Your IT Account at Mainz University of Applied Sciences

Contents

The IT account is...

… a personalized user account required to use various services at the university. It consists of the unchangeable IT user name and the individually set IT password.

You need an IT account ...

… for the following services, for example (as of 2014):

- Logging onto the computers in the pools
- Wi-Fi ("eduroam")
- OLAT (students)
- Viewing online grade postings
- HIP
- Citrix Access Gateway
- eGroupware (university staff and instructors)
- Accessing the central data repository
- Intranet
- …

Where do you get your IT account?

Students

… will receive it at the beginning of the semester by regular mail with the blue semester return form ("Leporello"). In addition to the remittance slip for the semester fee, you will also find your personal IT data on the <u>back of the folded sheet</u>.

Important

> The printed IT password is always the initial password. It must be activated once (see 'Forgot password / change password / activate account').

University staff and instructors

… will receive their access data upon presenting photo ID at the ZIK.

Important

> The printed IT password is always the initial password. It must be activated once (see 'Forgot password / change password / activate account').

Password guidelines

Your IT password must comply with the following guidelines:

- It must contain at least 8 characters
- It must not contain your own first or last name
- It must not be identical to a previously selected password
- It must contain at least 3 of the following:
    - Uppercase letters (A, B, C, …)
    - Lowercase letters (a, b, c, …)
    - Numbers (1, 2, 3, …)
    - Special characters (!,@,?, …)

Forgot password / change password / activate account

Students

Students can access the self-service portal online at:

https://account.hs-mainz.de

There you can change/reset/activate your IT account by entering the data from your blue semester feedback form ("First password" is important for activation and resetting).

We are not able to accept requests by phone or written requests for password changes or information.

University staff and instructors

Forgot password

Your IT password can be reset by a ZIK employee upon request. For legal reasons, it is necessary for you to come to the ZIK in person and present a photo ID.

We are not able to accept requests by phone or written requests for password changes or information.

Activate account

Before it can be used for Wi-Fi, etc., you must log onto a computer in one of the computer rooms (Windows!) one time and change the reset IT password in accordance with the password guidelines (see 'Password guidelines'). For example, you can use a Windows computer from the computer pools.

Please note that the corresponding services can only be accessed with the new password once the password has been changed.

Change password

You can change your password at any time in one of the computer rooms (Windows!) according to the password guidelines (see password guidelines).

After logging onto the computer using your previous password, you can create your new password by pressing the key combination "CTRL+ALT+DEL" and selecting the fourth choice on the list: "change password".

Please note that the corresponding services can only be accessed with the new password once the password has been changed.

HOCHSCHULE MAINZ UNIVERSITY OF APPLIED SCIENCES

If you have any additional questions ...

... please contact the ZIK help desk:

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Mon-Fri 8 am - 4 pm


T 06131.628-6363

F 06131.628-96363

E helpdesk@hs-mainz.de

W http://zik.hs-mainz.de
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If you have any additional questions ...