



macromedia
university
of applied sciences

YOUR WELCOME GUIDE

Welcome to Macromedia University



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Let's go



Welcome to Macromedia University!

Great to have you here!

We're thrilled to welcome you to Macromedia University of Applied Sciences and look forward to being part of your journey. This guide provides all the key information you'll need to get started — from important contacts and IT tips to an overview of what to expect in your first days. It's designed to make your start as smooth as possible and help you quickly find your way around campus and university life.



Macromedia University

With creativity, interdisciplinary thinking, and an international perspective, your studies at Macromedia University are designed to empower you academically, personally, and professionally.

What we stand for:

Vision

We educate individuals to actively shape the future of business, society, and culture with creativity, responsibility, and intercultural competence.

High standards

All degree programmes are state-approved and accredited. Our quality management ensures excellent teaching, modern didactics, and a strong connection to industry.

Your success

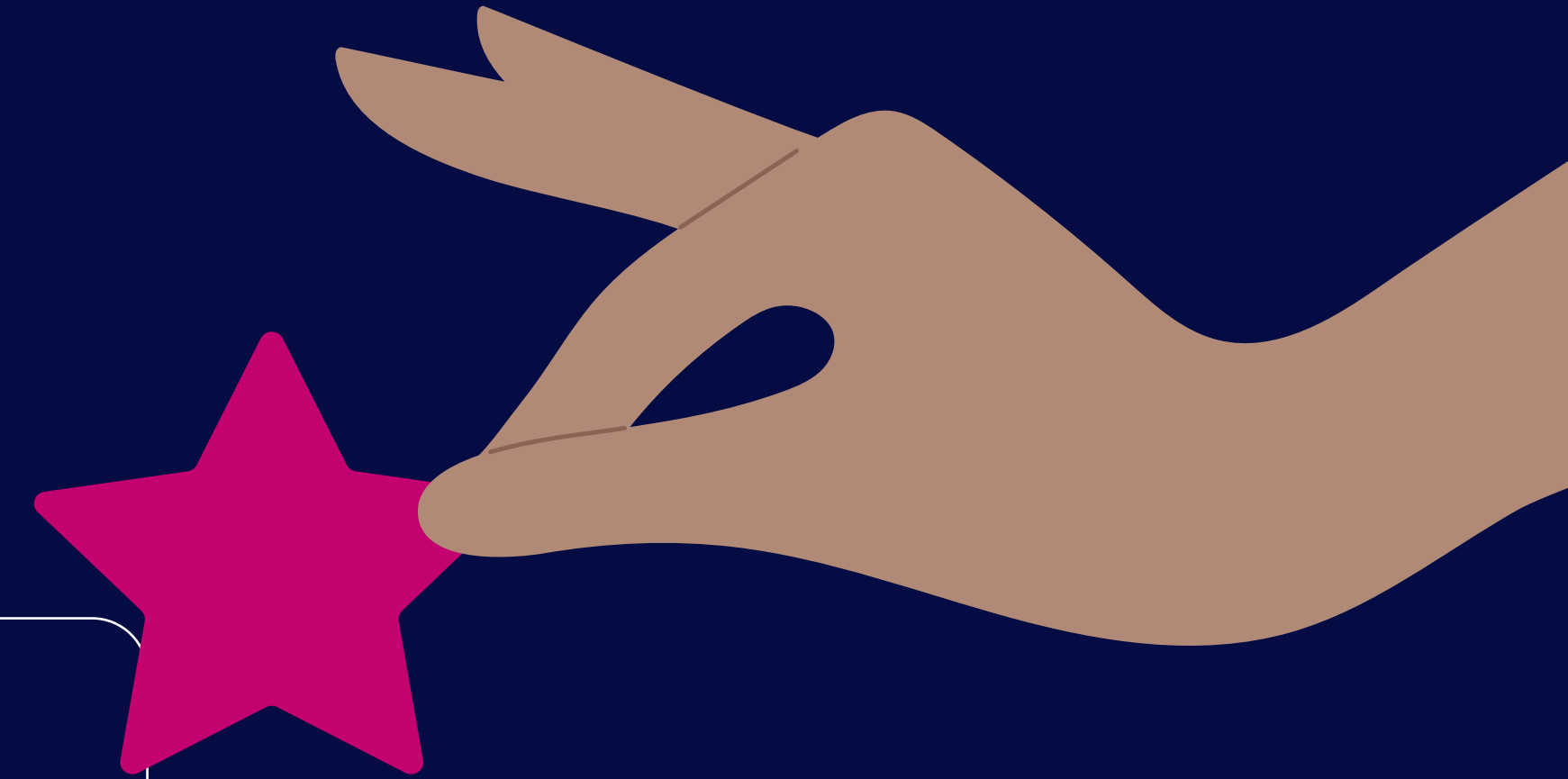
Your studies are just the beginning. We provide you with the knowledge, skills, and networks necessary to reach your goals—both in your career and in life.

Mission

Our goal is to empower you—with a hands-on teaching environment, personal support, and an inspiring atmosphere. Empowerment is at the centre of our educational promise - we call it

Support and care

You're not on your own: our tutors, alumni, and staff are here to support you. We encourage personal responsibility, but also community and mutual support.





Getting started

GETTING STARTED

Your arrival in Germany

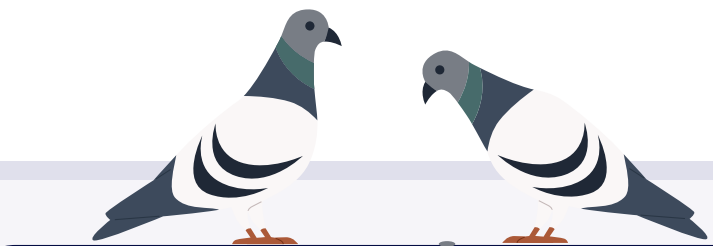
Moving to a new country is exciting—and sometimes a little overwhelming. Don't worry, we're here to help you every step of the way.

WHERE AM I?

Here you can find some important information to help you with your first steps in Germany and your new city. From housing to going out.

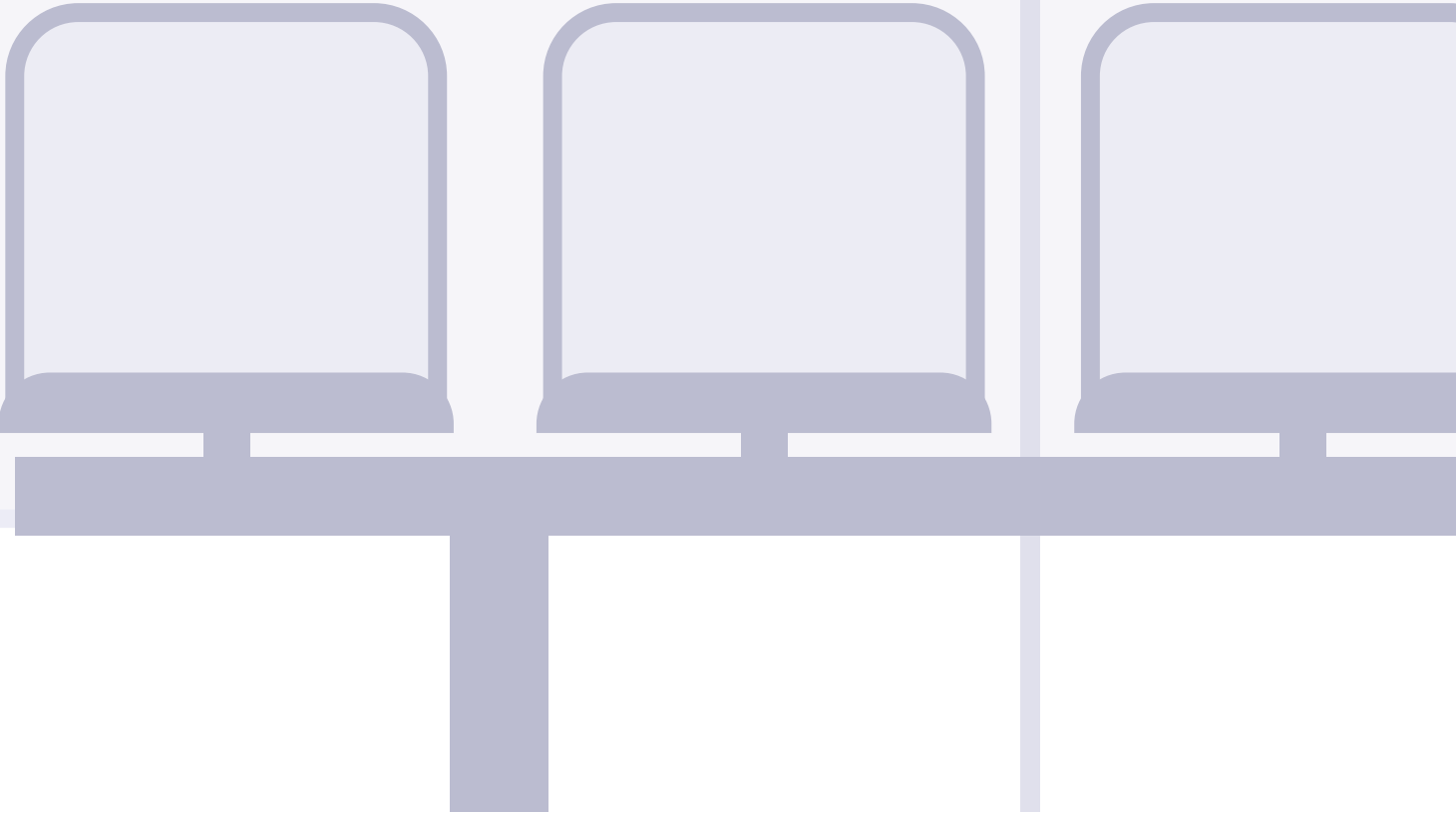
WHERE ARE YOU STAYING?

Approach us as soon as you arrive in Germany and let us know your current address.



JOIN OUR BUDDY PROGRAMME!

Our buddy programme connects you with experienced fellow students and makes it easier for you to get started with your studies and life in Germany – for example, by helping you with administrative issues, orientation on campus, cultural exchange and social integration.



GETTING STARTED

Your first days

The first days of your studies are always special—and sometimes a little overwhelming. We'll guide you step by step.

Orientation

Your studies usually begin with orientation sessions. This is where you'll meet your fellow students and key contacts, and get an introduction to how things work at Macromedia University. You'll explore the digital tools you'll be using, learn how the semester is structured, discover different types of classes, and create your first personal study plan.

Orientation is also a great opportunity to ask questions and start building your network!

You'll receive all the important details about your orientation sessions by email ahead of time.



YOUR STUDENT ID

At the beginning of your studies, you will receive your **student ID**. This card will accompany you throughout your university life.

- » It serves as a **key card** at many locations.
- » It contains **important information**, such as your student ID number.
- » Use it to receive **discounts**.
- » Please make sure to carry your student ID with you at all times.

If you lose your card or experience a technical issue with it, contact our team.

GETTING STARTED

Your first semester

Starting your studies is an exciting adventure—full of new experiences, opportunities, and challenges. To help you feel confident from day one, we've put together the key information you'll need.

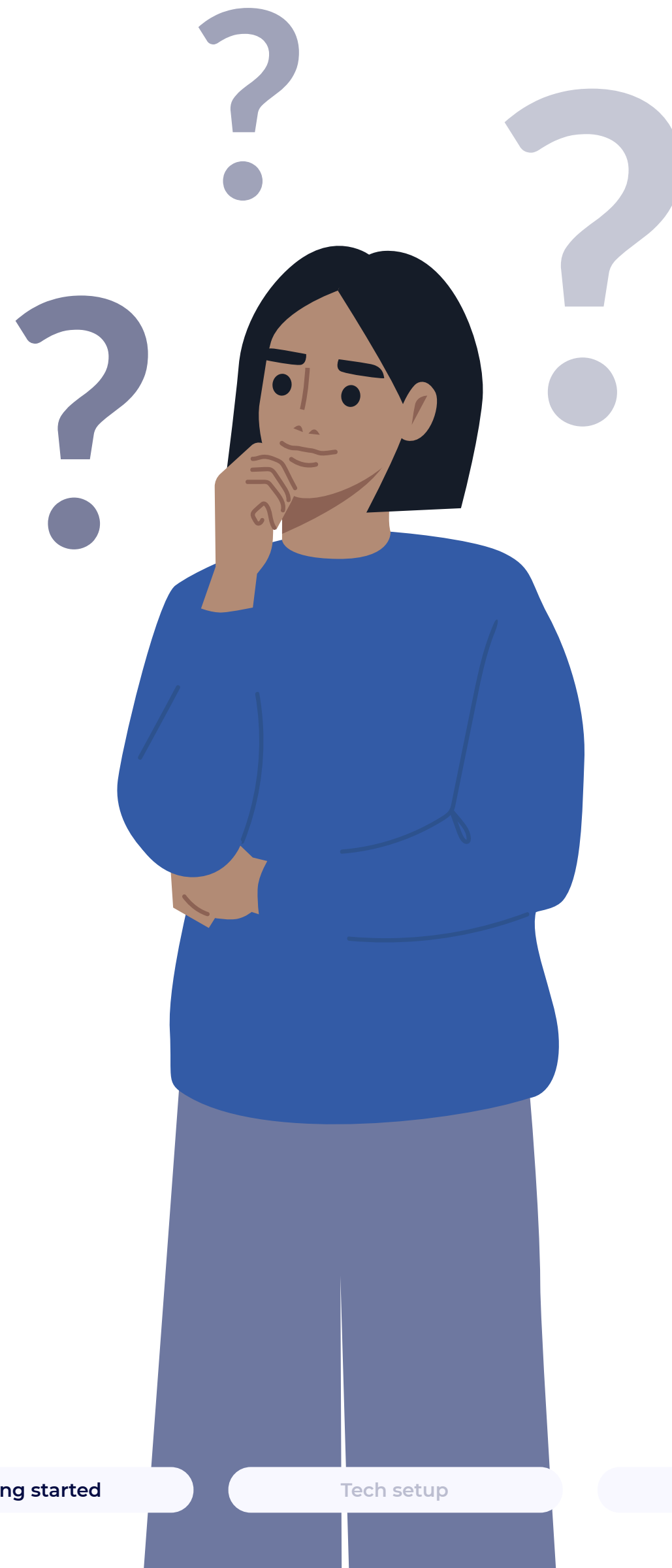
Key dates

The **winter semester** starts on **1 October** and ends on **31 March**.
The **summer semester** runs from **1 April** to **30 September**.

You'll find detailed dates for lecture and exam periods in the semester calendar in the Macromedia **Community**.

IMPORTANT!

At the beginning of each semester, there are special information and orientation sessions on topics such as exams, Blackboard (our Learning Management System), the library and our career services. These events will be announced in your timetable. Take advantage of this opportunity!



SELF-ORGANISATION

Studying requires more personal responsibility than going to school. Here's how to get started:

- » Plan your week: Use digital calendars or planners to coordinate lectures, study sessions, and free time.
- » Set goals: What do you want to have achieved by the start of the exam period?
- » Stay informed: Check your emails regularly and follow updates on Blackboard.
- » Network: Exchange ideas with fellow students—study groups can be a huge help!

EXAMS AND SUBMISSIONS

At the end of the semester, you will complete exams, submit project work, or give presentations. The format depends on your programme and individual modules. Please note:

- » Submission deadlines are binding
- » Make sure to check the community early for exam registration and withdrawal periods.

GETTING STARTED

Your contacts

In your first days, you'll get to know the various departments and will meet the key contacts who will support you throughout your time at Macromedia.

WELCOME DESK TEAM

When you are new to the university, our **Welcome Desk** is your first and most important stop.

Here you'll find orientation, support, and answers to many of the questions that typically arise at the beginning.

Our team will be happy to assist you directly or put you in touch with the right people for your enquiry.

Feel free to contact us by email, phone, or in person — we're here for you!

Get in touch.

EXAMINATION OFFICE

The Examination Office offers **open online consultation:**

Monday to Friday from 11:00 am to 12:00 noon!*

CALL NOW

* Please note: no consultation hours are available during exam periods.

CAREER CENTER

The **Career Services team** is here to support you with all aspects of your studies and future career — from finding internships and improving your application skills to workshops on topics like tax declarations.

Through the **Career Center portal**, you can access job and internship postings, company profiles, best-practice guides, event announcements, and much more.

Click here for online counselling.



You'll find all information about your studies in the **Community**.

Any questions?

Approach us at the Welcome Desk or send an email to:

campus.berlin@macromedia.de or
campus.muenchen@macromedia.de

Tech setup

An illustration of two people, a woman and a man, sitting at a desk and working on a laptop. The woman, on the left, has dark hair and is wearing a blue long-sleeved shirt. The man, on the right, has dark hair, a beard, and is wearing a dark blue long-sleeved shirt. He is resting his chin on his hand. A bright pink mug is on the desk in front of him. A large green plant is on the right side of the frame. A dark blue rounded rectangle with the text 'Tech setup' is overlaid on the left side of the image. The background is a light gray wall with a white rectangular area in the upper left corner.

TECH SETUP

Servicehub: important links

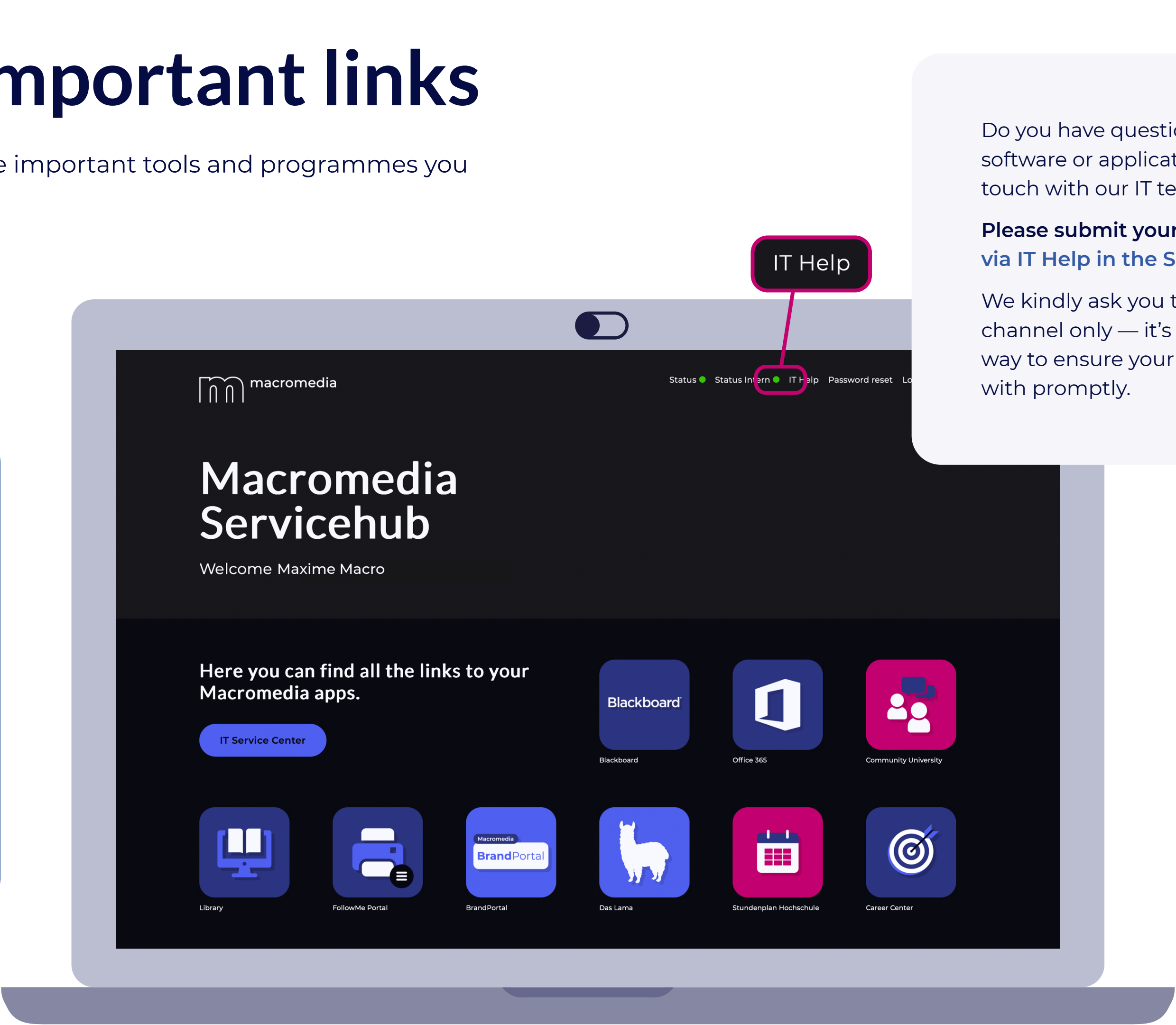
Servicehub gives you access to all the important tools and programmes you need for your studies.

GOOD TO KNOW

The apps in the Servicehub are displayed individually for each user — so what you see may differ from others.

Missing something? The IT team can help you set up the right links.

You can also move the app icons around to customise your interface to your personal preferences.



Do you have questions or issues with software or applications? Just get in touch with our IT team anytime.

Please submit your support request via IT Help in the Servicehub.

We kindly ask you to use this channel only — it's the quickest way to ensure your request is dealt with promptly.



IMPORTANT INFORMATION

To participate in classes, independent study, and revision, you will need your own laptop that meets certain criteria.

You can find the current specifications [here](#).

Servicehub: your first login

To access all key software and tools, your first step is to log on to [Servicehub](#).

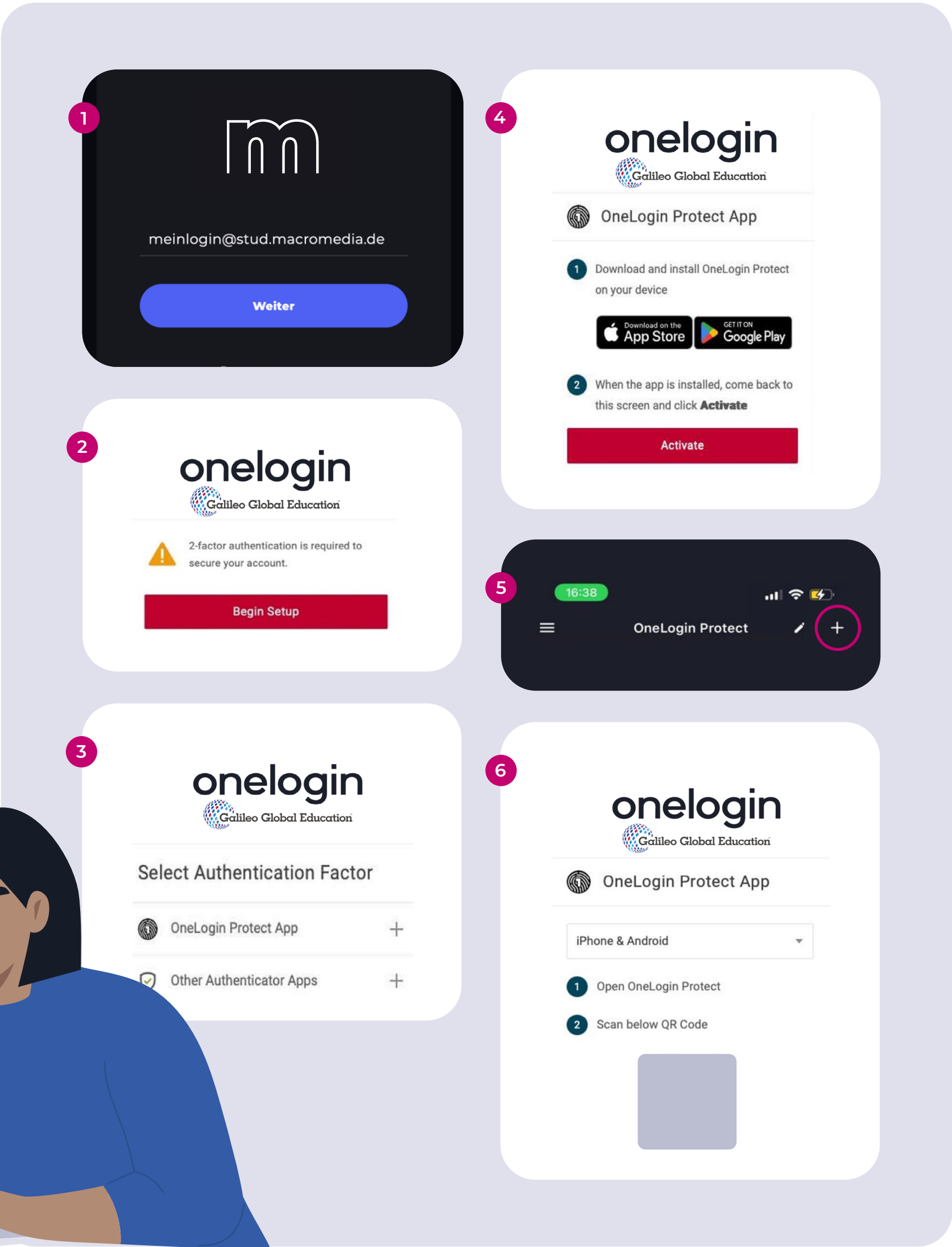
HOW IT WORKS

- » Open [servicehub.mmlogin.org](#)
- » **Login credentials:**
Username: Name@stud.macromedia.de
Initial password: Welcome2Macromedia
Note: Your initial password and Macromedia email address have already been sent to your private email inbox.
- » **Note:** Your email address is the same as your username for all Macromedia-related logins.
- » After successfully setting up two-factor authentication, you'll be prompted to create your own password. This new password will be valid across all Macromedia services and portal logins.

TWO-FACTOR AUTHENTICATION

- 1 Visit: [servicehub.mmlogin.org](#) and log in with your username and initial password.
- 2 Click **“Begin Setup”**
- 3 Download and install the **OneLogin Protect App** on your smartphone.
- 4 Click **“Activate”**
- 5 **Open the app and tap the “+” icon** in the top right corner to **scan the QR code** displayed in your browser.
- 6 Once scanned, **two-factor authentication is complete**, and you'll be redirected to Servicehub.

Any questions? Take a look at our [detailed login guide](#).



TECH SETUP

Your email account

You can access your Macromedia email account and all other Microsoft Office apps via [Servicehub](#).



YOUR EMAIL ACCOUNT

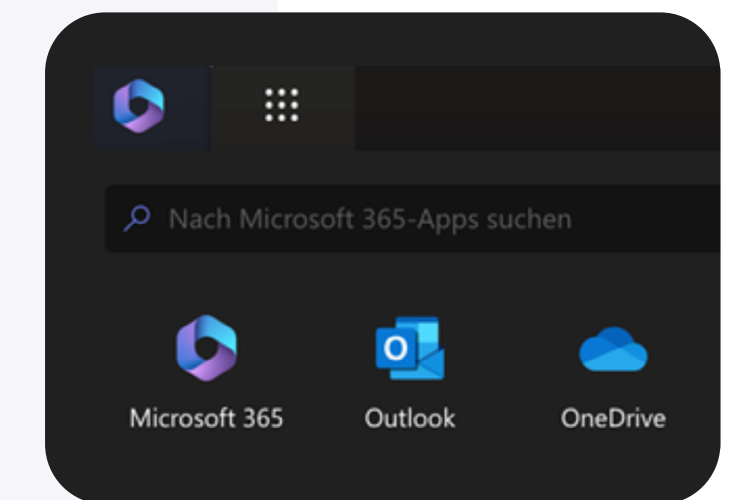
Your Macromedia email address and initial password have already been sent to your private email address.

Username: name@stud.macromedia.de

Initial password: Welcome2Macromedia

For **first login**, please refer to the previous page.

- » On the Office 365 page, use the navigation on the top left to access the corresponding apps: Outlook for your email account, Teams for communication, and OneDrive for your cloud storage.
- » **The login for the Outlook app is the same as your Macromedia login.**



ATTENTION!

Please note that from the first day of your studies, all communication will be handled through your Macromedia email address. We therefore recommend integrating the account (account type Microsoft Exchange / Office 365) into your preferred mailing app on your smartphone or using the Outlook app.

TECH SETUP

Macromedia Community

You can access our **Macromedia Community** via **Servicehub**. Here you will find (almost) all the important information about your studies in one place. Take your time to get familiar with the Community

IMPORTANT CONTENT

- » Your **timetable**
- » Your **profile** (please add an emergency contact and keep your contact information up to date)
- » **Downloads** (e.g., your certificate of enrolment)
- » **Important contact details**
- » **Information about your studies, internships, and exams**
- » **Module plans and curricula**



HOW TO LOG IN

Go to my.macromedia.de/en.
The login consists of your Macromedia email address and your chosen password.
[Click here for instructions on how to register for the first time.](#)



My profile	Study Guide ▾	Student Services ▾	My functions ▾	My studies ▾	Course Catalog	Downloads	Kurskatalog NEU	⋮
International Affairs	>	Mental Health	>	Semester dates	>	Student Affairs	>	
Organisation and Planning Management	>	Academic Affairs	>	Internship	>	Alumni and Career Service	>	
Statutes and regulations	>	Module catalogue and curriculum	>	Student Services from A to Z	>	Contact	>	
Scholarships	>							

No events found

[Show all events](#)

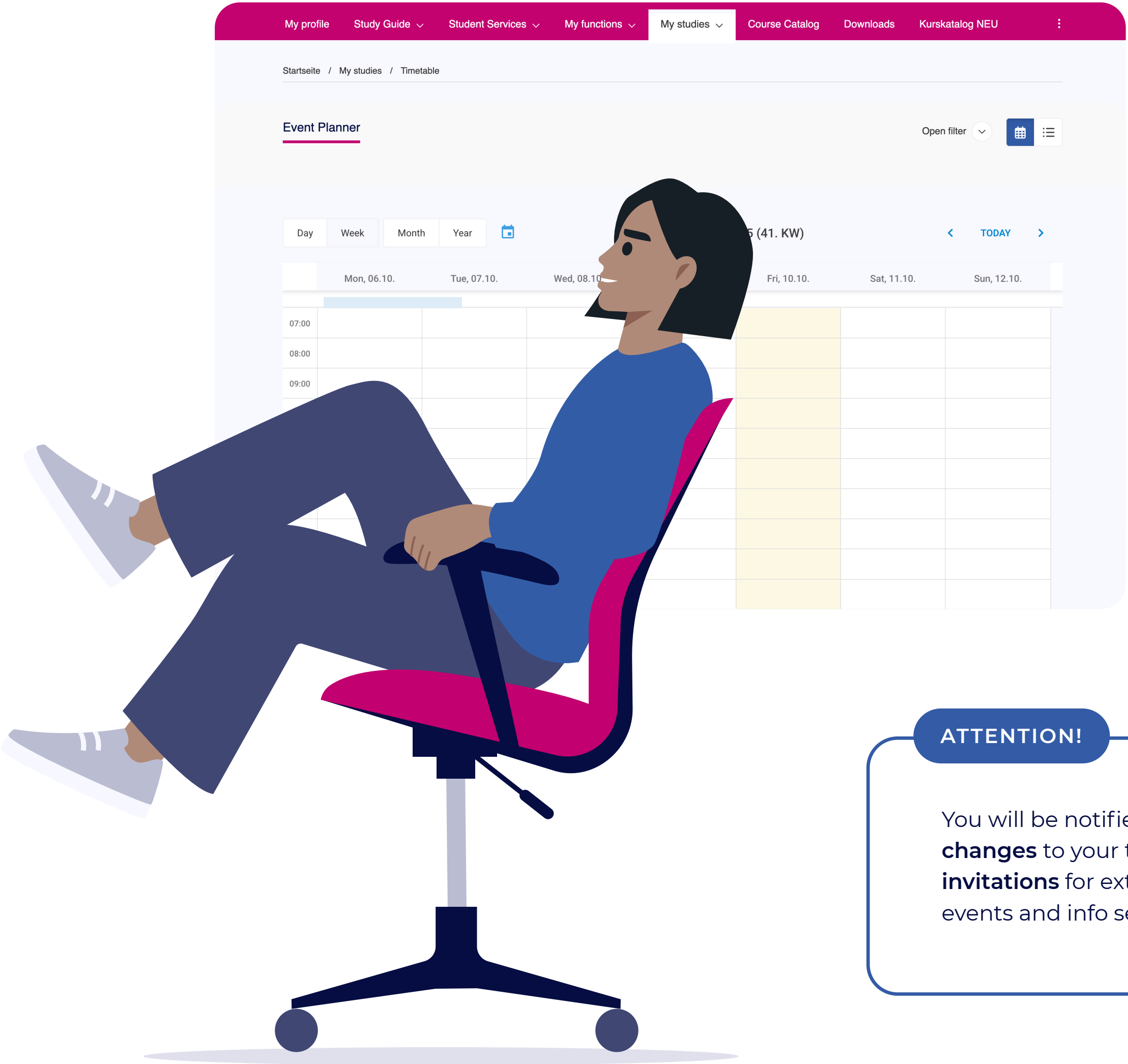
TECH SETUP

Your timetable

You can find your **timetable** in the **Macromedia Community**, or you can access it via the **Servicehub icon**.

KEY INFO

- » You can customize the view (daily/weekly, agenda/standard, etc.).
- » For detailed information on calendar entries, move your mouse over the respective event to see the lecturer, room, time, and class type. They are also colour-coded.
- » If you are not able to see your timetable, please ensure you've selected the correct semester and planning group.



ATTENTION!

You will be notified of any **short-term changes** to your timetable and **receive invitations** for extra-curricular activities, events and info sessions **via email**.

TECH SETUP

Blackboard

The most important tool for your studies is our learning management system **Blackboard**, which you can access via a **Servicehub icon**.

Blackboard®

LET'S GO!

KEY INFO

Blackboard is Macromedia University's learning management system and will accompany you throughout your studies.

Here you'll find digital learning materials, lecture scripts, dates for online classes, and submission options for exams.

Instructors also use the platform for communication and to provide additional resources.

GOOD TO KNOW

All information and **instructions for using Blackboard** and how to join the sessions can be found via the **Lama**.



Details & Actions

- Class register
[View everyone on your course](#)
- Course Description
[View the course description](#)
- Class Collaborate
[Join session](#)
- Attendance
[View your attendance](#)
- Books & Tools
[View course & institution tools](#)

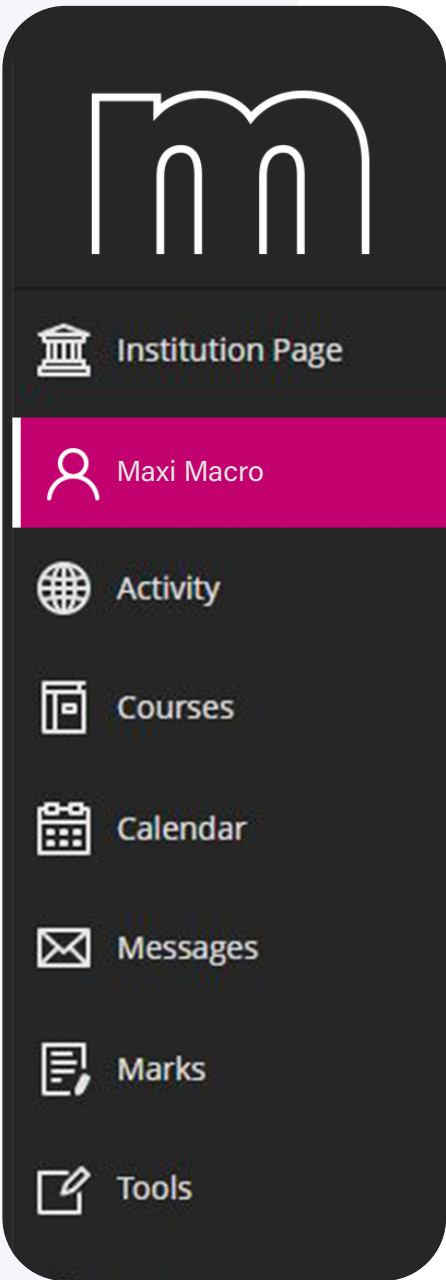
Click here to join classes.

BLACKBOARD FEATURES

After logging in, you'll automatically reach the **Course Dashboard**, where you can see all the courses you are enrolled in. The **activity list** informs you when new content has been shared.

The **calendar** helps you keep track of important dates. Under **"Messages"** you can communicate with lecturers and fellow students.

You can also track your **"Learning Progress"** to ensure you are on the right track.





On site

ON SITE

Library

Whether you are working on a project, preparing for exams, or just exploring out of curiosity, you have full access to our library's extensive resources.

Via **Servicehub** you can directly access the **library website**, where you'll find all important information and the **online catalogue**.

To get started with your research, we recommend joining one of our **regular online training sessions**. You can find the dates on the library website.

Alternatively, you can book an **online research consultation**. We're happy to help.

TO THE ONLINE CONSULTATION



Good to know

At your campus, you'll find a range of services designed to make student life easier. These may vary depending on your location. Whether you need technical equipment for a project or just want to print something quickly, this section will show you how to access these services easily and without hassle.

EQUIPMENT

You can borrow cameras, microphones, and other equipment for your projects. Simply contact the person responsible at your campus.

WIFI

WiFi: macromedia_campus
Username: your student email address
Password: self-chosen password
Didn't register yet? Take a look [here](#).



PRINTING

Printers are available at many locations and can be accessed via the [FollowMe Portal](#) in [Servicehub](#). How it works:

- 1. First registration:**
You'll receive an email from UniFlow with a single-use code. Use this to connect your student ID card with the printing system.
- 2. Send print job:**
On [Servicehub](#), go to the [FollowMe Portal](#) to upload your files and prepare them for printing.
- 3. Print at the device:**
Your job will only be printed once you log in with your student ID card at the printer.

You can also use the devices to scan and copy.

A detailed guide can be found [here](#).

PUBLIC TRANSPORT

Semesterticket = inexpensive public transport ticket

In Berlin, the ticket is part of the package. You have already received the relevant information by email.

In Munich, the Welcome Desk team will assist you with purchasing your ticket.

ON SITE

Safety

During your first days at Macromedia University, you'll take part in a campus tour where all important safety aspects will be explained. Here are some key points ahead of time.

Hopefully, you'll never need it, but knowing the basics can save lives in an emergency — yours and others.

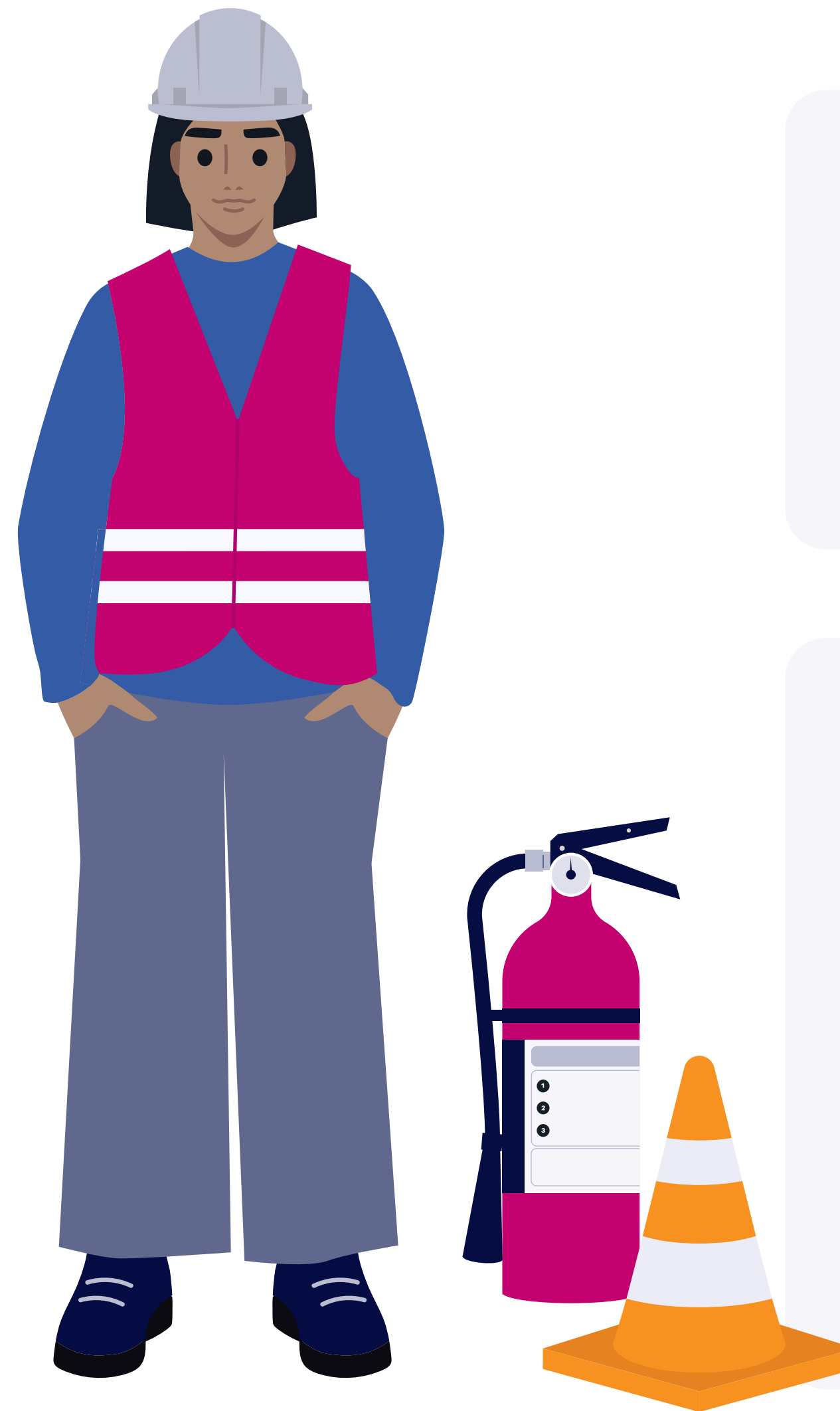
Familiarise yourself with **escape routes, emergency exits, and first aid stations**. Posted plans and signs will guide you.

In case of emergency, **always follow the instructions of staff and faculty immediately** and without hesitation.

IMPORTANT RULES

Smoking is strictly prohibited on campus.

Open flames are not allowed. This includes candles, for example during advent season.



DEFIBRILLATOR

Don't be afraid of using the defibrillator. If you ever find yourself in a situation where it is needed, you can't get it wrong. As soon as you pick up the device, you will be put through to the emergency services who will provide assistance and clear and easy to follow step-by-step instructions.

EVACUATION DRILL

From time to time, evacuation drills will take place. Organised by Macromedia staff and without prior notice they are considered and treated as real emergencies.

Please follow these steps:

- » Leave the building immediately, but remain calm
- » Go to your assigned assembly point
- » Your lecturers will ensure that everyone is accounted for

Remember: Safety always comes first, so follow all instructions carefully.

Let's go! Here's the best way to get started!

An exciting time lies ahead, full of new impressions, experiences, and opportunities. Especially at the beginning, it can all feel a bit overwhelming — and that's completely normal.

But don't worry! What really matters is staying open and engaged — that way, you'll lay the best foundation for a successful start.

BE LIKE A SPONGE

In the first days and weeks you'll encounter many new things — take it all in. Observe, listen, read, and stay curious. The quicker you understand the processes, people, content, and structures, the easier it will be to find your way and really get going.

ASK QUESTIONS

You won't understand everything straight away — and that's absolutely fine. Take every opportunity to ask questions. Nobody expects you to know it all from the start. On the contrary: asking shows interest and a willingness to learn. And remember: there are no silly questions — only silly answers.

BE VISIBLE AND INVOLVED

Don't be afraid to speak up. Don't hesitate to contribute and add value — after all, you want to show that you're the right person on the right course! You won't know, be able to do, or understand everything straight away — that's what your studies are for. But do bring along your prior knowledge, your skills, and your personality.

STUDENT REPRESENTATION

By the way: There's a student council at every Macromedia location.

Your fellow students take an active role on your behalf — organising events, representing your interests, and collecting ideas. They'd be thrilled for you to join! You can reach them at studierendenvertretung-STANDORT@stud.macromedia.de.





LET'S GO

Good luck!



MACROMEDIA UNIVERSITY