

selfservice portal

For the best mobile view, please rotate the device.



If you still have questions, you can contact the IT Support:

phone: 09291 409 3666

email address: it-servicedesk@hof-university.de





content

password portal activation	03
unlocking the account online / changing password online	05
unlocking account online / changing password at a service terminal	07

password policy:

- min. 12 digits
- at least one character from each category: capital letters, lower case, numbers, special characters)
- following characters are not permitted Ä Ö Ü ä ö ü € ? \$ @ \$ ^ & [] { } | \ ' / ~ "
- the new password has to be different from the former one (history of last 10)
- max. two consecutive letters from your name / surname are allowed

password portal activation



With your university access data, you can use many of our services, including the password portal: <https://selfservice.hof-university.de>

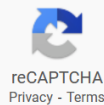
However, this account must be activated. Please do it immediately so that you don't have problems accessing e.g, Moodle courses before an important exam. Log in here with your username and password:

Please Sign in Password Self Service

amuster

.....

☐ I'm not a robot



Sign in

Forgotten Password

Regain access to your account if you have forgotten your password.

With answering just four security questions, you will be able to unlock your account or to change the password easily in the future. Please choose the questions and answers carefully. Try not to use answers, that can be easily figured out via online search.

Setup Security Questions Password Self Service



If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

?

— Please select a question item from the list —

?

— Please select a question item from the list —

?

— Please select a question item from the list —

?

Save Answers

Skip

password portal activation



You have now successfully registered all security questions and may click on **Continue.**

Success
Password Self Service



Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

▶▶ Continue

In the future you can change your password, reset security questions or unlock your account via password portal.

Main Menu
Password Self Service



Change Password
Change your current password.



Setup Security Questions
Security questions and answers allow you to recover a forgotten password.



My Account
Information about your password and password policies.

unlocking account online / changing password online



If you are an enrolled student and your account is locked, you don't remember your password, or you want to change your password, please click on **Forgotten Password**.

Please Sign in Password Self Service

User Name

Password



I'm not a robot



reCAPTCHA
Privacy - Terms

Sign in

 **Forgotten Password**

Regain access to your account if you have forgotten your password.

Please enter your username (short variant) and email address, confirm that you are not a robot and click on **Search**.

Forgotten Password Password Self Service

If you have forgotten your password, follow the prompts to reset your password.

Username*

amuster

Mailaddress

please enter your emailaddress e.g. "john.doe@hof-university.de" for verification.


alex.muster@hof-university.de



I'm not a robot



reCAPTCHA
Privacy - Terms

 Search

 Cancel

unlocking account online / changing password online



Now you will be asked to answer two of the previously saved security question/answers. After filling in the blanks click on **Check Answers**.

Forgotten Password Password Self Service

Please answer the following questions. If you answer these questions correctly, you will then be able to

What is the name of the main character in your favorite book?

What was your favorite show as a child?

✓ Check Answers

✗ Cancel

If your account is locked, you will see two options: **Unlock password** and **Change password**. If you are only shown **Change password**, your account is not locked. If you do not want to make any changes, click on **Cancel**.

Forgotten Password Password Self Service

Your account has been locked due to excessive incorrect login attempts. You may continue by unlocking your account or by changing your password.

🔓 Unlock Password

Unlock your account. If you remember your password, you can unlock your account by selecting this option. Your password will not be changed.

🔑 Change Password

Set a new password. If you have forgotten your password and would like to set a new one, click here. Your account will also be unlocked when you set a new password.

✗ Cancel

unlocking account online / changing password at a service terminal



At all of our locations you can find grey service terminals. Here you can use the password portal or you can change your password directly at the terminal. You need your online registration number and your campus card to change the password. You received your online registration number in the access data sheet when you enrolled at the university, this number consists of your matriculation number and a 3-digit secret number.

Press **Forgot/Change your password**

Functions:

- Assignment of chipcard
- Pay fees
- Charge printing credits
- Changing password
- Equipment rental
- Overview of payments

Hochschule Hof

Windows-Account

Password

OK

Forgot / Change your Password

Info: Please note that all actions executed on this service-terminal will be journalized!

Place your campus card on the card reader. You should see **Valid card on reader detected** on the terminal. Enter your username and your online registration number.

Service-Terminal University of Applied Sciences

Hochschule Hof

Please put the chipcard onto the reader

Valid card on reader detected

Windows-Account

Online-Logonnumber

Alternative 1

to passwordresetportal >>
(pwsself.hof.university.de)

Attention: If necessary you will need here four questions/answers!

Alternative 2

Next >>

Change password

Attention: resetting the password is only possible in conjunction with a valid online-logonnumber! (students only)
Attention: resetting the password is only possible in conjunction with a valid

Result of changing password

Back

unlocking account online / changing password at a service terminal



Check that your data is correct and press **Next**. Please remember, you can only unlock your account if you change the password.

Portal for changing windows-password

Service-Terminal University of Applied Sciences

Please put the chipcard onto the reader

Valid card on reader detected

Windows-Account

Online-Logonnummer

Selected Reader is: Dallmayr Gecko Leser

Result of changing password

Hochschule Hof

Alternative 1

to passwordresetportal >>
(pwself.hof.university.de)

Attention: If necessary you will need here four questions/answers!

Alternative 2

Next >>

Change password

Attention: resetting the password is only possible in conjunction with a valid online-logonnumber! (students only)
Attention: resetting the password is only possible in conjunction with a valid

Back

Your new password must follow the password policy of the university which you can find further up in this guide or on our homepage. When you've entered a new password press **Change Password**.

Portal zum Ändern des Windows-Kennwortes

Gecko

LeserTyp Dallmayr Gecko Leser

Bitte Chipkarte auf den Leser legen

gültige Karte im Leser erkannt

Windows-Kennung aaasystem15

Online-Anmeldenummer *****

Neues Kennwort (8 .. 26 Zeichen)

Neues Kennwort wiederholen

Kennwörter stimmen noch nicht überein!

Passwort-Komplexitätsanforderungen

Selected Reader is: Dallmayr Gecko Leser
Die Kennung wird überprüft -> Bitte warten ...
Der Benutzer existiert in der Domäne HOF-UNIVERSITY
Die Chipkarte wird überprüft -> Bitte warten ...
Die Online-Anmeldenummer wird überprüft -> Bitte warten ...
Die Überprüfungen sind abgeschlossen

Ergebnis der Kennwortänderung

hochschule hof

zum Kennwortrücksetzportal >>
(pwself.hof.university.de)

Achtung: Hier sind ggf. vier hinterlegte Fragen/Antworten notwendig!

Weiter >>

Kennwort ändern

Kennwortes ist nur in Verbindung mit einer gültigen Online-Anmeldenummer möglich! (nur für Studenten)

Zurück

unlocking account online / changing password at a service terminal



This notification tells you that your password has been changed and your account is unlocked.

You can now press **OK** and log out of the terminal.