) as well on laptops such as Lenovo, HP and Asus.



## So how does it work?

Go to SURFspot.nl and log in using your Fontys account.

**NOTE:** There is no need to purchase an Office package. As a fontys student you have free access to office365 including the ability to download it on your own devices. See chapter 8

## IS JOUW LAPTOP ÓÓK KLAAR VOOR JE STUDIE?

Hieronder vind je de **minimale eisen** die Fontys stelt aan een computer om het onderwijs te kunnen volgen. Hierin zijn de applicaties Microsoft Office 2016 / 2019, DLO en toetsen meegenomen. De camera en hoofdtelefoon zijn bedoeld voor het gebruik van MS Teams.

		
PROCESSOR	Intel Core i5 AMD Ryzen 5	Intel-processor
GEHEUGEN	8 GB RAM	8 GB RAM
HARDE SCHIJF	128 GB schijfruimte	128 GB schijfruimte
NETWERK	Wifi	Wifi
GRAFISCHE HARDWARE	128 MB grafisch geheugen	
AANTAL USB POORTEN	2	
BEELDSCHERM	14 inch met een schermresolutie van 1280 x 768	14 inch met een schermresolutie van 1280 x 800
MUIS	aanbevolen	
CAMERA	aanbevolen	
HOOFDTELEFOON / OORTJES	aanbevolen	
BROWSER	de meeste recente versie van Edge Chromium, Safari, Chrome of Firefox	

Let op: Chromebook / Linux-gebaseerde systemen zijn niet geschikt omdat diverse DLO onderdelen, waaronder TestVision en de lockdowntool, niet zullen werken.



Omdat de markt van digitaal onderwijs (software en IT hardware) voortdurend verandert zijn deze specificaties voor studentenlaptops een advies voor de minimale eisen waaraan je laptop dient te voldoen. Fontys Hogescholen kan echter geen garantie bieden dat tijdens de looptijd van je studie deze markt aanvullende eisen zal stellen of nieuwe hardware biedt die minder geschikt is. We zullen er uiteraard wel alles aan doen om, voor zover voor ons mogelijk, de impact voor jou (je laptop) te beperken en je zo goed mogelijk te informeren.

## 18. Minimum laptop requirements

We recommend you to use a laptop. There are general minimum requirements that the laptop must meet in order to participate in the study. See PDF.

We do not recommend that you purchase a Chromebook, it does not meet the minimum requirements.

For some technical or creative studies additional specifications for a laptop are required. These can be found in your own program information.

# 18. Frequently used IT terminology

**App** – popular term for application, often used to indicate applications on mobile phones or tablets.

**Application** - another word for software program. Examples of applications are Word, Skype, Internet Explorer, etcetera.

**AV equipment** – Audiovisual equipment. In most classrooms and meeting rooms you will find projectors and touch screens (digital blackboard). Apart from the projection possibilities in a number of rooms you can also make use of other audiovisual equipment such as the possibility to record lectures (Weblecture) or video conferencing.

**Browser** - application which you use to surf on the internet. Most known browsers are: Internet Explorer, Chrome and Firefox.

**Cloud** - the term cloud indicates that work goes via the internet, for instance to store and process files. For example with OneDrive, the M and N drive, but also with Dropbox and GoogleDrive, you are working 'in the cloud'.

**Connect** – Connect is used within Fontys to share documents, make (digital) information available, to work together and as a search centre. All persons with a Fontys account have access. FontysConnect is, among others, the name for the Fontys intranet site.

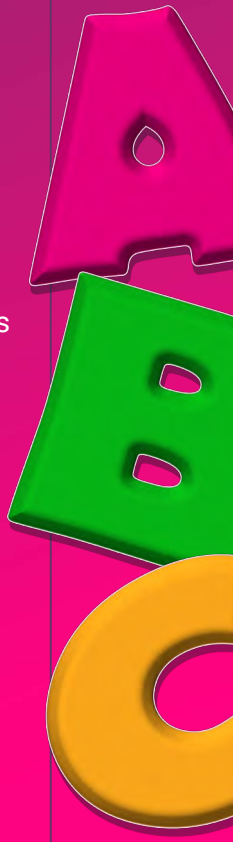
**Cursor** – the digital pointer on your screen, you operate it with the mouse.

**Data storage** – storing your documents and files. Within Fontys there are various possibilities for this, see Data storage

**Desktop** – a computer with a detached screen and detached peripheral devices. Developed to be placed on a desk. Within Fontys, these 'fixed pcs' are often found in media libraries and student workplaces. See also: laptop

**Eduroam** – wireless network within Fontys. You need a Fontys account to use eduroam. You log in to the wireless network with your Fontys login.

**Explorer**– the File Explorer lets you search for files and software on your laptop or computer and navigate through the folders. You can find the File Explorer via Start in the bottom left-hand corner.







**Hardware** – all physical equipment of a computer or laptop. The laptop itself, but also the mouse, a screen, printer, USB stick etcetera.

**ICT** – abbreviation of 'Information and Communication Technology'. Also abbreviated as IT. IT covers informationsystems, telecommunication and computers.

**Laptop** – a computer that is small and light enough to be easily taken along and to fit on your lap. The laptop can be used as stand-alone, but can also be connected by cables to a separate screen and keyboard for use as a desktop.

**MFA** - multifactor authentication. An extra verification step when logging in. With this, we increase the reliability that you, as a user, are logging in with your own account and we make your Fontys environment safer.

**M-disk** – a disk on the Fontys network where studentes and staff can store their personal files. This files are not stored on the c-dsik of the computer, but on the network (in the cloud)

**Mailbox** – is used to indicate the folder with email messages in your email application such as Outlook of Webmail. There is an inbox and a sent box, for respectively incoming and outgoing messages.

**MS Teams** - program used to work together, online learning,videochat and sharing documents. Fontys uses this program for online education.

**Office365** – the name of the package of Microsoft software programs. The package includes, among others: Word, Excel, PowerPoint, Teams and OneDrive. Can be used online and offline.

**Portal** –English term for 'portaal'. A website, usually for internal use, within an enterprise. In a portal, you often find news items, information and links. Fontys has its own internal portal: <https://connect.fontys.nl> which includes separate portals for every Service and every Institute. These portals are only available for students and staff of Fontys or of the specific Institute/ Service.

**Teamviewer** - software which can be used by Servicedesk staff to remotely access your computer and amend settings or resolve problems.

**URL** – another name for internet address. Fontys' URL is [www.fontys.nl](http://www.fontys.nl). The URL of the internal portal (after logging in) is [connect.fontys.nl](https://connect.fontys.nl)

## 19. IT Security

You can control digital security yourself. By paying close attention and by taking the right precautions, you can prevent incidents like: identity theft, phishing and data leaks.



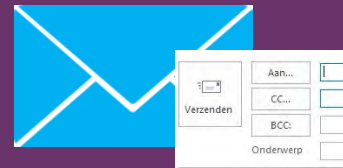
An important security measure you can take is making sure that the security updates are installed on your laptop, mobile phone or tablet.

Furthermore, Fontys will take appropriate technical and organizational measures to increase digital resilience in order to provide a safe work – and study environment for employees, students and the work field.

If you detect a data leak yourself you can report this at the ISP office, using this online form. The Information Security & Privacy (ISP) – Office safeguards the privacy of both students and employees. They also advise Fontys institutes and services in handling information in a safe matter.

For more tips and measures, please look at the [ISP portal](#) under Digital security.

A common mistake with email is to put all recipients with private email addresses in the To field instead of the BCC field. By doing that you are spreading addresses of others, which is in violation of the privacy law.



Make particular use of Fontys email addresses and use the BCC field. Avoid sending mailings to large groups - consider there may be another way to reach your class or group (via the MS Teams channel for example).



## 20. Useful IT addresses and phonenumbers

The IT Service is located in Building S1 on the TU/e campus in Eindhoven. On this location there is no desk you can attend to.



### IT Servicepoint

IT Services has workspaces at various locations. On most locations there is an IT Servicepoint where you can consult the Supporters there. See: [fontys.nl/allesoverict](https://fontys.nl/allesoverict) > [Contact Servicedesk](#) for locations and opening hours of the IT Servicepoint at your location.

### Malfunctions

The IT Service announces faults or major maintenance via various channels within Fontys if this impacts the functioning of IT products and services.

These notifications can be found via [fontys.nl/allesoverict](https://fontys.nl/allesoverict) -> Malfunctions and maintenance. The notifications are also shown on information screens throughout the Fontys buildings.

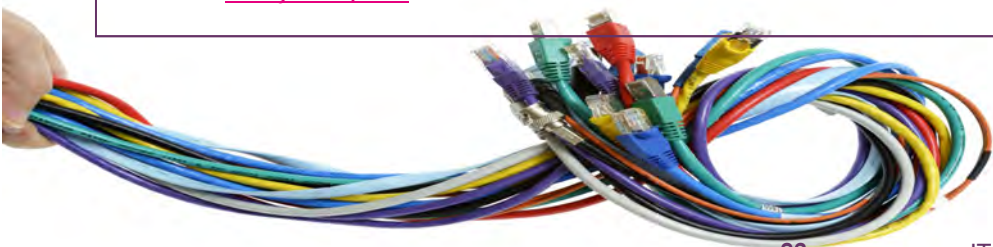
It is possible to **report faults** online through a notification form: <http://Fontys.nl/allesoveriet> -> reporting a malfunction online. Do not use this for urgent cases.

For **printing faults** please contact the Canon Service Desk. This can be reached via the Service Desk +31 8850 77777, choose 1. Canon/Printing. You can report printer faults via the Canon notification form on [fontys.nl/print](https://fontys.nl/print)

### IT Servicedesk

telephone: +31 8850 77777  
WhatsApp +31 65372 1805  
E-mail: [IT-Servicedesk@fontys.nl](mailto:IT-Servicedesk@fontys.nl)

Building S1 / Room2.10  
Het Eeuwse 2 - 5612 AS - Eindhoven  
- P.O.box 347 - 5600 AH - Eindhoven  
Opening hours:  
Monday to Friday 8 am - 5 pm





> FOR SOCIETY

# IT Service

## IT Service

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💬 WhatsApp +31 6 5372 1805

### Opening hours

monday to Friday 8 am - 5 pm

### Visiting address

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This publication is available in digital form to  
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